

HPHCURRENT EVENTS

July Webinars on Electronic Authorization & Use of InterQual®

Sign up for a webinar to learn more about Harvard Pilgrim's updates to our HPHConnect electronic authorization screens — including adding an upload feature for clinical documentation — and expanding our use of InterQual® criteria and tools. We are offering webinars before and after the July 15 launch, as well as weekly call-in hours with our provider eBusiness team.

Training sessions & phone support

We encourage you to sign up for one of the following one-hour training sessions to walk you through our new authorization functionality and answer any questions you may have (Click on the link to register):

- [Wednesday, July 10 at 10 a.m.](#)
- [Thursday, July 11 at 2 p.m.](#)
- [Friday, July 12 at 10 a.m.](#)
- [Monday, July 15 at 10 a.m.](#)
- Tuesday, July 16 at [10 a.m.](#) and [2 p.m.](#)
- [Thursday, July 18 at 2 p.m.](#)

In addition, beginning July 16 and continuing through July 30, our eBusiness Team is available to answer your questions during drop-in conference calls:

- Every Tuesday and Thursday from 9–9:30 a.m.
- Call 1-240-454-0887, then enter access code 162 317 66#, then # again

We've posted [the training presentation on our provider website](#) and will be adding other helpful resources such as user guides, quick reference guides, and an FAQ.

Key reminders about this update

We anticipate that the updated design of HPHConnect for Providers will make it even quicker and easier for you and your office staff to submit and check on referral and authorization requests. Among the key points to keep in mind:

- **HPHConnect for authorizations**— Our HPHConnect electronic authorization screens will be streamlined and even easier for users to navigate with smart search features, saved templates, added functionality to support electronic criteria questionnaires, and clinical documentation upload.

- **Upload clinical documentation electronically** — You'll be able to submit your clinical documentation through a new Clinical Upload feature. When entering your authorization request, click on the "Clinical Upload/Add attachment" button to easily attach any required images or clinical documentation.
- **Electronic authorization questionnaires** — We're utilizing InterQual criteria and tools for certain policies (see [May](#) and [June](#) articles for details). If a policy has an electronic questionnaire associated with it, the questionnaire will open automatically when you enter your request for authorization in HPHConnect. Then you'll be asked to answer a series of questions to help determine medical necessity. We partnered with InterQual to create these questionnaires (a variation of InterQual's PDF Smartsheets) and anticipate that having this information available at the time of the request will enable a quicker, more efficient authorization determination.
- **Still three ways to request authorization** — The preferred method for providers to request authorization is electronically through HPHConnect or NEHEN. However, we will continue to accept authorization requests by phone (800-708-4414) or fax (800-232-0816).
- **InterQual criteria accessible on HPHConnect** — Any proprietary InterQual information will appear on HPHConnect rather than on our public provider website. You may access this information by logging into [HPHConnect](#) (select Resources and the InterQual link) or by contacting the commercial Provider Service Center at 800-708-4414. ◆

Harvard Pilgrim Hosts Annual Service Day in New Hampshire

Harvard Pilgrim — in partnership with Dartmouth-Hitchcock, Benevera Health, City Year New Hampshire, and other local organizations — hosted our 11th annual service day at Cullerot Park in Manchester, NH in June. Along with approximately 120 students from Northwest Elementary School, volunteers came together as part of Manchester's park revitalization effort to clear trails, build and stain picnic tables, paint over graffiti, and host healthy eating and fitness demonstrations.

Additionally, volunteers worked to build raised garden beds that will be placed at Parkside Middle School in Manchester and planted with produce that will help provide fresh food to families in the community. "Working with the Manchester Parks & Rec to help improve the parks so residents can hike and spend time being active outdoors aligns with Harvard Pilgrim's mission of building healthy communities," said William Brewster, MD, Vice President of the New Hampshire Regional Market at Harvard Pilgrim. "We always enjoy teaming up with our partners at Dartmouth-Hitchcock to create a space for the Manchester community to enjoy."

