

# HealthPro News

A monthly publication for participating HMSA health care providers, facilities, and their staff.

March 2018

## ADMINISTRATION & NEWS



### Alpha Numeric Prefix Implementation

Most Blue Cross Blue Shield (BCBS) ID cards display a three-character alpha prefix in the member's ID number. To increase the prefix pool needed for BCBS plans, effective April 15, 2018, all BCBS plans and providers must be able to accept an alpha-numeric prefix.

The change to alpha-numeric allows BCBS plans to keep the current three-character prefix that members have on their ID cards. The new prefix will use the numbers two through nine — zero and one won't be used. Also, a prefix cannot be all numeric. Examples of alpha-numeric prefixes are A2A, 2AA, 22A, AA2, 2A2, and A22.

If your system accepts an alpha prefix only, you'll need to modify your system to allow for the alpha-numeric prefix effective April 15, 2018.

If you have any questions about the alpha-numeric prefix, please call Customer Relations at 948-6330 on Oahu or 1 (800) 790-4672 toll-free on the Neighbor Islands.



### Provider Enrollment

To remain eligible for Medicaid reimbursement, providers must complete and submit to MQD the Medicaid Provider Application/Change Request Form, also called the DHS 1139, once every five years. Even providers who have an active HMSA QUEST Integration contract may have their future payments suspended or denied if they don't submit the DHS 1139 form to MQD.

If you haven't already done so, download the 1139 application and instructions from the Med-QUEST Division website at [medquest.hawaii.gov/en/plans-providers/become-a-medicaid-provider.html](http://medquest.hawaii.gov/en/plans-providers/become-a-medicaid-provider.html). Complete the form and mail it to:

Med-QUEST Division  
Health Care Services Branch  
Provider Enrollment  
601 Kamokila Blvd., Room 506A  
Kapolei, HI 96707

If there are any issues with your application, MQD will contact you. We suggest that you save a copy so that if corrections need to be made later, you can make corrections to the saved copy without having to start from scratch.

To contact MQD, call 692-8099 on Oahu or email [hcsbinquiries@dhs.hawaii.gov](mailto:hcsbinquiries@dhs.hawaii.gov).

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## ADMINISTRATION & NEWS (CONTINUED)

The purpose of the DHS 1139 form is to improve fraud prevention. MQD is required to perform more comprehensive screening, credentialing, and enrollment for Hawaii Medicaid providers.

Here’s a summary of Medicaid provider enrollment requirements:

Medicaid Enrollment Requirement	Home Health Agencies, DME, and HCBS Providers	Institutional Providers	All Others
Complete a DHS 1139 Medicaid provider application form from the Med-QUEST website at <a href="http://medquest.hawaii.gov/en/plans-providers/become-a-medicaid-provider.html">medquest.hawaii.gov/en/plans-providers/become-a-medicaid-provider.html</a> .	X	X	X
Allow MQD to conduct unannounced on-site inspections of any and all provider locations.	X	X	X
Obtain a money order or check for \$500 for the Medicaid provider application fee payable to <b>State Director of Finance c/o Med-QUEST Division</b> .	X	X	
Obtain a fingerprint-based criminal background check for everyone who has 5 percent or more business ownership as evidenced by the Fieldprint criminal history fitness determination verification. The fitness determination verification includes a set of fingerprints, Adult Protective Services (APS), and Child Abuse and Neglect Check (CAN) screenings. Follow the instructions on the Fieldprint website at <a href="http://fieldprinthawaii.com">fieldprinthawaii.com</a> . Not required for nonprofit organizations.	X		



### New Cards from Medicare

All Medicare beneficiaries will receive a new card from Medicare between April 2018 and April 2019.

The current Medicare card contains the member’s Social Security number. The new card replaces the Social Security number with a unique Medicare number. Removing the Social Security number will help keep personal information secure and help prevent identity theft.

Medicare will send the new card to members to the address that’s on file with Social Security. Let your patients know that if they’ve moved recently, they can update their mailing address one of three ways:

- Online at the Social Security website, [ssa.gov/myaccount](http://ssa.gov/myaccount).
- Call Social Security at 1 (800) 772-1213 toll-free. For TTY, call 1 (800) 325-0778.
- Contact their local Social Security office.



### Referrals

We recently noticed a trend of unnecessary referral submissions. This is a friendly reminder to help ease the administrative burden on PCPs and specialists.

