

HPHCURRENT EVENTS

Latest Information for Providers: COVID-19 Resources Updated

Harvard Pilgrim is committed to our partnerships with providers and is grateful for the heroic work you are doing. As providers grapple with the extraordinary demands of the coronavirus pandemic, Harvard Pilgrim is here to support and provide you with the information you need.

We have adapted our policies and operations to address the unique needs of our members and providers in this challenging time and will continue to work with you throughout this public health crisis.

We regularly update the following resources on our [provider website](#) to provide information on these changes and address your questions:

- [Provider Information Sheet](#) — With **new information** on prior authorization, concurrent review, claims and appeals, and telemedicine, as well as COVID testing and treatment, coverage, billing/coding, and more. We've added a publication history to the document to help readers identify what's changed from previous versions.
- [Expedited credentialing and enrollment](#) — To aid our health care partners in staffing up quickly to address the coronavirus pandemic, Harvard Pilgrim will expedite credentialing for clinicians aiding in this public health emergency, provisionally credentialing them for 180 days. Please refer to this document for details on this process.
- [Commercial Interim Telemedicine/Telehealth Payment Policy \(COVID-19 Pandemic\)](#) — Harvard Pilgrim is emphasizing telemedicine/telehealth to members and expanding the scope of our coverage during this pandemic and the interim policy offers guidance on coverage and billing. Please refer to [CMS guidelines](#) for billing instructions for Medicare, as well as the telemedicine section of the Provider Information Sheet linked above.
- [Microsite](#) — Offers tips to help members and the community protect themselves, as well as links to CDC and state health departments.

We hope you find these resources helpful. Please continue to let us know how we can support you by contacting the Provider Service Center at 800-708-4414 or your Provider Relations Consultant or Contract Manager as appropriate. ◆

Drive-Through Testing Site for COVID-19

Article remains available for reference. The COVID-19 drive through testing site is no longer available.

We want to make our providers aware of an option for drive-through COVID-19 testing. To aid in providing access to critical COVID-19 testing in our communities, the Harvard Pilgrim Health Care Foundation and ConvenientMD have partnered to open a drive-through COVID-19 testing site at Harvard Pilgrim's Quincy office parking lot at 1600 Crown Colony Drive.

Please keep this option in mind for your Massachusetts patients, including those without Harvard Pilgrim coverage. Harvard Pilgrim, and all other Massachusetts health insurers, are covering COVID-19 testing without member cost sharing.

“This testing service will assist public health efforts in the growing need to identify COVID-19 positive patients, as well as enable hospital emergency rooms and health care workers on the frontline to focus their resources and efforts on patients in the greatest need of immediate care,” said Michael Carson, President and CEO of Harvard Pilgrim Health Care and chair of the Foundation’s board of directors.

Prior to visiting the testing site, patients will need to be evaluated for COVID-19 by ConvenientMD’s Virtual Urgent Care service to determine if they meet guidelines for testing. While patients of any age can utilize the service, any patient under the age of 18 must have a parent or guardian present. Test results are typically available in 24 hours.

To be evaluated for testing, patients should call 617-303-6400. Evaluation is available every day from 8 a.m.- 8 p.m. COVID-19 testing services are available by appointment between 9 a.m.- 4 p.m. daily.

For more information, please refer to this flyer as well as our [member](#) and [provider websites](#). ◆

CLINICIAN CORNER

Home Infusions for Eligible Patients to Promote Social Distancing

In support of our mutual commitment to our members’ well-being during this public health emergency, if you have any patients who currently receive Remicade or Privigen infusions in an office or clinic, please consider moving them to a home infusion provider. We are starting with these medications, given the chronic nature and high prevalence of use.

Because these patients are at a considerably greater risk of complications from COVID-19 infection, those who can effectively and safely receive these infusions at home should do so to circumvent the exposure risk presented by traveling to an infusion center. Harvard Pilgrim is happy to assist you with the temporary transfer of prior authorization to a home service provider, which may be reversed when it’s safe to relax social distancing efforts.