Community service days are part of Harvard Pilgrim's corporate commitment to the people and communities we serve. In 2018, Harvard Pilgrim's charitable giving and service in the region

totaled nearly \$1.25 million and staff volunteered more than 3,820 hours within the local communities in Connecticut, Maine, Massachusetts, and New Hampshire. ♦

CLINICIAN CORNER

Coverage of Elzonris & Panzyga

Harvard Pilgrim now covers Elzonris (HCPCS J3490 – unclassified drugs) and Panzyga (HCPCS J1599) for our commercial plans with prior authorization.

- Elzonris (tagraxofusp-erzs) — The FDA approved Elzonris in December 2018 for the treatment of blastic plasmacytoid dendritic cell neoplasm in adult and pediatric patients age two and older. For details, please refer to our new commercial [Elzonris Medical Policy](#).
- Panzyga (human normal immunoglobulin) — The FDA approved intravenous Panzyga in August 2018. For criteria, please refer to Harvard Pilgrim’s updated commercial [Intravenous Immune Globulin \(IVIG\) Medical Policy](#).

To request authorization for these medications, contact CVS Health–NovoLogix via phone (844-387-1435) or fax (844-851-0882). ♦

Monitored Anesthesia Care for GI Endoscopic Procedures: Expanded Coverage

Effective July 1, 2019, Harvard Pilgrim has updated our commercial Monitored Anesthesia Care for Gastrointestinal Endoscopic Procedures Medical Policy to expand coverage to include a number of additional diagnoses. As a result of the update, the following ICD-10 codes have been added to the policy as medically necessary, and Harvard Pilgrim will cover monitored anesthesia care for these diagnoses without prior authorization:

C76.0 – Malignant neoplasm, neck (primary)	I51.9 – Heart disease, organic
C79.89 – Malignant neoplasm, neck (secondary)	J44.9 – Chronic obstructive airway disease
D36.7 – Neoplasm, neck (benign)	J95.89 – Postprocedural complication, respiratory system
D48.7 – Neoplasm, neck (uncertain)	K13.79 – Deformity, mouth, acquired
E66.2 – Morbid obesity with alveolar hypoventilation	M26.09 – Micrognathia, micrognathism (congenital, mandibular, maxillary)

F10.288 – Alcohol dependence (ethyl) (methyl) (with specified disorder NEC)	M26.9 – Deformity, jaw (acquired, congenital)
G47.39 – Apnea, specified NEC	M95.2 – Deformity, face, acquired
I25.10 – Atherosclerotic cardiovascular disease	P28.89 – Stridor, congenital, larynx
I25.5 – Ischemic cardiomyopathy	Q38.6 – Deformity, mouth, congenital
I25.9 – Ischemic cardiovascular disease	Q38.8 – Malformation, throat
I27.9 – Chronic cardiopulmonary disease	Z33.1 – Pregnancy state, incidental
I50.1 – Heart disease, organic with pulmonary edema	

For complete information, please refer to the updated commercial [Monitored Anesthesia Care for Gastrointestinal Endoscopic Procedures Medical Policy](#). ♦

Update to Spinraza Medical Policy

Harvard Pilgrim has updated our commercial prior authorization policy for Spinraza (J2326) to clarify that the medication is not covered for individuals currently undergoing or previously treated with gene therapy (for example, Zolgensma) for spinal muscular atrophy, as the medication is not considered medically necessary for these patients.

Spinraza is covered for the treatment of members diagnosed with Type 1, 2, or 3 spinal muscular atrophy when all specified clinical criteria are met. To request authorization, contact CVS Health–NovoLogix via phone (844-387-1435) or fax (844-851-0882). For complete information, please refer to Harvard Pilgrim’s updated [Spinraza Prior Authorization Policy](#). ♦

Clarification on Varicose Vein Procedures

As a reminder, while Harvard Pilgrim provides coverage for certain varicose vein procedures for commercial members with prior authorization, the following procedures are excluded from coverage:

- VenaSeal Closure System
- Cosmetic services or surgery including treatment of spider veins, broken blood vessels, reticular veins, or telangiectasias

Additionally, please note that medically necessary coverage for sclerotherapy and microfoam sclerotherapy is limited to a maximum of three procedures per vein field.

