

Pilot Digital Cancer Support Program for Select Members

Beginning May 23, 2022, Harvard Pilgrim will offer an innovative new digital telehealth platform for patients with cancer. The platform, known as Iris™ by OncoHealth, is powered by Harvard Pilgrim's oncology partner and will initially be available on a pilot basis for a select group of a few hundred members of fully insured, Commercial plans. Iris delivers personalized, 24/7, oncology-specific support to members and their caregivers as they navigate the physical and emotional challenges caused by cancer and cancer treatment.

Through their smartphone or computer, patients have access to:

- Cancer-focused mental health resources
- A convenient and comfortable way to connect with others who have had cancer
- High-quality, evidence-based supportive care and education from licensed oncology experts
- A 24/7 checkpoint before a possible trip to the emergency room

With Iris, OncoHealth aims to provide patients with easily accessible supplemental support without creating extra work for their health care providers. Their message to patients is: "Your doctor leads your treatment. We're here for the moments in between." ♦

GIC Product Updates Effective July 1

The 2022-2023 plan year for Harvard Pilgrim and the Group Insurance Commission's (GIC's) Primary Choice HMO and Independence Plan POS begins on July 1, 2022. Harvard Pilgrim issued no changes to the provider tier assignments for the 2022-2023 plan year. Providers received their tier assignment notifications in February 2022. As always, changes initiated by physicians moving to a different provider organization may result in their tier changing to that of the new organization.

Because Primary Choice is a limited-network product, some of Harvard Pilgrim's contracted providers do not participate in the Primary Choice network, so it is important to confirm network participation before a Primary Choice member receives treatment.

For additional product details, please refer to the Tiered Network Plans section of the [Learn About Our Products](#) page on our provider website. ♦

Harvard Pilgrim's Access to Care Standards

One of Harvard Pilgrim's fundamental priorities is ensuring the best possible access to care for the members we serve. To that end, Harvard Pilgrim maintains Commercial and StrideSM (HMO) Medicare Advantage policies that outline network practitioner standards regarding clinician availability, timeliness of appointments, and telephone accessibility, among other things.

Commercial Practice Site Standards Policy

The [Practice Site Standards](#) highlights specific standards in a variety of areas from telephone accessibility to standards for the office, waiting room, and exam rooms. Access to care guidelines include, but are not limited to:

- In general, PCPs should not keep members with a scheduled appointment waiting an unreasonable length of time

- Acceptable telephone coverage available after primary care office hours and reasonable time between pick up and connection
- Emergency coverage available on a 24-hour basis for all covered services
- Urgent appointments within 24 hours
- Non-urgent appointment timeframes vary with state guidelines for MA, ME, and NH. Typically, PCPs' symptomatic or medically necessary office visits should be available within 7 days.
- For specialty adult and pediatric providers, initial non-urgent visits should be available within 14 days and urgent visits for most states within 7 days (24 hours for ME)

Medicare Advantage Access to Care Standards

Likewise, the Medicare Advantage [Access to Care](#) policy outlines standards and requirements for Harvard Pilgrim network providers regarding accessibility and timeliness of care provided.

The Centers for Medicare and Medicaid Services (CMS) requires that practitioners maintain convenient hours of operation and non-discriminatory access to services. To that end, the policy indicates that practitioners must provide coverage for their practice 24 hours a day, seven days a week with a published after-hours telephone number, pager or answering service, or a recorded message directing members to a provider for after-hours care instruction.

Other access to care requirements include, but are not limited to, the following:

- Preventive care appointment or immunization: within 90 days of a member's request
- Scheduled appointments: within 30 minutes of member's arrival
- Routine/well care appointment: within one month of a member's request
- Urgent appointment: within 48 hours of a member's request
- Telephone responsiveness: Providers should give a timely response to incoming phone calls. Providers should answer calls in six rings or less and limit hold time to two minutes or less.

