

HPHCURRENT EVENTS**New Pharmacy Benefit Manager Starting Jan. 2020**

Harvard Pilgrim has selected OptumRx as the new pharmacy benefit manager for our commercial and Medicare Advantage plans, effective Jan. 1, 2020. Following this transition, providers will need to obtain prior authorizations through OptumRx and submit mail service prescriptions to OptumRx Home Delivery.

Much of the pharmacy experience remains the same, with Harvard Pilgrim continuing to manage our own pharmacy program, including drug formularies and the development of utilization management criteria. The appeals function will also remain in-house. Additionally, Harvard Pilgrim will still use CVS Specialty as our specialty pharmacy vendor, and Village Fertility Pharmacy and Freedom Fertility Pharmacy as our fertility pharmacy vendors.

Transitioning active PAs and open refills

To smooth the transition for members and providers, any active prior authorizations for pharmacy drugs will be transferred to OptumRx with their current approval dates. Harvard Pilgrim will also automatically transfer any mail order prescriptions with open refills from MedImpact Direct to OptumRx Home Delivery.

Requesting prior authorization

You can request prior authorization for pharmacy drugs by phone (855-258-1561 for commercial members; 855-524-0380 for Medicare Advantage members), or by fax (844-403-1029 for commercial members; 844-403-1028 for Medicare Advantage members).

You can also request prior authorization by mail for commercial and Medicare Advantage members by submitting a Medication Request Form to:

OptumRx
Prior Authorization Department
P.O. Box 25183
Santa Ana, CA 92799

In addition, OptumRx offers a tool that integrates with many electronic medical record systems to enable providers to check current prescription coverage and price based on the member's benefit plan; find alternative medications; and request prior authorization.

Mail order

Your patients can continue to have maintenance medications mailed to their home through OptumRx Home Delivery. Your patients can sign up for this service directly or you can also request it by:

1. E-prescribing to OptumRx Home Delivery via your usual e-prescribing system.
2. Calling OptumRx at 1-855-258-1561.
3. Completing a [New Prescription Mail-In Order Form](#) (located in the “Forms” section at the bottom of [this page](#)) and sending it to: OptumRx, P.O. Box 2975, Mission, KS 66201

Additional information

Updated information will be posted on our provider website, www.harvardpilgrim.org/providers, prior to this transition. ◆

*Updated Oct. 10, 2019

New Hampshire Formulary Coming in 2020

Beginning Jan. 1, 2020, Harvard Pilgrim is introducing a new drug formulary for the New Hampshire market — the Core NH 5-Tier formulary — which we will implement upon 2020 renewal dates for all fully insured small group and individual customers in New Hampshire.

The new Core NH 5-Tier formulary will cover all categories and classes of drugs except for cosmetic medications, just like the Value formulary does today. New member ID cards, noting the formulary name, will be issued upon enrollment or renewal.

Member notification and coverage changes

While the new Core NH 5-Tier formulary will cover all categories and classes of drugs (except for cosmetic medications) just like the Value formulary does today, some New Hampshire members may be affected by formulary changes. In these cases, members will receive written notice 60 days ahead of open enrollment to make them aware of changes involving medications they are currently taking, such as if their current medication is moving to a higher tier or will not be covered on the new formulary. In such cases, the member will be directed to consult with their prescribers to discuss alternatives.

Members can use Harvard Pilgrim’s [online prescription drug list](#) to review drug coverage and tiering on the Core NH 5-Tier formulary.

Formulary exception process

If you feel that there are no clinically appropriate alternatives for a medication that isn't covered on the Core NH 5-Tier formulary, you may request an exception. As we noted in [this Network Matters article](#), Harvard Pilgrim is switching to a new pharmacy benefit manager, OptumRx, on Jan. 1, 2020. As a result, formulary exception requests for members with the Core NH formulary should be submitted to OptumRx by fax to 844-403-1029 or phone at 855-258-1561. ♦

How Are We Doing? Tell Us!

We strive to provide exceptional service to our members and provider network, and your feedback gives us insight into what's working well and what areas offer an opportunity for improvement. Beginning this month, Harvard Pilgrim will conduct our annual Provider Satisfaction Survey, which helps us gather this important feedback.

If your practice has been selected to participate, you will be contacted by phone by the research firm SPH Analytics. We suggest that the person in your office who has the most frequent interaction with Harvard Pilgrim on matters such as claims processing, utilization management or resolving service issues complete the survey.

Your participation is vital to helping Harvard Pilgrim enhance our operations and provide better service to providers. We appreciate and value your input, and hope that you'll participate. ♦

Digital ID Cards Coming to Apple Wallet

Member forgot to bring their Harvard Pilgrim ID to their doctor's office? Carrying an outdated ID card? Our digital ID cards help solve those problems, allowing members to have the most updated health plan information available on their smartphone.

