

HPHCURRENT EVENTS**Harvard Pilgrim Network Meeting: Sign Up for the Mass. Event**

On the heels of our successful event in New Hampshire, we're continuing our regional network engagement series in Massachusetts on April 3, 2019, with more to follow.

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 overviews of online resources and tools. Just as importantly, we welcome this invaluable opportunity to hear your firsthand feedback on what works best when doing business with us.

Sign up for our Plymouth event

The event details are as follows:

Date: Wednesday, April 3, 2019

Time: 8:30 a.m. to 11:30 a.m.

Location: Hotel 1620

Address: 180 Water Street, Plymouth, MA 02360

Schedule:

- **8:30 to 9:15 a.m.** – Continental breakfast and networking
- **9:15 to 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](#).

Let's network together!

Harvard Pilgrim's exceptional network is our most valued asset, supporting our mission by delivering high-quality care to our members. And we want to be the health plan that is easiest for you to do business with. Please join us at these regional forums so that we can work together to accomplish that goal.

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. ◆

CLINICIAN CORNER**Update: Emergency Care and Controlled Substances**

Harvard Pilgrim recently updated our Emergency Care Payment Policy to underscore the importance of meeting state and federal rules that apply when a Schedule II, III, or IV controlled substance is prescribed, including any mandated review through a prescription drug monitoring program.

Harvard Pilgrim may review claims to ensure that prescriptions are medically appropriate and that a prescription monitoring program is being used as necessary.

For more information, please refer to the updated [Emergency Care Payment Policy](#). ♦

Updates to Medical Policies

Harvard Pilgrim regularly reviews our commercial medical policies and prior authorization criteria and makes updates based on the current clinical literature and best practices. As part of this ongoing review, we have updated the following medical policies for commercial plans:

- [Breast Surgeries Medical Policy](#) – added language to specify coverage for breast implant removal following anaplastic large cell lymphoma due to a ruptured breast implant (regardless of the indication for initial implant placement) and inverted nipple correction
- [Hysterectomy Medical Policy](#) – expanded coverage of prophylactic hysterectomy in conjunction with bilateral salpingo-oophorectomy
- [Transgender Health Services Medical Policy](#) – prior authorization no longer required for the following CPT codes: 21235, 54520, 58720, 14041, 14301, 14040, 58661, and 55866.

For complete information, please refer to the updated clinical medical policies. ♦

Udenyca Now Covered with Prior Authorization

Harvard Pilgrim now covers the medication Udenyca for members of our commercial plans. Udenyca was approved by the FDA in November as a biosimilar to Neulasta for the treatment of patients at risk for febrile neutropenia-related infection. As with Neulasta, the use of Udenyca (Q5111) requires prior authorization.

You can find the complete list of covered indications and coverage criteria on Harvard Pilgrim's updated Neulasta and Udenyca prior authorization policy.

To request authorization, please contact CVS Health–NovoLogix via phone (844-387-1435) or fax (844-851-0882). For more information, please refer to Harvard Pilgrim’s [Neulasta and Udenyca Medical Review Policy](#) and [prior authorization request form](#). ◆

Reminder: Anser IFX, UST, and VDZ Tests Not Covered

As a reminder, Harvard Pilgrim does not cover the following Anser tests, which are conducted to measure serum levels of infliximab and antibodies to infliximab:

- Anser IFX
- Anser UST
- Anser VDZ

Harvard Pilgrim regularly reviews published medical and scientific literature to determine clinical appropriateness. Based on this ongoing review, these tests are considered experimental/investigational because literature does not support their safety and/or efficacy. These tests have been added to Harvard Pilgrim’s [New Technology Assessment and Non-Covered Services Medical Policy](#). ◆

OFFICE ASSISTANT

Guidance Regarding Procedures Designated as a “Separate Procedure”

Harvard Pilgrim would like to remind our provider network that if a procedure code’s description includes the term “separate procedure,” that code should not be reported when performed alongside another procedure in an anatomically related region. A separate procedure is typically considered an integral component of a comprehensive service and therefore should not be reported separately.

Procedure codes designated as a “separate procedure” are eligible for separate reimbursement only when they are performed on the same day but at a different session, or at an anatomically unrelated site.

When it is appropriate and supported by the medical documentation, please report a separate procedure by appending one of the following modifiers, which are more descriptive subsets of modifier 59 created to allow for more precise documentation:

- Modifier XE – Separate Encounter
- Modifier XS – Separate Organ/Structure

For more information, please refer to Harvard Pilgrim’s [Coding Overview](#) and [Surgery Payment Policies](#). ◆

Keep Panel Status and Demographic Information Up to Date

The Centers for Medicare & Medicaid Services (CMS) and other regulatory bodies require health plans to maintain and update data in provider directories, and we rely on our providers to review their data and notify us of any changes as they happen to ensure that members have access to accurate information.

As we announced in the [October 2018 issue](#), Harvard Pilgrim is participating in efforts through HealthCare Administrative Solutions (HCAS) to institute a centralized process for providers (using [CAQH's DirectAssure®](#)) to review and report changes to demographic data. Harvard Pilgrim will share implementation updates in future issues of the newsletter.

While we work on implementation, 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. You may review this 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.

Notification of address, panel status, and other demographic information changes should be submitted at least 30 days in advance. 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. ◆

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

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