

HPHCURRENT EVENTS**Harvard Pilgrim Network Meeting: Sign Up for our Portsmouth NH Event**

We're continuing our regional network engagement series in New Hampshire on Oct. 2, 2019 in Portsmouth and invite providers and office staff to register for the event.

We're hosting these forums because we're invested in improving your experience with us and keeping you and your office staff well informed. The agenda features news and updates, product and policy information, and tips for using online resources and tools, as well as an overview of our updated electronic referral and authorization functionality. Just as importantly, we welcome this invaluable opportunity to hear your firsthand feedback on what works best when doing business with us.

The event details are as follows:

Date: Wednesday, Oct. 2, 2019

Time: 9:30 a.m. to 11:30 a.m.

Location: Holiday Inn Portsmouth

Address: 300 Woodbury Ave, Portsmouth, NH 03801

Schedule:

9:30 a.m. — Continental breakfast and networking

10 – 11:30 a.m. — Presentation

If you would like to attend, please register in advance by submitting the requested information on the [event RSVP page](#).

For additional details, please contact your [Provider Relations Consultant](#) and look to future issues of *Network Matters* for information about upcoming events in other states. ◆

Provider Directory Updates: CAQH Direct Assure Process Launched

Harvard Pilgrim, in collaboration with HealthCare Administrative Solutions, has begun piloting [CAQH's DirectAssure®](#) with a user group of providers.

This approach will enable providers to update their demographic and practice information in one place and share it simultaneously with multiple health plans. Because DirectAssure® works in concert with CAQH ProView, an online database that most providers already use to regularly review and attest to professional and practice information, this approach capitalizes on an existing workflow and will streamline the process of keeping directory information up to date.

Phased in approach

We are phasing in implementation to support a smooth roll out of this functionality. This tool was successfully piloted in August with a small group of providers and will be rolled out more broadly to several hundred providers in September. To date, we are focused on roll out to providers who directly contract with Harvard Pilgrim, rather than those who participate in large provider organizations as CAQH is working on developing functionality to best support more complex provider entities.

Pilot users will provide feedback on the system, and we will be working together to confirm that any updates submitted are received and listed accurately in the provider directory. We will continue to roll this out to other providers in the coming months and will provide additional information about the next phases in future issues of the newsletter.

For more information about the DirectAssure® project, please refer to these resources:

- [HCAS Provider Directory website](#)
- [CAQH Fact Sheet](#) and [CAQH Direct Assure website](#)

Updating directory information if you aren't a pilot user

If you are not part of the initial rollout of DirectAssure®, continue to use existing processes to review and report changes to your address, panel status (open or closed) for each individual provider, institutional affiliations, phone number, and other practice data. Please review this information at least quarterly to ensure that patients have access to accurate information to help them in selecting and contacting providers for care.

Notification of address, panel status, and other demographic information changes should be submitted at least 30 days in advance. You may review your practice information via our online [Provider Directory](#). If you need to update any information, please fill out a [Provider Change Form](#) and submit it to Harvard Pilgrim's Provider Processing Center by email at PPC@harvardpilgrim.org.

For any further questions, call the commercial Provider Service Center at 800-708-4414 or the Medicare Advantage Provider Service Center at 888-609-0692. ◆

Now Available in HPHConnect: Eligibility and Claims Status Information for Medicare Advantage Members

Good news! You can now conduct eligibility verification and check claims status for Medicare Advantage StrideSM members in the [HPHConnect portal](#). We made this update in mid-August to deliver added convenience for you and your office staff. Keep in mind that you'll need to continue using our [Medicare Advantage provider portal](#) to conduct other transactions for StrideSM members, including member benefit verification and referral and authorization activity. For StrideSM questions, please visit our [Medicare](#)

[Advantage website](#) or contact the dedicated Medicare Advantage Provider Service Center at 888-609-0692. ◆

ChoiceNet and Hospital Prefer 2020 Tiers

New tier assignments for Harvard Pilgrim’s ChoiceNet and Hospital Prefer plans take effect on Jan. 1, 2020, and last month Harvard Pilgrim mailed letters notifying physician groups and hospitals whose tier changed of their new tier assignments for these products.

The ChoiceNet HMO and PPO plans are tiered network versions of the Best Buy HMO and PPO plans. Physician tiering applies only to ChoiceNet; the Hospital Prefer plan offers a simplified network design that tiers hospitals only.

For both plans, member cost sharing falls into one of three tiers, as determined by the provider’s tier assignment. Harvard Pilgrim determined network tier assignments based on quality and cost performance, as measured by health status adjusted total medical expenses and relative prices. To develop the quality score used to determine tier placement, Harvard Pilgrim utilized measures endorsed in the Standard Quality Measurement Set (SQMS), introduced by the Massachusetts Statewide Quality Advisory Committee to provide a standardized quality measurement system. If applicable quality measures were unavailable, tiers were based solely on health status adjusted total medical expenses or relative prices, or both.

