

# HealthPro News

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

May 2018

## ADMINISTRATION & NEWS



### Medicaid Provider Enrollment

To help improve fraud prevention, the state Medicaid agency, Department of Human Services Med-QUEST Division (MQD), is now required to perform more-comprehensive screening, credentialing, and enrollment practices for Hawaii Medicaid providers.

To remain eligible for Medicaid reimbursement, providers must complete and submit to MQD the Medicaid Provider Application/Change Request Form (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.

Mail the DHS 1139 form and any information that MQD requests to:

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

Submit your DHS 1139 form by mail. Don't email or fax it or any other information unless MQD personnel request it. Keep a copy of your form and anything else you send to MQD in case a copy is requested at a later date.

MQD will contact you if there are any issues with your form.

The DHS 1139 form and instructions may be downloaded from the MQD 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). 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)



### Telephone Survey to Assess Appointment Availability

SPH Analytics will call you soon to ask about the availability of the following types of appointments for HMSA QUEST Integration members:

- **Urgent care visits** (high fever, ear pain, or infections): Within 24 hours.
- **PCP pediatric sick visits:** Within 24 hours.
- **PCP adult sick visits:** Within 72 hours.
- **Behavioral health visits** (routine visits for adults and children): Within 21 days.
- **PCP visits** (routine visits for adults and children): Within 21 days.
- **Specialist visits:** Within four weeks.
- **Non-emergency hospital stays:** Within four weeks.

Our goal is 90 percent or better for appointment availability that meets the standards.

Thank you in advance for taking the time from your busy schedule to respond to this telephone survey. The information you provide to SPH Analytics helps us to monitor member access to care.

Here are the results from the previous survey.

HMSA QUEST Integration Appointment Availability Report Fourth quarter 2017			
Provider Type/Class	Wait standard	% of requests that meet waiting time standard	Average wait (days) for those over standard
Urgent care	24 hours	94.4%	14 days
PCP pediatric sick visits	24 hours	100%	n/a
PCP adult sick visits	72 hours	98%	20 days
Behavioral health (routine visits for adults and children)	21 days	100%	n/a
PCP visits (routine visits for adults and children)	21 days	97.5%	47 days
Specialist	4 weeks	91.8%	54 days
Non-emergent hospital stays	4 weeks	98%	73 days

## CONTRACT NOTIFICATION



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

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

- Occlusion of Uterine Arteries Using Transcatheter Embolization (formally Uterine Artery Embolization). Criteria for repeat procedures have been revised.



### Annual Review of Medical Specialty Drug Policies

The following policies have undergone review and are available for 90-day provider notification. They go into effect August 1, 2018:

- Botulinum toxins:
  - o Botox.
  - o Dysport.
  - o Xeomin.
  - o Myobloc.
- Entyvio.

Updated medical specialty drug policies are posted online for your review. Please visit [info.caremark.com/hmsapolicies](http://info.caremark.com/hmsapolicies) for updates to the policies that may affect your practice.



### Correction: Reimbursement of Moderate Sedation

In the April 2018 *HealthPro News* article titled "Reimbursement of Moderate Sedation," an error was made in one of the maximum allowable charges (MACs) listed. The correct information is below. We apologize for the error.

Procedure	Description	New Specialist HMO/Fed MAC
+ 99157	Each additional 15 minutes intraservice time (list separately in addition to code for primary service)	\$35.91

**CONTRACT NOTIFICATION (CONTINUED)****Correction: Fluorodeoxyglucose PET**

In the February 2018 *HealthPro News* article titled “Fluorodeoxyglucose PET,” some of the MACs listed were incorrect. The correct information is below. We apologize for the error. These MACs were effective April 1, 2018.

