



2020
Provider Newsletter
Winter



We got a little behind, but don't worry.

Our winter newsletter is a bit late, but still full of great information. We've got future editions scheduled so you won't miss anything important. We even have a new team member to make sure the spring edition is out soon.

We're looking forward to making 2020 a great year with you.

HCPCS Code Changes

The Centers for Medicare and Medicaid (CMS) have released New HCPCS® Codes effective January 1, 2020. Click the button below to view a list of all the changes.

[View Changes](#)



Individual NPI Billing

Don't forget to provide the 10-digit individual provider NPI in box 24J of the professional claim form, CMS-1500. **Without this information, claims will be denied.**

Check Your Browser

Security threats impact us all, especially when software is out of date. Windows is no longer updating Windows 7, and those who use Windows 7 and Internet Explorer 11 as their browser are advised to upgrade to a newer version of Windows, as there is a possible security threat.



Due to the risk, connection to the Link Provider Portal was no longer supported through Internet Explorer Version 11 as of October 1, 2019.

If you need to update your internet browser, other options include Chrome, Firefox, Safari, or the most recent version of Internet Explorer.

Laboratory Services

You don't want to pay more than necessary for health care services, and neither do our members. While your practice may have certain pathology labs to which you routinely send work or refer members, using out-of-network labs can leave members with much higher out-of-pocket costs for deductibles or coinsurance.



If a member does not have out-of-network benefits, the claim could be denied, and the member would be responsible for the entire billed amount. We appreciate the excellent care you provide our members; out-of-network labs, however, are not obligated to follow our quality standards. Using only in-network labs helps ensure our members receive the best care for all of their services.

To identify in-network labs, click the button below, select the member's type of network as it appears on their member ID card, then click the "Facility" Button. Select either the "Laboratory/Pathology" or the "Laboratory Draw Stations" option, depending on the type of service they need. If you believe there are no labs available for the service needed, please contact your **Provider Relations Consultant** or call Provider Relations at (801) 587-2863.

[View In-Network Labs](#)

Member Plan Documents

MHC Member Plan Documents can also be found on our website. Click the link below to view information you may need for coverage of our members.

[View Documents](#)



Centers of Excellence

Our Centers of Excellence (COE) program promotes MHC's high standards for quality and value of care, which results in improved patient outcomes. COE partners must demonstrate rigorous quality control measures, positive patient outcomes and cost-efficient healthcare delivery.

Our Centers of Excellence medical categories include, but are not limited to: knee, hip, back, cardiac, cancer, transplants, tertiary care, and other specialty care outside the Covered Person's geographic area.

Click below to learn more about qualifying for the COE program and a list of what you need to know, including information about the MHC travel benefit.

[Access the COE Program](#)

Provider Portal

Participating MHC providers can view member eligibility, benefits and claims online through the [provider portal](#). Access is quick and easy, so there's no waiting when you're ready. Click below to access the portal today.

[Access the Portal](#)



Change in Coverage of Hormone Pellet Implantation

Beginning January 1, 2020, **CPT 11980 Subcutaneous hormone pellet implantation (implantation of estradiol and/or testosterone pellets beneath the skin)** will no longer be covered for female members. Currently, there are no FDA-approved hormone pellet therapies indicated for women and available compounded estrogen products have not demonstrated in published literature to be more efficacious or safe than oral or topical estrogen products. If performing hormone pellet implantation in women, we encourage you to switch to one of the many oral and topical products available to avoid unnecessary out-of-pocket costs for our members.

Diabetic Formulary Changes

We strive to keep the cost of care provided to our members, your patients, as low as possible. Click the button below to learn about the adjustments we've made to our preferred insulin product.

[Formulary Changes](#)

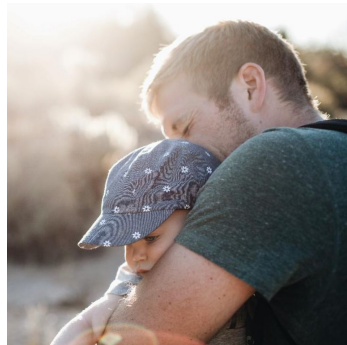


Inconsistent Dates of Service Denials Notification

We've been seeing an increase in claims submitted with the number of units billed not consistent with the dates of service. As an example, a service that requires one unit per day is incorrectly billed as two units for a date of service of January 1 through 3 (this range should include three units). Going forward, this type of inconsistency will be denied. Please speak with your billing staff to ensure all service units are reported correctly.