PCPs should continue to initiate referrals to specialists for QUEST Integration members. However, except as noted below, referral registration with HMSA isn’t required for most specialty care by HMSA network providers on the patient’s home residence.

Remember that registration of referrals is only required for:

- Referral to an off-island specialist.
- Referrals to a provider who isn’t participating in the HMSA QUEST Integration provider network.
- Referral to a plastic surgery specialist.

## ADMINISTRATION & NEWS (CONTINUED)

To register referrals:

- Mail them to:  
HMSA  
P.O. Box 3520  
Honolulu, HI 96811
- Call 948-6486 on Oahu or 1 (800) 440-0640 toll-free on the Neighbor Islands.
- Fax them to 948-5648 on Oahu or 1 (800) 960-4672 toll-free on the Neighbor Islands.
- Through the Hawaii Healthcare Information Network (HHIN) system.

Please see QUEST Integration Referrals in the Provider Resource Center at [hmsa.com/portal/provider](https://hmsa.com/portal/provider) for detailed information.

## CONTRACT NOTIFICATION



### Significant Changes for Medical Policies Requiring 90-day Notice

The following policy has undergone significant changes and goes into effect June 1, 2018:

- Applied Behavior Analysis Therapy for Treatment of Autism Spectrum Disorder.



### New Policies

The following policy goes into effect June 1, 2018:

- Kymriah (tisagenlecleucel).

## CODING & CLAIMS



### Provider ID Required on Hard Copy Claims

As a reminder, we require an HMSA provider ID number on all hard copy claims. The appropriate provider ID number should be entered in box 33b of the CMS 1500 claim form and Form Locator 57 of the UB-04 claim form. If you have more than one provider ID number, please be sure to submit your claim with the correct provider ID number for the services being billed on the claim. Any hard copy claims received without a valid HMSA provider ID number will be rejected.

For more information on this and other claim filing requirements, please refer to our online instructions for the CMS 1500 claim form at [hmsa.com/portal/provider/zav\\_pel.aa.CMS.400.htm](https://hmsa.com/portal/provider/zav_pel.aa.CMS.400.htm) or the instructions for the UB-04 claim form at [hmsa.com/portal/provider/zav\\_pel.fh.UB0.200.htm](https://hmsa.com/portal/provider/zav_pel.fh.UB0.200.htm).

## CODING & CLAIMS (CONTINUED)



### Hard Copy Secondary Claim Submission

When Medicare is primary and providers submit hard copy secondary claims to HMSA, the Explanation of Medicare Benefits (EOMB) or Remittance Advice (RA) must be submitted with the claim to ensure proper coordination of payment. This requirement applies to all hard copy CMS-1500 and UB-04 claims submitted to HMSA.

Any hard copy secondary CMS-1500 and UB-04 claims received without the EOMB or RA will be rejected.

As a reminder, most secondary HMSA claims may be submitted electronically with the primary carrier payment information.



### QMB Remittance Advice Issue

On October 2, 2017, Change Request 9911 modified the Medicare Remittance Advice (RA) for Qualified Medicare Beneficiary (QMB) claims to identify QMB patients and reflect zero cost-sharing liability. This change resulted in unanticipated issues for providers, states, and other secondary payers who are used to seeing Medicare deductible and copayment and/or coinsurance amounts in specific fields on the RA. On December 8, 2017, CMS systems reverted to the previous display of patient responsibility for QMBs on RAs.

If Medicare paid your claim during this time and you received a denial for secondary payment from QUEST Integration requesting a breakdown of the OA-209 Medicare Adjustment amounts, submit a corrected hard copy claim with the Medicare Explanation of Medicare Benefits (EOMB) with a breakdown of the coinsurance, copayment and/or deductible. For electronic claims, please resubmit with the OA-209 adjustment code and the appropriate remark code (N781, N782 & N783) entered in the MOA or the MIA section.

## PLANS



### Submitting Travel Requests

When requesting travel for HMSA members, be sure you're exhausting all options on their home island before referring them to a Neighbor Island provider.

Submit travel requests as soon as appointments are made no matter how far in advance even though it doesn't guarantee that travel will be booked within five business days of receipt. Submitting requests in advance allows time for us to obtain authorization or additional information if needed.

If you have any questions or need help, please call 948-5440 for commercial plans or 1 (800) 440-0640 toll-free for QUEST Integration plans.