Procedure	Description	New MAC	New HMO MAC	New Specialist MAC	New Specialist HMO/Fed MAC
<b>A9552</b>	Fluorodeoxyglucose F-18 FDG, diagnostic, per study dose, up to 45 millicuries	<b>\$600.00</b>	<b>\$628.27</b>	<b>\$600.00</b>	<b>\$628.27</b>
<b>78608</b>	Brain imaging, positron emission tomography (Pet); metabolic evaluation	<b>2,563.48</b>	<b>2,684.27</b>	<b>2,565.98</b>	<b>2,686.89</b>
<b>78608 TC</b>		<b>2,463.53</b>	<b>2,579.62</b>	<b>2,463.53</b>	<b>2,579.62</b>
<b>78609</b>	Brain imaging, positron emission tomography (PET); perfusion evaluation	<b>2,563.48</b>	<b>2,684.27</b>	<b>2,565.98</b>	<b>2,686.89</b>
<b>78609 TC</b>		<b>2,463.53</b>	<b>2,579.62</b>	<b>2,463.53</b>	<b>2,579.62</b>
<b>78811</b>	Positron emission tomography (PET) imaging; limited area (e.g., chest, head/neck)	<b>2,568.33</b>	<b>2,689.35</b>	<b>2,570.95</b>	<b>2,692.10</b>
<b>78811 TC</b>		<b>2,463.53</b>	<b>2,579.62</b>	<b>2,463.53</b>	<b>2,579.62</b>
<b>78812</b>	Positron emission tomography (PET) imaging; skull base to mid-thigh	<b>2,593.58</b>	<b>2,715.79</b>	<b>2,596.83</b>	<b>2,719.20</b>
<b>78812 TC</b>		<b>2,463.53</b>	<b>2,579.62</b>	<b>2,463.53</b>	<b>2,579.62</b>
<b>78813</b>	Positron emission tomography (PET) imaging; whole body	<b>2,598.48</b>	<b>2,720.92</b>	<b>2,601.85</b>	<b>2,724.45</b>
<b>78813 TC</b>		<b>2,463.53</b>	<b>2,579.62</b>	<b>2,463.53</b>	<b>2,579.62</b>
<b>78814</b>	Positron emission tomography (PET) with concurrently acquired computed tomography (CT) for attenuation correction and anatomical localization imaging; limited area (e.g., chest, head/neck)	<b>2,611.58</b>	<b>2,734.64</b>	<b>2,615.28</b>	<b>2,738.52</b>
<b>78814 TC</b>		<b>2,463.53</b>	<b>2,579.62</b>	<b>2,463.53</b>	<b>2,579.62</b>
<b>78815</b>	Positron emission tomography (PET) with concurrently acquired computed tomography (CT) for attenuation correction and anatomical localization imaging; skull base to mid-thigh	<b>2,627.13</b>	<b>2,750.92</b>	<b>2,631.22</b>	<b>2,755.21</b>
<b>78815 TC</b>		<b>2,463.53</b>	<b>2,579.62</b>	<b>2,463.53</b>	<b>2,579.62</b>
<b>78816</b>	Positron emission tomography (PET) with concurrently acquired computed tomography (CT) for attenuation correction and anatomical localization imaging; whole body	<b>2,631.03</b>	<b>2,755.01</b>	<b>2,635.22</b>	<b>2,759.40</b>
<b>78816 TC</b>		<b>2,463.53</b>	<b>2,579.62</b>	<b>2,463.53</b>	<b>2,579.62</b>

## CODING & CLAIMS



### Supportive Care Services Billing

For supportive care services, a hospice provider should bill for services on a UB-04 form or the electronic equivalent.

HMSA's payment for supportive care services is based on an all-inclusive per diem rate that includes:

- Nursing care.
- Medical social services.
- Physician's services.
- Counseling services.
- Residential care.
- Medical appliances and services, including durable medical equipment.
- Palliative care.
- Home health aide services.
- Physical therapy, occupational therapy, and speech pathology services.

Using the correct combination of codes is the key to minimizing delays in claims processing. Please ensure the appropriate revenue, procedure, and diagnosis codes reflect the condition and services rendered.

Revenue Code	Description	Service Code	Payment Status
0691	Pre-hospice/palliative care services—visit charge	Not applicable	All-inclusive per diem payment
0693	Pre-hospice/palliative care services—evaluation	S0255 - Hospice referral visit (advising patient and family of care options) performed by nurse, social worker, or other designated staff	Not included in all-inclusive per diem payment

## PHARMACY



### Opioid Prescribing

In response to the nationwide opioid epidemic, the Centers for Medicare and Medicaid Services (CMS) has announced additional point of sale (POS) edits on opioid prescriptions. The changes would go into effect January 1, 2019. Consider making adjustments to your prescribing now to increase patient safety and decrease need for prior authorizations. Proposed edits include:

- A seven-day supply limit for all initial fills of prescription opioids.
- A cumulative dose limit of 90 morphine milligram equivalent (MME) per day across all opioid prescriptions.
- Edits on use of potentiator drugs such as gabapentin and pregabalin in combination with prescription opioids.