While you may select any in-network home infusion agency you would like to transfer your patients to, Harvard Pilgrim has identified three contracted home infusion providers who currently have capacity:

- CORAM/CVS: 866-899-1661
- New England Life Care: 1-800-290-6558 x4195

- Option Care Health: 1-800-624-4584

For assistance in facilitating the temporary transfer, please contact Harvard Pilgrim's Care Management Department at 866-750-2068.

For any questions you may have about Harvard Pilgrim's response to the COVID-19 pandemic, please refer to the resources offered on our [provider website](#). ◆

Updates to Cardiovascular Disease Risk Tests Medical Policy

Effective for dates of service beginning July 1, 2020 for our commercial members, Harvard Pilgrim is updating our [Cardiovascular Disease Risk Tests Medical Policy](#) and will no longer cover the following CPT codes when reported with certain diagnoses:

- 83880 – Natriuretic peptide
- 85384 – Fibrogen, activity
- 0052U – Lipoprotein, blood, high resolution fractionation and quantitation of lipoproteins, including all five major lipoprotein classes and subclasses of HDL, LDL and VLDL by vertical auto profile ultracentrifugation

In addition, the following tests are being added to the updated policy's list of coverage exclusions:

- B-type natriuretic peptide
- Glycosylated acute phase proteins (GlycA)
- Interleukin 6, 17, 18
- Mid-regional pro-atrial natriuretic peptide
- Molecular lipid/metabolic profiling (e.g., lipidomic, metabolomics)
- Pregnancy-associated plasma protein-A (PAPP-A)
- Protein C
- Prothrombotic factors (antithrombin III, PAI-1, tPA, Factor V Leiden)
- Soluble cell adhesion molecules (e.g. VCAM-1, ICAM-1)
- Transforming growth factor beta
- Troponin

For complete information, please refer to Harvard Pilgrim's updated [Cardiovascular Disease Risk Tests Medical Policy](#). ◆

InterQual Criteria for Oral Devices for Obstructive Sleep Apnea

Beginning on July 1, 2020, Harvard Pilgrim will be adopting InterQual criteria for commercial medical review of oral devices for obstructive sleep apnea. As of this date, Harvard Pilgrim will require prior authorization for coverage of HCPCS code E0486 (Oral

device/appliance used to reduce upper airway collapsibility, adjustable or nonadjustable, custom fabricated, includes fitting and adjustment).

As a reminder, HCPCS code E0485 (Oral device/appliance used to reduce upper airway collapsibility, adjustable or nonadjustable, prefabricated, includes fitting and adjustment) is considered not medically necessary and is not covered.

With the adoption of InterQual criteria, when submitting your authorization request through HPHConnect, an electronic authorization questionnaire will guide you through the criteria. For guidance on using HPHConnect to request an authorization and accessing the InterQual criteria, refer to this [training presentation](#). To request additional training, contact us at Provider_Experience@harvardpilgrim.org.

For more information, please refer to the updated [Oral Devices for Obstructive Sleep Apnea Medical Policy](#). You may view and print the applicable SmartSheet questionnaire via HPHConnect (go to www.harvardpilgrim.org/providerportal, select Resources and then the Upcoming InterQual link). ◆

Prior Authorization Now Required for HCPCS Code J0642

Harvard Pilgrim now requires prior authorization for coverage of the HCPCS code J0642 (Injection, levoleucovorin [khapsory], 0.5 mg) for members of our commercial plans. Please use this code when billing for the medication Khapsory, which is used to prevent the harmful effects of chemotherapy in certain individuals.

You can find the complete list of covered indications and coverage criteria on Harvard Pilgrim's updated commercial [Fusilev and Khapsory Medical Review Criteria](#).

As a reminder, to request authorization, please contact CVS Health–NovoLogix via phone (844-387- 1435) or fax (844-851-0882). ◆

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

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