

HealthPro News

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

August 2018

ADMINISTRATION & NEWS



90-day Mail Order Campaign

If your patients take medications for an ongoing health condition, they can have them mailed to their home. HMSA works with CVS Caremark® to provide this service at no cost to our members.

HMSA members can order refills by mail, by phone, or online, and they can sign up for automatic refills. A pharmacist is available by phone 24 hours a day, seven days a week.

Here are some of the benefits of using mail order:

- **Convenience:** Medications are delivered by USPS, UPS, or courier (Hawaii Parcel Service) depending on the medication, temperature sensitivity of the medication, and transit time. Medications are delivered in discrete packaging and there's no charge for delivery.
- **Better adherence:** Members receive emails and phone messages from CVS Caremark reminding them to refill their prescriptions.
- **Lower out-of-pocket costs:** Members save money with lower copayments.

Providers can submit the 90-day prescriptions for maintenance medications directly to CVS Caremark mail order in one of four ways:

- **E-Prescribe:** select NCDPD #0322038
CVS Caremark Mail Service Pharmacy
9501 E. Shea Blvd.
Scottsdale, AZ 85260
Phone 1 (877) 864-7744 toll-free
- **Phone:** 1 (877) 418-4130, option 2, toll-free
- **Fax:** 1 (800) 378-0323 toll-free
- **Mail:**
CVS Caremark Mail Service Pharmacy
P.O. Box 30980
Honolulu, HI 96820

Members can pick up their 90-day prescriptions at select pharmacies for the same cost. For more information, members can visit info.caremark.com/90day.

CVS Caremark® is an independent company providing pharmacy benefit management services on behalf of HMSA.

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CONTRACT NOTIFICATION



Annual Review of Medical Specialty Drug Policies

The following policy has undergone review and goes into effect November 1, 2018:

- Humira.

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

CODING & CLAIMS



Medicare Crossover Claims

HMSA QUEST Integration will soon coordinate benefits with Medicare.

Once implemented, Medicare will send secondary claims to HMSA QUEST Integration.

These Medicare crossover claims will then be processed to coordinate benefits and determine secondary payment.

Remember to review the Medicare remittance to verify crossover to QUEST Integration. The Medicare remittance codes that indicate claims have been crossed over are MA18 and N89.

This cooperative sharing of claims information between Medicare and HMSA QUEST Integration is a value-added service for providers. Under most circumstances, it'll simplify the processing of claims for dual coverage members who have Medicare and HMSA QUEST Integration.



Facility Claim Date Requirement

Occurrence code 55 with the patient's date of death is required for 837I and UB04 claims with expired patient status codes.

For facility claims submitted starting November 1, 2018, the patient's date of death must be noted on the claim with occurrence code 55 when the discharge status indicates that the patient has died. Claims without occurrence code 55 will be rejected and sent back to the provider for correction.

Expired status codes are as follows:

Patient status code	Expired
20	Expired
40	Expired at home
41	Expired in a medical facility (e.g., hospital, SNF, ICF, or free standing hospice)
42	Expired—Place Unknown



Skilled Nursing Facility Authorizations

We've noticed an increase in the number of skilled nursing facility inpatient services denied because preauthorization wasn't obtained.

As a reminder, if a patient's stay at the skilled level exceeds the number of authorized days, you must contact HMSA to request authorization of additional days. Any services exceeding the number of authorized days will be denied.



ESRD Payment Policy Revision

Starting October 1, 2018, HMSA's commercial and QUEST Integration plans will align with Medicare's end stage renal disease (ESRD) payment policy. Dialysis payments will be made on a per-treatment basis and will include frequency limits for dialysis treatment and training.

Chapter 11 of the Medicare Benefit Policy Manual has more information. You can find it at [cms.gov/Regulations-and-Guidance/Guidance/Manuals/downloads/bp102c11.pdf](https://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/downloads/bp102c11.pdf).