The new edits would be in addition to current opioid POS edits:

- Average dose limits of 90 MME per day for patients using more than three prescribing practices and more than three pharmacies in the last six months.
- Average dose limits of 90 MME per day for patients with more than five prescribing practices, regardless of the number of pharmacies in the last six months.
- Edits for patients taking five or more unique controlled substances within the last 30 days or who have eight or more claims of the same controlled substance within the last 30 days.
- Use of buprenorphine with a subsequent opioid prescription.

CMS edits are based primarily on the CDC's opioid prescribing guidelines. For more information and CDC training webinars on opioid prescribing, visit [cdc.gov/drugoverdose/training/index.html](http://cdc.gov/drugoverdose/training/index.html). For information on how to calculate MME, visit [cdc.gov/drugoverdose/pdf/calculating\\_total\\_daily\\_dose-a.pdf](http://cdc.gov/drugoverdose/pdf/calculating_total_daily_dose-a.pdf).



### Opioid Quantity Limits

Starting July 1, 2018, HMSA will place quantity limits on ALL opioid products to ensure member safety and appropriate use. Quantity limits are based on product labeling, FDA guidance, standards of medical practice, evidence-based drug information, and published guidelines. Quantity limits won't be placed on drugs used for medication-assisted treatment.

Quantity limits are new or are changing. A link to a comprehensive list of quantity limits for opioids will be posted in the Provider Resource Center under the Opioid Quantity Limits at [hmsa.com/portal/provider/zav\\_IN.RX-Benefit\\_Policies.htm](http://hmsa.com/portal/provider/zav_IN.RX-Benefit_Policies.htm).

## POLICY NEWS



### Smoking Cessation Update

The state of Hawaii Med-QUEST Division recently clarified that physicians and osteopaths are and have been eligible to provide smoking cessation services.

Previously, the only eligible providers who could provide smoking cessation services were psychologists, clinical social workers in behavioral health, advanced practice registered nurses, marriage and family therapists, and mental health counselors. Consequently, claims for smoking cessation services provided by physicians and osteopaths were denied as of May 1, 2017, though we were paying these providers prior to that date.

We'll conduct a review of this clarification and retroactively adjust these claims accordingly.



### 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 March 23, 2018:

- Esophageal pH Monitoring.
- Sepsis and Septic Shock.



### Codes That Do Not Meet Payment Determination Criteria

The following codes will be added to the list of codes that don't meet payment determination criteria:

20939, 64912, 64913, 81283, 81328, 81334, 81335, 81346, 81448, 95249, 0024U, 0025U, 0026U, 0029U, 0030U, 0032U, 0033U, 81283, 81328, 81334, 81335, 81346, 81448.

For a complete list of codes that don't meet payment determination criteria, see [hmsa.com/prc0047](https://hmsa.com/prc0047).



### Claim Documentation Requirements

These codes have been added to the list for claim documentation requirements:

65778	Placement of amniotic membrane on the ocular surface; without sutures
V2790	Amniotic membrane for surgical reconstruction per procedure

Other codes:

87634, 87662, 00731, 00732, 00811, 00812, 00813, 33927, 33928, 33929, 55874, 71047, 71048, 81105, 81106, 81107, 81108, 81109, 81110, 81111, 81112, 81120, 81121, 81175, 81176, 81230, 81231, 81232, 81238, 81247, 81248, 81249, 81258, 81259, 81269, 81361, 81362, 81363, 81364, 81520, 81521, 81541, 81551 Q4176, Q4177, Q4178, Q4179, Q4180, Q4181, Q4182.

A complete list of codes that require documentation can be found at [hmsa.com/prc0048](https://hmsa.com/prc0048).

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

##### Diabetes 101

Learn how to prevent and treat diabetes.

- 5/17, 10–11 a.m.  
HMSA Center @ Hilo
- 5/25, 10–11 a.m.  
HMSA Kailua-Kona Office

##### Stress Bucket

Learn practical ways to reduce stress.