## PROGRAMS



### Magellan Hawaii Precertification via RadMD

We heard your feedback and have made an improvement to the online submission process. Providers now have the ability to check authorization status submitted by another user on RadMD.com. This will help improve efficiency when following up on your request.

More information with the detailed RadMD Quick Start Guide is available in the HMSA Provider Resource Center ([hmsa.com/portal/provider/zav\\_pel\\_aa\\_nia.100.htm](https://hmsa.com/portal/provider/zav_pel_aa_nia.100.htm)) or at RadMD.com.

## POLICY NEWS



### Annual Review of Medical Policies

The following policies have been reviewed and updated in the Provider E-Library at [hmsa.com/prc0006](https://hmsa.com/prc0006); printed copies are available on request.

Effective November 17, 2017:

- Afirma Thyroid Analyses.
- Bronchial Thermoplasty.
- Complementary and Alternative Medicine.
- Knee Orthoses for Osteoarthritis.
- Low-Molecular-Weight Heparin.
- Telehealth Services.
- Developmental Delay/Intellectual Disability, Autism Spectrum Disorder, and Congenital Anomalies.

Effective January 16, 2018:

- Cosmetic Services.
- HCT for Primary Amyloidosis.

More policy changes are listed in the Contract Notification section of this newsletter.

## CALENDAR



### Well-Being Workshops

The following workshops are available to HMSA members at no cost. These informative sessions can help your patients improve their health and well-being. Non-HMSA members may attend if space is available.

For more information, refer your patients to [hmsa.com/well-being/workshops](http://hmsa.com/well-being/workshops) or have them call 1 (855) 329-5461, option 1, toll-free to register at least three days before the workshop date.

#### HAWAII ISLAND

##### Hypertension Explained

Find out what you can do to lower your blood pressure.

- 3/22, 10–11 a.m.  
HMSA Center @ Hilo

##### Supermarketing!

Find ways to make grocery shopping less of a chore.

- 3/20, 10–11 a.m.  
HMSA Kailua-Kona Office
- 3/24, 10–11 a.m.  
HMSA Center @ Hilo

#### KAUAI

##### Hypertension Explained

Find out what you can do to lower your blood pressure.

- 3/7, 5–6 p.m.  
Kuhio Medical Center

#### OAHU

##### Hypertension Explained

Find out what you can do to lower your blood pressure.

- 3/17, 10–11 a.m.  
HMSA Center @ Pearl City
- 3/23, 10–11 a.m.  
HMSA Center @ Honolulu

##### Supermarketing!

Find ways to make grocery shopping less of a chore.

- 3/1, 10–11 a.m.  
HMSA Center @ Honolulu
- 3/6, 9:30–10:30 a.m.  
HMSA Center @ Honolulu
- 3/10, 10–11 a.m.  
HMSA Center @ Pearl City
- 3/15, 10–11 a.m.  
HMSA Center @ Pearl City

##### What are Calories?

Learn how calories affect your diet and health.

- 3/20, 12:30–1:30 p.m.  
Mililani YMCA



### Community Activities

**Adult Fitness at Queen's:** Learn body shaping, tai chi, kickboxing, yoga, and more. Times and instructors vary. The Queen's Medical Center, Women's Health Center Classroom. Six classes for \$66. Call 691-7117 for details and to register.

## CALENDAR (CONTINUED)

**Health & Education at Queen's:** The Queen's Medical Center, Women's Health Center Classroom.

- **Genetics Class:** Learn about prenatal genetic screening and tests to check the health of your baby. 691-7633. Free.
- **Lamaze Class:** Sundays, 1–4 p.m. Get birthing techniques from a Lamaze-certified instructor in this birth-partner-focused class. \$150 per couple for five sessions. Instructor: Nicia Platt.
- **Lymphedema/Breast Cancer Clinic:** First and third Thursdays, 1:30–2:30 p.m. Learn exercises to prevent lymphedema (swelling of the arms). Free.
- **Mammogram and Cervical Cancer Screening:** Every other Friday, 8 a.m.–noon. Free for women ages 50–64, uninsured or underinsured, or low income. 691-7726.

**American Diabetes Association Tour de Cure Hawaii:** March 17, 6:30 a.m. Kapiolani Park. Event will include a walk, run, or ride option, giving the entire community an opportunity to participate. This event is for participants of all ages and ability, ranging from the 5K walk/run to multiple cycling routes. For more information and/or to register, call 947-5979 or email [tourhawaii@diabetes.org](mailto:tourhawaii@diabetes.org).