Harvard Pilgrim currently offers digital ID cards to members and we're expanding our digital tools by offering an easy-to-use digital ID card for Apple Wallet, Apple's app that stores event tickets, credit cards, boarding passes, and other items on user's iPhones. With Apple Wallet, users can retrieve their ID with a simple swipe, as opposed to having to log into their online member account to view, download, or email a PDF of their card.

Better still, the Apple Wallet ID cards are dynamic — meaning data is automatically updated daily so any changes to information on the ID card (plan information, copays, deductible, PCP, etc.) are reflected quickly.

Harvard Pilgrim is piloting this new feature in late October with our employees and will roll it out more broadly to our members in January. Use of a digital ID card is optional,

and members will continue to receive a hard copy of their ID card so they can use that if they prefer. ♦

CLINICIAN CORNER

Update to TMJ Medical Policy

Harvard Pilgrim has updated our commercial Temporomandibular Joint Disorders Medical Policy to no longer require prior authorization for coverage of the following CPT codes:

- 21255 – Reconstruction of zygomatic arch and glenoid fossa with bone and cartilage (includes obtaining autografts)
- 21453 – Closed treatment of mandibular fracture with interdental fixation
- 21461 – Open treatment of mandibular fracture; without interdental fixation
- 21462 – Open treatment of mandibular fracture; with interdental fixation
- 21465 – Open treatment of mandibular condylar fracture
- 21470 – Open treatment of complicated mandibular fracture by multiple surgical approaches including internal fixation, interdental fixation, and/or wiring of dentures or splints

Please note that all other treatments for temporomandibular joint disorders will continue to require prior authorization. For more information, please refer to Harvard Pilgrim's updated [Temporomandibular Joint Disorders Medical Policy](#). ♦

ME Update: Referrals from Out-of-Network Direct Primary Care Providers

In accordance with Maine legislation, Harvard Pilgrim accepts referrals from out-of-network direct primary care (DPC) providers. Please keep in mind, however, that as of Sept. 19, 2019, the DPC must contact Harvard Pilgrim to request the referral prior to the claim being submitted for the service; if a referral is not in our systems, the claim will deny.

In-network Maine providers should follow existing referral practices by providing evidence of a referral — including the referring provider's name and National Provider Identifier (NPI) — on the CMS-1500 claim form.

To request a referral, DPCs should contact the Provider Service Center at 800-708-4414. For more information on referral requirements please refer to our [commercial Referral Policy](#). ♦

Prior Authorization Required for Gamifant

Effective for dates of service beginning Dec. 1, 2019, Harvard Pilgrim will require prior authorization for Gamifant (emapalumab-lzsg) for our commercial members. Gamifant (J9210) is used to treat pediatric and adult patients with primary hemophagocytic lymphohistiocytosis (HLH) who have refractory, recurrent or progressive disease or intolerance to conventional HLH therapy.

To request authorization, contact CVS Health–NovoLogix via phone (844-387-1435) or fax (844-851-0882). For more information, please refer to the new [Gamifant Medical Review Criteria](#). ◆

Synagis for Upcoming RSV Season

With 2019-2020 respiratory syncytial virus (RSV) season approaching, Harvard Pilgrim would like to remind providers of our policy regarding Synagis (palivizumab), an injection of antibodies used to protect high-risk infants from severe RSV disease.

Synagis requires prior authorization and should be reserved for infants with a history of pre-term birth, and children with chronic lung disease or congenital heart disease. For members who qualify to receive five doses, the first dose is typically administered at the beginning of November and the last dose at the beginning of March to provide protection into April.

To obtain Synagis for a commercial member, clinicians should contact CVS Health—NovoLogix to request authorization (not MedImpact, as was previously the case). To view the Synagis criteria and access prior authorization forms, please visit our [medical drug prior authorization web page](#). You may request authorization through CVS Health—NovoLogix via phone (844-387-1435) or fax (844-851-0882).

Providers may still obtain Synagis either through buy and bill or specialty pharmacy (CVS Caremark), and members are responsible for their appropriate cost share. If any of your Harvard Pilgrim patients have questions about their cost share for Synagis, please direct them to the Harvard Pilgrim Member Services phone number on the back of their ID card.

