

**2020****Provider Newsletter
Summer****HELLO, SUMMER.**

Our COVID-19 Response

Like you, MHC is diligently working to ensure the health and safety of our members as we navigate through the Coronavirus 2019 (COVID-19) pandemic. MHC has developed a COVID-19 page on our Website to keep you up to date with the latest operational and benefit updates as they apply to the virus.



[Visit our page](#) often to stay current with the latest information. Please share this link with others in your office who may rely on the information.

View our [Temporary COVID-19 Telemedicine Policy](#).

If you have providers who need to be credentialed or recredentialed during the pandemic, view [Credentialing Waiver and Recommendations During COVID-19](#) for adjustments to our process.

Questions?

- For member benefits or claims questions, please contact Customer Service at 844-262-1560
- For any other questions, your Provider Network representative at providers@mhc.coop.

We appreciate the outstanding care you have and continue to provide to our members. Times like these prove the unequalled commitment of the healthcare professionals in our communities.

New Name, Same Service

This summer, Montana Health CO-OP will be changing its name to Mountain Health CO-OP.

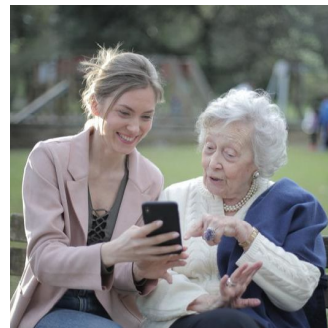
This will more accurately represent the area we serve, and still reflect our values and commitment to the service and partnerships we've already established. It is a move we're excited to make.



We look forward to a new chapter with your partnership as we make this transition. Please contact us with any questions.

Now Carrying Medicare Supplement Insurance Plans

This summer, the CO-OP will begin carrying Medicare Supplement Insurance Plans A, F, G and N. This will offer more flexibility and options to members who are Medicare-eligible. We look forward to working with you to keep our members healthy in their golden years.



Population Health Program Collaboration

Did you know that Mountain Health Co-op partners with the University of Utah Health Plan for a comprehensive Population Health Program? Refer your patients to Mountain Health CO-OP's Population Health Program.



Learn more by clicking the button below.

[Learn More](#)

Cologuard: Colorectal Cancer

Colorectal cancer (CRC) is the second leading cause of cancer deaths in the United States, taking the lives of about 50,000 Americans each year—more than breast cancer (41,000/year) or prostate cancer (29,000/year).

Cologuard[®] is included in the United States Preventive Services Task Force (USPSTF) clinical guidelines and the 2017 Healthcare Effectiveness Data and Information Set (HEDIS[®]) quality measures published by the National Committee for Quality Assurance (NCQA), with 3 years of quality credit.

Learn more about Cologuard by clicking the button below.

[More about Cologuard](#)

Member Rights and Responsibilities

Every year, we provide a reminder for the rights and responsibilities of CO-OP members. This strengthens their understanding of our products and service and builds a stronger relationship with them.

Please click the button below to learn more and view the current rights and responsibilities of our members today.

[Rights and Responsibilities](#)

Air Ambulances In Network

Please utilize in-network air ambulance companies for MHC members.

Montana MHC air ambulance providers are:

- Life Flight – Butte, Bozeman and Missoula
- Northeast Montana Stat Air - Glasgow
- Montana Medical Transport - Helena
- St Vincent's - Billings
- Billings Clinic – MedFlight Air - Billings
- Benefis – Mercy Flight – Great Falls
- St Patrick's – Missoula
- Kalispell Regional Medical Center - Kalispell

Introducing RealRx

Montana Health CO-OP/Mountain Health CO-OP is pleased to introduce you to RealRx, our new Pharmacy partner. The CO-OP has partnered to create a company that will increase pharmacy transparency, reduce drug costs, and expand drug flexibility.



We believe that Montanans/ Idahoans deserve to have access to quality health care and that includes prescription drugs, it's why we were founded as an insurance CO-OP. We decided to partner with the University of Utah Health Plans, and Cooperative Benefits Group to build a pharmacy management company that is beholden to our members' needs, not the other way around- giving them better access to prescriptions, better drug price, and more drug flexibility.

Learn more by clicking the button below.

Coverage Policy and Prior Authorization Updates

The CO-OP uses coverage policies as guidelines for coverage determinations in accordance with the member's benefits.

Effective January 1, 2020, all new and updated policies, including policies for services requiring prior authorization, are posted on our [Coverage Policies](#) website for 60 days prior to their effective date. Quarterly notice of recently approved and revised coverage policies is provided in Provider Connection for your convenience. The information listed are summaries of the policy. Click on the hyperlinked policy number to view the coverage policy in its entirety.

Also included here are updates to which services require prior authorization. Visit our [Prior Authorization](#) site frequently to view all medical services that require prior authorization, links to our coverage policies, and information on submitting an authorization request. Services that do not yet have a policy are reviewed using Interqual criteria.

The Coverage Policy Updates section of this newsletter does not guarantee coverage is provided for the procedures listed. Coverage policies are used to inform coverage determinations but do not guarantee the service is a covered service. For more information on our coverage policies, visit our [Coverage Policies](#) website or contact your Provider Relations consultant.

90-Day Refill Efficiencies

Writing prescriptions for 90-day rather than 30-day refills saves you and your patients time, your patients money, and makes it easier for your patients to adhere to their treatment plan. And especially when patients are advised to limit their outside travel, such as our recent COVID-19 situation, 90-day refills reduce the risk of potential exposure.



Our Commercial group, and Individual and Family plans all offer 90-day prescription refills through mail-order and retail options. Medicaid plans do not offer a 90-day refill benefit.

Consult our [Medication & Pharmacy Information](#) for more information, call the Pharmacy Customer Service number listed on the back of the member's ID card.

Annual Reminder: Obtaining Utilization Management Criteria

MHC makes every effort to ensure that services being provided to our members meet nationally recognized guidelines and are provided at 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.

We would be happy to provide you with a copy of the criteria we use to make utilization management decisions. Please call the Utilization Management team at **833-981-0213**, option 2, for additional information. You may also email your request for criteria to UUHP_UM@hsc.utah.edu.

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