The [Provider Directory](#) will be updated to reflect the 2020 tier assignments.

For more information, including links to product administration information, a description of the tiering methodology, Fast Facts, and provider tier appeal guidelines and review form, please see the [Tiered Network Plans](#) page. If you have any further questions on your tiering, please contact your contract manager. ◆

CLINICIAN CORNER

Medication-Assisted Treatment and Resources for Providers

Harvard Pilgrim makes it a priority to assist our provider community in effectively treating patients with substance use disorders, and supports medication-assisted treatment (MAT) as a trusted avenue to recovery.

MAT — which the Substance Abuse and Mental Health Services Administration (SAMHSA) defines as “the use of medications in combination with counseling and behavioral therapies for the treatment of substance use disorders” — can help patients sustain recovery through its whole-patient approach to treatment. It should be part of a comprehensive management program that includes behavioral health treatment, as research indicates that medications alone are insufficient.

Recovery is characterized by continual growth and improvement in health and wellness, and may involve setbacks. Because of this, resilience is a key component of recovery and being referred for counseling is a step that can bolster a patient's confidence and deliver the strategic skills they need to navigate through their recovery.

Referring patients for substance use treatment

Harvard Pilgrim's behavioral health partner, Optum/United Behavioral Health can help you refer your patients for the treatment of substance use disorder. Helpful resources Optum makes available include:

- Substance Use Disorder Helpline (855-780-5955), staffed 24/7 by licensed clinicians to help access the services your patients may need
- Optum's website, www.liveandworkwell.com, where you can make appointments with licensed behavioral health providers — including the Express Access Network or providers, who guarantee appointments within five business days
- The Behavioral Health Toolkit available at www.providerexpress.com under "Clinical Resources"

To refer a patient for behavioral health services and to facilitate the coordination of care, call Optum at 888-777-4742.

More information and Interactive Training Series resources on Provider Express

For an overview on how to implement MAT in your treatment setting, as well information on pain management resources, motivational interviewing, screening tools such as [SBIRT](#) (Screening, Brief Intervention, and Referral to Treatment), and the Interactive Training Series, visit [Provider Express](#).

Additionally, you can sign up for a free WebEx training series on Behavioral Health and Addiction with [Project Echo](#). ♦

Updates to New Technology Assessment and Non-Covered Services Policy

Harvard Pilgrim has updated our commercial New Technology Assessment and Non-Covered Services Medical Policy to include the following services as non-covered based on published peer review literature:

- Boston Heart Prediabetes
- Eversense Continuous Glucose Monitoring System
- GI Effects Test
- Nutreval Test
- Optimal Nutritional Evaluation (ONE) (FMV)
- SmartGut

- SmartJane

Additionally, we would like to clarify that products only available under other benefits (e.g., dental, pharmacy, behavioral health) are not covered under the medical benefit. For example, Prothelial and Omnipod Dash are not available through the medical benefit.

For a list of non-covered services, please refer to the [New Technology Assessment and Non-Covered Services Medical Policy](#). ◆

Promote the Flu Vaccine to Your Patients for the Upcoming Season

With the 2019-2020 flu season approaching, it is crucial to emphasize the importance of getting vaccinated to our member population. Because we know patients and their families listen to their providers, Harvard Pilgrim requests that you please promote the flu vaccine to your patients so that they understand how it can help them avoid illness and potential hospitalization.

The CDC recommends yearly vaccination for people 6 months of age and older and estimates that for [the 2017-2018 season](#) the flu vaccine reduced the chances of getting sick and going to the doctor by 38% and prevented 7.1 million illnesses, 3.7 million medical visits, 109,000 hospitalizations, and 8,000 deaths associated with the flu. Additionally, a study published in [Pediatrics](#) in 2017 found the flu vaccine to be effective in preventing influenza-related deaths among children and adolescents.

While some people who get vaccinated may still develop influenza, vaccination may make their illness milder, as a study published in 2017 in [Clinical Infectious Diseases \(CID\)](#) found, reporting that influenza vaccination reduced deaths, intensive care unit (ICU) admissions, ICU length of stay, and overall duration of hospitalization among hospitalized influenza patients.

All 2018-2019 flu vaccine has expired as of June 30, and a new vaccine is currently being produced for the 2019-2020 season. Information on the [2019-2020 Influenza season](#) and the vaccine is available on the Centers for Disease Control and Prevention (CDC) website.