In addition, all services must be accessible to all members — including those with limited English proficiency or reading skills and those with diverse cultural and ethnic backgrounds — and provided in a culturally competent manner. For complete information, please refer to our Commercial [Practice Site Standards](#) and Medicare Advantage [Access To Care](#) policies. ◆

Access to Behavioral Health Services

As you know, there is a heightened demand for access to behavioral health treatment in the United States, with the lingering impact of the COVID-19 pandemic driving increased rates of behavioral health concerns amid a general [shortage of behavioral health professionals](#).

Harvard Pilgrim offers your patients access to critical behavioral health services through multiple avenues of care, both in-person and virtual.

Optum/United Behavioral Health

A patient's primary care physician is often the first person consulted for advice on behavioral health treatment. Harvard Pilgrim and Optum/United Behavioral Health, our behavioral health partner, can help

facilitate the coordination of care, and make a number of resources available to Harvard Pilgrim providers.

Harvard Pilgrim members have access to Optum's extensive network of behavioral health providers, who are available to assist and treat all types of mental illness. Optum's [Live and Work Well website](#) contains a wide range of resources, including a library of articles on various mental health topics, tool kits to support positive lifestyles, information on prevention programs, and links to [other important clinical resources](#).

Members and providers can also use [Optum's provider search feature](#) to access a full range of behavioral health professionals. Optum's provider network includes masters-level therapists, nurse practitioners, psychiatrists, and psychologists who render outpatient behavioral health services including counseling, medication management and medication-assisted treatment for behavioral health and substance use disorders in individual practice locations, provider group settings, and community mental health centers. To refer a patient for behavioral health services, you can call Optum at 888-777-4742. To speak with an Optum clinician to discuss treatment options for adult or pediatric patients, call the Optum Physicians Consultation service at 800-292-2922. Additionally, we encourage providers with patients who struggle with drugs or alcohol to direct them to Optum's Substance Use Treatment Helpline at 855-780-5955.

Telebehavioral health care and Doctor On Demand

Virtual behavioral health services can also fit seamlessly into a holistic approach to coordinated patient care. Harvard Pilgrim's Commercial members have quick and easy access to behavioral health assessment and treatment through [Doctor On Demand's](#) virtual network of providers, available to work collaboratively with you in the comprehensive treatment of your patients.

Using the Doctor On Demand app or website, your patients have 24/7 access to psychiatrists, psychologists, therapists, and other experts right from their smartphone, tablet, or computer. No referral is required, and appointments (which occur through real-time video visit) can typically be scheduled within 48 hours to one week for psychology and within 2-3 weeks for psychiatry. For more pressing needs, patients can use the urgent care feature (which is available within minutes) for urgent mental health issues and get a referral within the app for behavioral health treatment.

Patients who require multiple virtual behavioral health visits have the choice to schedule them with the same Doctor On Demand provider to build an ongoing relationship, and they may opt to share electronic medical records from these visits with their PCP for optimal coordination of care.

Providers in the [Optum/United Behavioral Health](#) network also offer telebehavioral health appointments. You can refer your patients to Optum's [Express Access Network](#) of licensed behavioral health providers, who generally offer virtual visit appointments within one week. ◆

Hyperbaric Oxygen Therapy Medical Policy Updates

Harvard Pilgrim has updated our Commercial medical policy for hyperbaric oxygen therapy to clarify that while prior authorization is required for all outpatient hyperbaric oxygen therapy provided to Harvard Pilgrim Commercial members, it is not required for hyperbaric oxygen therapy provided in a pressurized chamber for the treatment of emergency conditions.

The updated policy outlines specific coverage criteria related to coverage of hyperbaric oxygen therapy related to emergent and non-emergent conditions. In addition, the following indications have been added as exclusions from coverage:

- Autism Spectrum Disorder
- Cerebral Palsy
- Cutaneous, decubitus, and stasis ulcer
- Dementia
- Prophylaxis treatment for osteoradionecrosis
- Wagner Grade 2 or lower diabetic foot ulcers

For complete information, please refer to the updated [Hyperbaric Oxygen Therapy Medical Policy](#). ◆

Lower Limb Prostheses Medical Policy Updates

Harvard Pilgrim is updating our Commercial Lower Limb Prostheses Medical Policy, effective for dates of service beginning July 1, 2022. Updates to the policy include, among others:

- Adding dedicated criteria for:
 - Microprocessor-controlled prosthetic knee (MPK) for Medicare Functional Classification Level (MFCL) K3-K4 and K2 patients
 - Initial or replacement microprocessor-controlled foot/ankle (MPFA)
 - Replacement components for sockets
- Adding certain exclusions and coverage limitations

In addition, a number of codes will be added to the policy and will require prior authorization.