- 5/3, 10:30–11:30 a.m.  
HMSA Kailua-Kona Office
- 5/5, 10–11 a.m.  
HMSA Center @ Hilo

#### OAHU

##### Diabetes 101

Learn how to prevent and treat diabetes.

- 5/24, 10–11 a.m.  
HMSA Center @ Pearl City

##### Stress Bucket

Learn practical ways to reduce stress.

- 5/1, 9:30–10:30 a.m.  
HMSA Center @ Honolulu
- 5/8, 10–11 a.m.  
HMSA Center @ Pearl City
- 5/10, 4:30–5:30 p.m.  
HMSA Center @ Honolulu
- 5/12, 10–11 a.m.  
HMSA Center @ Pearl City

##### Take a Look at Stress

Learn how to relax and improve your emotional health.

- 5/12, 10–11 a.m.  
HMSA Center @ Honolulu
- 5/18, 10–11 a.m.  
HMSA Center @ Honolulu
- 5/26, 10–11 a.m.  
HMSA Center @ Pearl City



### Community Activities

**Adult Fitness at Queen's:** Learn body shaping, tai chi, kickboxing, 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.

**Alzheimer's Association Support Groups:** Information and support for people caring for a loved one with Alzheimer's disease. Groups meet on Hawaii Island, Kauai, Maui, and Oahu. For locations and meeting times, call 591-2771, ext. 8236; email Lyn Moku at [mamoku@alz.org](mailto:mamoku@alz.org); or visit [alz.org/hawaii](http://alz.org/hawaii).

**Bariatric Support Group:** May 9, 5–6 p.m. Pali Momi Medical Center. Information and guidance for those who have had or are considering bariatric surgery. 485-4173.

**Big Island Ostomy Group:** May 19, 11:30 a.m. Hilo Medical Center. Open to ostomates, pre-ostomy patients, caregivers, medical professionals, and the public. 339-7640.

**Bike and Safety Day:** May 5, 8–11 a.m. Wilcox Medical Center. Keiki and their families can learn about bicycle safety and participate in bike helmet fittings, helmet decorating, skills courses, safety inspections, and giveaways. [wilcoxhealth.org](http://wilcoxhealth.org).



**Car Seat Checks:** Kapiolani Medical Center. Get your baby or child's car seat checked by a trained child passenger safety technician. Call to schedule an appointment. 527-2588.

**COPD Support Group:** May 8, 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@hawaiicopd.org](mailto:valerie@hawaiicopd.org); or visit [hawaiicopd.org](http://hawaiicopd.org).

**COPD Support Group Hilo:** May 21, 4:30–5:30 p.m. Hilo Medical Center. Chronic obstructive pulmonary disease patients and their caregivers. Free.

**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.

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

- **Lymphedema/Breast Cancer Clinic:** May 3, 1:30–2:30 p.m., or Saturdays by appointment. Learn exercises to prevent lymphedema (swelling of the arms). Free. 691-7117.
- **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.

**Kardiac Kids Support Group:** May 11, 6:30–9 p.m. Kapiolani Medical Center. Education, encouragement, and support for families with children who have congenital heart defects. Jullie Passos, 227-4558.

**Mommy & Me Hui:** May 6 and 18, 11:15 a.m.–12:30 p.m. Adventist Health Castle. Learn about breastfeeding and connect with new mothers. 263-5400.

**Rat Lungworm Disease Support Group:** May 9, 4–5 p.m. Keaau Community Center. To gather and support survivors of rat lungworm and their caregivers. People who suspect they had the disease are also welcome to attend. Free. 932-3160.

**safeTALK Suicide Awareness Training:** May 25, 10 a.m.–2:30 p.m. Hilo Medical Center. An introduction to suicide awareness sponsored by the Hilo Medical Center and Hawaii Department of Health. Free and open to the public. To register, contact Gary Gardner, RN-BC, at [agardner@hpsc.org](mailto:agardner@hpsc.org) or 896-0423.

**Skin Cancer Screening:** May 9, 10 a.m.–noon. Queen's Cancer Center, Honolulu. Free and open to the public. 691-8984.

**Stroke Support Group:** May 8, 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:** May 31, 2–4 p.m. North Hawaii Community Hospital. A support group for cancer patients and their families and caregivers. 881-4417.

**Walk Around the Block with a Doc:** May 19, 7 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).