You can find general information about Harvard Pilgrim’s Specialty Pharmacy program [here](#). If you have any further questions, please call the Provider Service Center at 800-708-4414. ◆

Pharmacy and Therapeutics Committee Meeting Update

At the Sept. 9, 2019 meeting, the Harvard Pilgrim Pharmacy & Therapeutics Committee reviewed the medication below and decided the following:

Name & Indication	Decision
<p>Nuzyra (omadacycline) — Used to treat adults with the following infections caused by susceptible microorganisms:</p> <ul style="list-style-type: none"> • Community-acquired bacterial pneumonia (CABP) • Acute bacterial skin and skin structure infections (ABSSI) <p><i>To reduce the development of drug-resistant bacteria and maintain the effectiveness of Nuzyra and other antibacterial drugs, Nuzyra should be used only to treat or prevent infections that are proven or strongly suspected to be caused by susceptible bacteria.</i></p>	<p>Premium and Value formularies: Added to non-preferred brand</p> <p>Medicare Advantage formulary: Continued coverage on specialty tier</p>

Specialty Pharmacy Program Updates

Harvard Pilgrim’s Specialty Pharmacy Program has added the following medications:

Name	Indication	Coverage	Available From
<p>Firazyr (icatibant)</p>	<p>Treatment of acute attacks of hereditary angioedema (HAE) in adults 18 years of age and older.</p>	<p>Pharmacy</p>	<p>CVS Specialty (mandatory)</p>
<p>Lorbrena (lortatinib)</p>	<p>Treatment of anaplastic lymphoma kinase (ALK)-positive metastatic non-small cell lung cancer (NSCLC) whose disease has progressed on:</p> <ul style="list-style-type: none"> • crizotinib and at least one other ALK inhibitor for metastatic disease; or • alectinib as the first ALK inhibitor therapy for metastatic disease; or • ceritinib as the first ALK inhibitor therapy for metastatic disease. 	<p>Pharmacy</p>	<p>CVS Specialty</p>

<p>Xospata (gilteritinib)</p>	<p>Treatment of relapsed or refractory acute myeloid leukemia (AML) in adult patients with an FMS-like tyrosine kinase 3 (FLT3) mutation, as detected by an FDA-approved test.</p>	<p>Pharmacy</p>	<p>Limited Distribution Drug: Onco360</p>
<p>Talzenna (talazoparib)</p>	<p>Treatment of deleterious or suspected deleterious germline breast cancer susceptibility gene (BRCA)-mutated (gBRCAm) human epidermal growth factor receptor 2 (HER2)-negative locally advanced or metastatic breast cancer in adults, as detected by an FDA-approved test.</p>	<p>Pharmacy</p>	<p>CVS Specialty</p>
<p>Copiktra (duvelisib)</p>	<p>Treatment of adult patients with:</p> <ul style="list-style-type: none"> • relapsed or refractory chronic lymphocytic leukemia (CLL) or small lymphocytic lymphoma (SLL) after at least two prior therapies • relapsed or refractory follicular lymphoma (FL) after at least two prior systemic therapies. 	<p>Pharmacy</p>	<p>Limited Distribution Drug: Diplomat</p>

OFFICE ASSISTANT

Outpatient Facility Fee Schedule Updates

Effective Jan. 1, 2020, Harvard Pilgrim is updating our current standard outpatient facility fee schedule for acute rehabilitation hospitals, freestanding ambulatory surgery centers, and skilled nursing facilities. As of Nov. 1, 2019, you may request a preliminary sample fee schedule (which does not include the final edits for added and deleted codes) by contacting your contract manager. The final version of the sample fee schedule will be available after Jan. 1.

As joint replacement surgeries are now being performed in ambulatory surgery centers, Harvard Pilgrim also developed an outpatient Joint Replacement Fee Schedule. For those agreements that do not already include the Joint Replacement Fee Schedule, it will be added to ambulatory surgery centers rates as of Jan. 1. Contact your contract manager to learn more about the Joint Replacement Fee Schedule.

Acute Rehabilitation Hospitals and Ambulatory Surgery Centers

Harvard Pilgrim is basing our fee schedule updates for acute rehabilitation hospitals and freestanding ambulatory surgery centers on the Centers for Medicare and Medicaid Services (CMS) 2019 Ambulatory Payment Classifications (APC). For more information, please see the [Outpatient Facility Fee Schedule Payment Policy](#) or contact your contract manager.

Skilled Nursing Facilities

The new standard outpatient fee schedule for skilled nursing facilities is limited to physical therapy, occupational therapy, and speech therapy. For more information, please see the [Skilled Nursing Facility Payment Policy](#) or contact your contract manager.

**Important Replacement Claim Billing Reminders**

Harvard Pilgrim would like to remind providers of some key points regarding the correct billing of replacement claims. A replacement claim must completely replace the entire original claim; partial claims with only the corrected or changed information will not be accepted.

If you have omitted charges or changed information on a claim — such as diagnosis codes, dates of service, or member information — you must submit the entire claim as a replacement claim using claim frequency type 7 and include all the previous information, as well as any corrected or additional information.

It is also important to note that replacement claims must be submitted within 90 days of the date of the first claim's explanation of payment. For complete information, please refer to Harvard Pilgrim's commercial [Replacement Claim Billing Payment Policy](#). ◆

***Network Matters* is a monthly newsletter for the Harvard Pilgrim provider network**

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