Identifying and Responding to Suicide Risks

At one and a half times the national average, Montana has one of the highest rates of suicide in the nation. Whether in our homes, neighborhoods, or clinics, understanding suicide and its warning signs, and knowing how to intervene are crucial to help stem the epidemic.



It's often difficult to recognize when someone is approaching their breaking point. In a recent article in "*At The U*," Philip Osteen, associate professor in the College of Social Work, talks about the research he is doing regarding men and suicide. Interestingly, while suicide predictors for women generally gravitate toward mental health and depression, for men, the precipitating factors seem to be financial, work, or intimate partner issues.

To learn more or about how you can help, click the button below.

[How to Help](#)

Source: Adams, Brooke. "Suicide Prevention: 3 Ways to Help." @THEU. University of Utah, 30 August, 2019. Web. 12 Sep. 2019.

Update Your Information

Need to update your information in the online provider directory? Fill out the online provider information update form today. You can also add a link to your practice's website in our directory. Your patients will appreciate having helpful, accurate information at their fingertips.

[Update Your Info](#)

Intrathecal Pump Refills

Implanted Infusion pumps are important tools to treat pain, spasticity and other conditions. U of U Health Plans is clarifying what is and is not covered for these pumps. Click below to learn more.

[Learn More](#)



Pharmacy Prior Authorization Forms Online

Pharmacy Prior Authorization forms are available online with specific requirements for use and limitations listed in the form. Visit our [Medication Use Policies](#) site to ensure you are submitting the correct form for the requested medication.



For your convenience, you may also access these policies from our [Coverage Policies](#) site. The link for Pharmacy Medication Use Policies is on the left side of your screen. Bookmark these links in your internet favorites for quick access to submit pharmacy prior authorization requests.

Lack of clinical documentation is the leading cause of pharmacy prior authorization (PA) denials.

A recent audit by our TPA, The University of Utah Health Plans, on pharmacy prior authorization requests revealed that 44 percent of clinical authorizations were denied because we received no clinical notes to support the authorization request. Please remember to submit clinical documentation, including recent clinic visit notes, lab results, evidence of previous drug trials, or other useful information to aid us in our determinations. Without clinical documentation, we are unable to assess the medical necessity of your request.

Coding for CO2 Laser Therapy for Hypertrophic Scars

The use of CO2 ablative lasers has become a common practice in the treatment of hypertrophic scars to improve function and appearance of the scar. U of U Health Plans covers this treatment when used to improve functional problems such as limitation to range of motion due to contracture of the scar and pain reduction. Category III **HCPCS 0479T** *Fractional ablative laser fenestration of burn and traumatic scars for functional improvement; first 100 cm2 or part thereof, or 1% of body surface area of infants and children* and **HCPCS 0480T** *Fractional ablative laser fenestration of burn and traumatic scars for functional improvement; each additional 100 cm2, or each additional 1% of body surface area of infants and children, or part thereof (List separately in addition to code for primary procedure)* are covered by U of U Health Plans and should be used to bill for this service when provided to burn or traumatic scars. U of U Health Plans will not cover CO2 ablative laser therapy when used to improve the cosmetic appearance of the scar.

Billing NDCs

Using NDCs on claims can help contain cost of drugs and improve management of billing and administration. Learn more about what to look for before you submit a drug claim.

[Learn More](#)



Utilization Management Decision Guidelines

We're committed to ensuring that services provided to our members meet nationally recognized guidelines, are provided in the appropriate setting (inpatient or outpatient), and that the length of stay can be supported for medical indications. We reference InterQual and Hayes criteria, nationally recognized guidelines, to help determine medical necessity.

You can view many of our [Medical, Administrative, and Reimbursement Policies](#) or [Pharmacy Medication Policies](#) online. For those not yet available, we would be happy to provide you with a copy of the criteria we use to make utilization management decisions. To request UM criteria, call the UM team at **888-271-5870**, option 2, or email your request to UUHP_UM@hsc.utah.edu.

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