For more information, including complete criteria, exclusions/limitation, and coding, please refer to the updated [Lower Limb Prostheses Medical Policy](#). ◆

Upper Limb Prostheses Prior Authorization Updates

Harvard Pilgrim is updating our Commercial medical policy for upper limb prostheses, effective for dates of service beginning July 1, 2022.

The policy updates include, but are not limited to, adding dedicated criteria for electric hand and partial hand prostheses and adding certain coverage exclusions.

In addition, HCPCS code L6715 will be removed from the policy and no longer require prior authorization, and the following upper limb prosthetics codes will be added to require prior authorization: L6000-L6026, L050-L6714, L6721-L6810, L6880-L7405, and L7499.

For complete information, please refer to the updated [Upper Limb Prostheses Medical Policy](#). ◆

Prior Authorization for Sarclisa Through OncoHealth

Effective July 1, 2022, coverage of the medication Sarclisa (J9227 – injection, isatuximab-irfc, 10 mg [Sarclisa]) will require prior authorization through OncoHealth for members of Harvard Pilgrim's Commercial plans.

Sarclisa is used in combination with pomalidomide and dexamethasone to treat adults who have received at least two prior therapies including lenalidomide and a proteasome inhibitor to treat multiple myeloma.

OncoHealth conducts medical review of chemotherapeutic protocols (chemotherapy, support and symptom management drugs) and radiation treatment plans for Harvard Pilgrim members with a cancer diagnosis that requires these services. You can view prior authorization criteria for oncology drugs, as well as any recent coding updates, on the [OncoHealth website](#). To request authorization, contact OncoHealth by fax (800-264-6128), phone (877-222-2021), or online via [HPHConnect](#). ◆

Prior Authorization for Tezspire and Vygart

Harvard Pilgrim will require prior authorization for coverage of the medications Tezspire and Vygart, both recently approved by the Food and Drug Administration (FDA), effective for dates of service beginning May 16, 2022 for Commercial members.

Tezspire is indicated for the add-on maintenance treatment of adult and pediatric patients aged 12 years and older with severe asthma, and Vygart is indicated for the treatment of generalized myasthenia gravis in adult patients who are anti-acetylcholine receptor antibody positive.

HCPCS code J3490 (unclassified drug) should be reported for both medications. To request authorization, please contact CVS Health–NovoLogix via phone (844-387-1435) or fax (844-851-0882).

For complete information, including coverage criteria for initial approval and continuation of therapy and FDA-approved maximum dosage and frequency limits, please refer to Harvard Pilgrim's [Tezspire Medical Policy](#) and [Vygart Medical Policy](#). ◆

Anterior Vertebral Body Tethering Medical Policy

Harvard Pilgrim has developed a Commercial medical policy for medical necessity and prior authorization review of anterior vertebral body tethering (VBT) procedures, which are a non-fusion surgical option for the treatment of idiopathic scoliosis.

The policy outlines the criteria that must be met for coverage of VBT procedures, as well as exclusions from coverage. The following CPT codes will be covered with prior authorization:

- 0656T – Vertebral body tethering, anterior; up to 7 vertebral segments
- 0657T – Vertebral body tethering, anterior; up to 8 or more vertebral segments

For more information, please refer to the [Anterior Vertebral Body Tethering Medical Policy](#). ◆

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

Audrey Kleinberg, Director, Provider Relations & Communications

Anmarie Dadoly, Senior Manager, Provider Communications

Joseph O’Riordan, Editor

Kristin Edmonston, Production Coordinator

Read *Network Matters* online at www.hphc.org/providers. For questions or comments about *Network Matters*, contact Anmarie Dadoly at annmarie_dadoly@point32health.org.