For additional information, please refer to the [Information for Health Professionals](#) section of the CDC's website. ◆

The Ongoing Epinephrine Shortage and Harvard Pilgrim's Coverage

The shortage of epinephrine injectors in the nation, which has persisted for over a year, is compounded at this time of the year as demand increases — with parents of children who have life-threatening allergies looking to ensure that they are adequately equipped

for the back-to-school season. With some parents encountering difficulty filling brand-name and generic epinephrine injectors, it's helpful for providers to verify which formulations are currently available at the time of prescribing them.

Options currently available in the market

Some generic epinephrine auto-injectors are available. For example, Teva launched a generic epinephrine auto injector (available in 0.3 mg only) in August, currently their only product with reported availability at the time of this publication. In addition, a compact talking autoinjector, Auvi-Q, is readily available via EnvoyHealth Pharmacy, and the pre-filled epinephrine syringe Symjepi may also be available as an alternative. Keep in mind that as Symjepi is a syringe and not an auto-injector, prescriptions should be written for "epinephrine injection."

To verify which formulations are available, providers may call pharmacies in advance or find information regarding the shortage of epinephrine injections, as well as other drug shortages, on [the FDA's website](#) and also on the American Society of Health-System Pharmacists (ASHP) Foundation's "[Current Drug Shortages](#)" page.

Harvard Pilgrim's coverage

Harvard Pilgrim is committed to facilitating the procurement of this life-saving medication through our epinephrine coverage. EpiPen, EpiPen Jr., and corresponding generics, as well as Auvi-Q and Symjepi, are all covered on Harvard Pilgrim's Commercial Premium and Value formularies with a quantity limit of 2 units per copay. Generic epinephrine injections are covered on our Medicare formulary.

For more information about Harvard Pilgrim's Pharmacy coverage, please visit the [Pharmacy section of our provider website](#). ♦

OFFICE ASSISTANT

Billing Reminder: Clinic E&M/Outpatient Services

As a reminder, facility fees associated with clinic evaluation and management (E&M)/outpatient services, indicated in the table below, must be billed under a clinic revenue code in the 051X or 052X series.

99201-99499	92002	92004	92012	92014	G0101
G0181	G0182	G0245	G0246	G0296	G0406
G0407	G0408	G0425	G0426	G0427	G0443

G0445	G0446	G0473	G0506	G0508	G0509
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Please note, as previously communicated, facility charges billed with an associated eye care visit code are not reimbursed separately. Additionally, Harvard Pilgrim does not allow revenue code 920 to be billed with an associated eye care visit code and will recover payments made for any clinic E&M/outpatient services not billed in the appropriate manner. For more information, please refer to Harvard Pilgrim’s commercial [Hospital-Based Clinic Payment Policy](#), which has been updated to provide additional clarity. ◆

Submitting Claims for Members of Certain HPI Accounts

Please keep the following information in mind regarding the correct process for submitting claims for Fidelity Investments, Sedgwick Claims Management Services, Nielsen, Comcast, and Ocean State Job Lot members.

As a result of the partnership Health Plans, Inc. (HPI), a Harvard Pilgrim company, has with UMR (UnitedHealth Care’s third-party administrator solution), HPI manages claims from Massachusetts, New Hampshire and Maine providers for Fidelity, Sedgwick, Nielsen, Comcast, and Ocean State Job Lot members, whereas UMR manages claims from Connecticut, Rhode Island, and Vermont providers for these members. This took effect on Jan. 1, 2019.

Submitting Claims for Fidelity, Sedgwick, and Nielsen Members	
Provider State	Submit Claims
MA, NH, ME	<p>Electronic: HPHC Payer ID# 04271</p> <p>HPHConnect, NEHEN, NEHENNet: Claims will be transferred to HPI for processing.</p> <p>Web/MD Change Health: Use HPI’s Payer ID# 44273</p> <p>Paper: Mail to Health Plans Inc., P.O. Box 5199, Westborough, MA 01581</p>
All other states	<p>UMR</p> <p>Electronic: Payer ID# 39026</p>

	Paper: UMR, P.O. Box 30541, Salt Lake City, UT 84130-0541
Note: If you submitted a claim for these members to an incorrect address and received a rejection message, you must resubmit the claim to the appropriate address noted above to ensure receipt of claim and appropriate processing.	

Recognizing members

You can recognize members of the Fidelity, Sedgwick, Nielsen, Comcast, and Ocean State Job Lot plans by their ID cards, which display the Harvard Pilgrim logo on the front of the card and the HPI logo on the back (see the sample below). In addition, the electronic eligibility response will display the plan name as *Health Plans/UMR PPO*.

Please note that while HPI members typically are assigned member ID numbers beginning with HH, this is not the case for members of these accounts.

For your reference, the group numbers for these accounts is as follows:

- Fidelity Group # 76-413512
- Nielson Group # 76-413554
- Sedgwick Group # 76-413489
- Comcast Group # 76-412205
- Ocean State Job Lot Group # 76-413926



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

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