CALENDAR



Health Education 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 or have them call 1 (855) 329-5461, option 1, toll-free to register at least three days before the workshop.

HAWAII ISLAND

Diabetes 101

Learn how to prevent and treat diabetes.

- 8/23, 10–11 a.m.
- HMSA Kailua-Kona office

Eating on the Run

Learn how to make smarter food choices when you're busy.

- 8/24, 10–11 a.m.
HMSA Center @ Hilo

Goodbye Diet! Hello Health! 2!

Discover ways to eat well without reading nutrition labels.

- 8/31, 10–11 a.m.
HMSA Center @ Hilo

KAUAI

Eating on the Run

Learn how to make smarter food choices when you're busy.

- 8/29, 5–6 p.m.
Kuhio Medical Center

OAHU

Eating on the Run

Learn how to make smarter food choices when you're busy.

- 8/4, 10–11 a.m.
HMSA Center @ Pearl City
- 8/23, 9:30–10:30 a.m.
HMSA Center @ Honolulu
- 8/28, 10–11 a.m.
HMSA Center @ Pearl City

Goodbye Diet! Hello Health! 2!

Discover ways to eat well without reading nutrition labels.

- 8/3, 10–11 a.m.
HMSA Center @ Pearl City
- 8/18, 10–11 a.m.
HMSA Center @ Pearl City

Hypertension Explained

Find out how to lower your blood pressure.

- 8/21, 12:30–1:30 p.m.
Mililani YMCA

Meatless Alternatives

Find delicious and easy ways to eat less meat.

- 8/17, 10–11 a.m.
HMSA Center @ Honolulu



Community Activities

ADA Adult Support Group: August 2. Mountain Pacific Quality Health, Honolulu. Free. Call 947-5979 for a list of topics or more information and to RSVP.

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

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; or visit alz.org/hawaii.

Big Island Ostomy Group: August 18, 11:30 a.m. Hilo Medical Center. Open to ostomates, pre-ostomy patients, caregivers, medical professionals, and the public. 339-7640.

Bike & Safety Day: August 4, 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 or 245-1198.

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: August 14, 10 a.m.–noon. Pali Momi Women's Center at Pearlridge. Resources and support for people with chronic obstructive pulmonary disease (COPD). To register, call Valerie Chang at 699-9839; email valerie@hawaiicopd.org; or visit hawaiicopd.org.

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 prostatecancer.org or call 486-9675.

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

- Lymphedema/Breast Cancer Clinic: August 2, 1–2 p.m. Learn exercises to prevent lymphedema (swelling of the arms). Free. 691-7633.
- 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: August 10, 6:30–9 p.m. Kapiolani Medical Center. Resources and support for families with children who have congenital heart defects. Jullie Passos, 227-4558.

Mommy & Me Hui: August 5 and 17, 11:15 a.m.–12:30 p.m. Adventist Health Castle. Learn about breastfeeding and connect with new mothers. 263-5400.

Relay for Life of North Shore: August 11, 3–11 p.m., Bryan J. Baptiste Sports Complex, Kapaa. Raise awareness, honor loved ones, and celebrate survivors of cancer with the American Cancer Society. Support your favorite team or start your own. relayforlife.org.

Relay for Life of North Hawaii: August 18, noon–10 p.m., Waimea Community Center/Ball Park, Kamuela. Raise awareness, honor loved ones, and celebrate survivors of cancer with the American Cancer Society. Support your favorite team or start your own. relayforlife.org.

RESOLVE Infertility Support Group: August 2, 6:30–8 p.m. Kapiolani Medical Center. Resources and support for people facing infertility. resolvehawaii@outlook.com.

Sjögren's and Lupus Foundation of Hawaii Support Group: August 24, 5–7 p.m. MOA Wellness Center. Resources and support for people living with autoimmune disease. RSVP at melaca@slfhawaii.org.

Support Group for Cancer Patients: August 30, 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: August 18, 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.

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.