For complete information, please refer to Harvard Pilgrim’s commercial [Varicose Vein Procedures Medical Policy](#). ♦

Yervoy Medical Policy Updates for Sept. 1, 2019

Effective for dates of service beginning Sept. 1, 2019, Harvard Pilgrim is updating our commercial medical policy for Yervoy to reflect National Comprehensive Cancer Network’s (NCCN’s) clinical practice guidelines. Yervoy is now covered for non-small cell lung cancer, and no longer covered for malignant pleural mesothelioma.

Prior authorization will continue to be required for coverage of Yervoy. For more information, including covered indications and prior authorization criteria, please refer to Harvard Pilgrim’s updated commercial [Yervoy Medical Policy](#). To request authorization, contact CVS Health–NovoLogix via phone (844-387-1435) or fax (844-851-0882). ♦

Pharmacy and Therapeutics Committee Meeting Update

At the June 10, 2019 meeting, the Harvard Pilgrim Pharmacy & Therapeutics Committee reviewed the medications below and decided the following:

Name & Indication	Decision
<p><u>Hematologic Agents – Class Review</u></p> <p>Cablivi (caplacizumab-yhdp) — Used to treat adults with acquired thrombotic thrombocytopenic purpura (aTTP), in combination with plasma exchange and immunosuppressive therapy.</p> <p>Doptelet (avatrombopag) & Mulpleta (lusutrombopag) — Used to treat thrombocytopenia in adults with chronic liver disease who are scheduled to undergo a procedure.</p> <p>Tavalisse (fostamatinib) — Used to treat thrombocytopenia in adults with chronic immune thrombocytopenia (ITP) who have had an insufficient response to a previous treatment.</p>	<p>Premium and Value formularies: Cablivi, Doptelet, and Tavalisse added to non-preferred brand specialty with prior authorization (PA). Mulpleta remains non-formulary.</p> <p>Medicare Advantage Formulary: Cablivi and Doptelet remain non-formulary. Mulpleta remains at the specialty tier with PA. Tavalisse added to specialty tier with PA.</p>
<p>Lokelma (sodium zirconium cyclosilicate) — Used to treat hyperkalemia in adults.</p>	<p>Premium and Value formularies: Added to non-preferred brand</p>

	<p>Medicare Advantage Formulary: Added to preferred brand</p>
<p>Orilissa (elagolix) — Used for the management of moderate to severe pain associated with endometriosis.</p>	<p>Premium and Value formularies: Added to non-preferred brand with PA</p> <p>Medicare Advantage Formulary: Added to specialty tier with PA</p>
<p><u>New Estrogen Replacement Therapies</u></p> <p>Imvexxy (estradiol vaginal inserts) — Used for the treatment of moderate to severe dyspareunia, a symptom of vulvar and vaginal atrophy, due to menopause.</p> <p>Bijuva (estradiol and progesterone) — Used for the treatment of moderate to severe vasomotor symptoms due to menopause in women with a uterus.</p>	<p>Premium and Value formularies: Added to non-preferred brand</p> <p>Medicare Advantage Formulary: Remains non-formulary</p>

OFFICE ASSISTANT

Appropriate Emergency Department Use

As part of an ongoing commitment to [reducing avoidable emergency department use](#) among our members, Harvard Pilgrim would like to remind our network that per our Emergency Care Payment Policy, we do not reimburse non-emergent care when it is administered in the emergency room.

If the attending emergency room physician recommends follow-up care — such as a wound check or a second dose of antibiotics — after emergency department treatment, it must be approved or provided by the member’s primary care physician to be considered for reimbursement. Harvard Pilgrim considers the emergency room to be an inappropriate setting for such services.

To assist members in accessing after-hours care, Harvard Pilgrim’s network includes convenience care clinics and urgent care centers. To locate them, patients can navigate to www.harvardpilgrim.org, select their plan, and click “Other care providers” and then either “Convenience Care Clinic” or “Urgent Care Centers” under “Specialty.”

Harvard Pilgrim's [Emergency Care Payment Policy](#) outlines reimbursement for covered emergency department services. Please refer to this policy for more information on what Harvard Pilgrim defines as emergency care, what we do and do not reimburse, how to bill appropriately for certain services, and more. ♦

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

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