**Big Island Ostomy Group:** March 17, 11:30 a.m. Hilo Medical Center. Open to ostomates, pre-ostomy patients, caregivers, medical professionals, and the public. 339-7640.

**COPD Support Group:** March 13, 10 a.m.–noon. Pali Momi Women's Center at Pearlridge. Get support and information on medication, breathing techniques, exercise, and more. To register, call Valerie Chang at 699-9839, email [valerie@hawaiiicpd.org](mailto:valerie@hawaiiicpd.org), or visit [hawaiiicpd.org](http://hawaiiicpd.org).

**Colon Cancer Awareness:** March 9, 10:30 a.m.–1:30 p.m. Queen's West Oahu. General public invited to learn about prevention and treatment of colon cancer. Free.

**Diabetes 101: A Healthier You:** March 10, 8:30 a.m.–12:30 p.m. Wilcox Medical Center. Information, resources, and a free diabetes wellness checkup for those with or at risk for diabetes. Registration is required. 245-1198.

**Farmers Market at HMSA:** Every Friday, 11 a.m.–2 p.m. HMSA Center @ Honolulu. Fresh island-grown produce and ready-to-eat local food. For information on vendors, call HMSA at 948-6521.

**Hawaii Prostate Cancer Support Group:** This free support group provides men and their families on Hawaii Island and Oahu with information, materials, and support to help them make informed decisions about prostate cancer treatment. For locations and meeting times, go to [hawaii prostate cancer.org](http://hawaii prostate cancer.org) or call 486-9675.

**In Sickness and In Health:** March 8, 6–7:30 p.m. Castle Wellness Center. This month's topic is "Your End of Life Wishes." Dr. Sarah Canyon will discuss what you need to do and who you need to tell to prepare for end of life. Free. Registration required. 263-5400 or [castlemed.org](http://castlemed.org).

**Kardiatic Kids Support Group:** March 9, 6:30–9 p.m. Kapiolani Medical Center Cafeteria. Education, encouragement, and support for families with children who have congenital heart defects. Jullie Passos, 227-4558.

**Mommy & Me Hui:** March 4 and 16, 11:15 a.m.–12:30 p.m. Castle Medical Center. Learn about breastfeeding and connect with new mothers. 263-5400.

**NAMI Support Group:** March 27, 5:30–7 p.m. Castle Wellness Center Auditorium. A safe and welcoming support group for family members and friends who care for loved ones with mental illness. Facilitated by trained and experienced volunteers with the National Alliance on Mental Illness (NAMI). [nami.org](http://nami.org).

**Relay for Life at UH Hilo:** March 9–10, 6 a.m.–6 p.m. University of Hawaii at Hilo. Raise awareness, honor loved ones, and celebrate survivors of cancer. Support your favorite team or start your own. 935-0025.

**Stroke Support Group:** March 13, 4–5 p.m. Hilo Medical Center. A forum for stroke survivors and their caregivers, family members, and friends. Amy Shipley, 932-3049 or [ashipley@hpsc.org](mailto:ashipley@hpsc.org).

**Support Group for Cancer Patients:** March 29, 2–4 p.m. North Hawaii Community Hospital. A new support group for cancer patients and their families and caregivers. 881-4417.

## CALENDAR (CONTINUED)

**Walk Around the Block with a Doc:** March 10, 8:30 a.m., Wilcox Medical Center, Lihue. Walk around the campus with a doctor and other walkers, then enjoy a healthy breakfast and talk about a health topic. Free. Registration required. 245-1198.

**Walk with a Doc Oahu:** Every Saturday, 8 a.m. Patsy T. Mink Central Oahu Regional Park. Walk includes a brief warm-up/stretch and a health tip from a community doctor. New participants are asked to arrive by 7:45 a.m. [walkwithadoc.org](http://walkwithadoc.org).

**Walk with a Doc on Hawaii Island:** Every Sunday, 8 a.m. Liliuokalani Gardens, Hilo. Walk includes a brief warm-up/stretch and an informative talk from a community physician or medical student. Meets rain or shine. [wwadbigisland.org](http://wwadbigisland.org).

**Weight Loss Surgery Seminar:** March 7, 5:30-7 p.m. Kapolei High School. Learn about Castle Wellness Center's Comprehensive Metabolic and Bariatric Surgery Program from Dr. Steven Fowler and other Castle bariatric team members. Registration required. 263-5400.