



Welcome to the September Edition of *In the Know*.

In every issue, you'll find the latest information to help you better partner with us in caring for our members. We want to remind you how important it is to keep your directory information current so our members can find you when they need care. See the end of this newsletter for more information.

City of NY Retirees Moving to New Medicare Advantage Plan in 2022

The City of New York recently awarded its group retiree business to Retiree Health Alliance, a collaboration between EmblemHealth and Empire BlueCross BlueShield (BCBS). Effective **April 1, 2022**, Medicare-eligible City of New York retirees will transition to Retiree Health Alliance's NYC Medicare Advantage Plus plan.

New Provider Portal

As you use our new provider portal, know that help is available if you get stuck anywhere in the process. We have posted a robust set of [educational materials](#) that walk you through a range of topics from

signing in to completing transactions. Please refer to our Frequently Asked Questions first that include answers to the most common questions we have been getting.

[EmblemHealth FAQs](#)

[ConnectiCare FAQs](#)

If you still have questions or need additional support, contact Provider Customer Service at:

EmblemHealth: **866-447-9717**

ConnectiCare: Commercial: **860-674-5850**, Medicare: **877-224-8230**

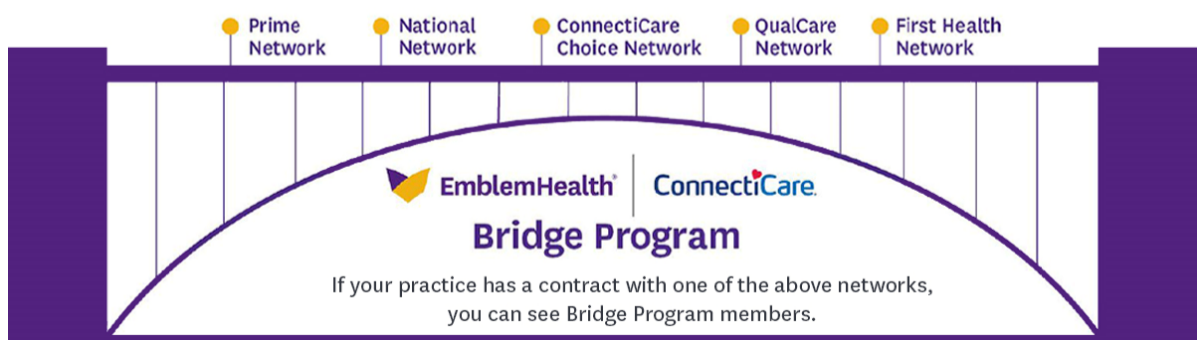
October is Breast Cancer Awareness Month

Cancer is the second leading cause of death in the United States, and breast cancer is the most diagnosed cancer in women. Talking to your patients between the ages of 40 to 49 about when to start and how often they should get a mammogram is the first step towards early detection. Help boost compliance by offering your patients a “standing order” for their annual screening mammogram, allowing them to complete the screening mammogram before their annual visit with you. Additionally, be sure your documentation meets CMS standards and that your provider credentials are attached to the correct ICD-10 codes when ordering to ensure accurate data capture. For more information and tips please contact your EmblemHealth Provider Relations Manager. Additional resources for men and women can be found at:

[American Cancer Society](#)

[Susan G. Komen](#)

COMMERCIAL BUSINESS UPDATE



Top 3 Things to Know About the Bridge Program

1. Bridge combines five of our networks to increase member access to providers. This means Bridge increases the number of EmblemHealth or ConnectiCare members who can come to you for care, building your practice.
2. Providers are automatically considered in-network for the Bridge Program if you participate with any of these networks:
 - EmblemHealth Insurance Company's (formerly HIPIC) Prime Network
 - EmblemHealth Plan, Inc.'s (formerly GHI) National Network
 - ConnectiCare, Inc.'s (CCI) Choice Network
 - QualCare Network
 - First Health Network
3. Member cards are the key to knowing if a member is a part of the Bridge Program and are your guide to understanding the correct business rules to follow.

More information about the Bridge Program may be found on our website [here](#).

GOVERNMENT-SPONSORED PROGRAM UPDATES MEDICARE

2021 Annual Special Needs Plan Model of Care Training

The Centers for Medicare & Medicaid Services (CMS) requires providers to complete training for each dual-eligible special needs plan (D-SNP) they participate in. Our trainings take only 15 minutes to complete. Providers must submit an attestation to receive a certificate of completion.

- [EmblemHealth's VIP Bold Network and Reserve Network Training](#) Deadline: Oct. 31, 2021
- [EmblemHealth's Network Access Network Training](#) Deadline: Oct. 31, 2021

ConnectiCare Medicare Members – Optum/ProHealth Delegation

Starting **Oct. 1, 2021**, we are delegating the medical management of some ConnectiCare Medicare Advantage members to Optum Care. The affected members are now assigned/attributed to a PCP who is part of the Optum Care Network of Connecticut IPA; this includes ProHealth Physicians. Medicare Advantage members enrolled in ConnectiCare Dual Special Needs (D-SNP) plans are excluded from this delegation.

Do Not Bill Members with Full Medicaid or QMB

If Medicare-Medicaid dual eligible individuals have their Part A and Part B cost-share fully covered by their Medicaid plan, or are Qualified Medicare Beneficiaries (QMBs), they are not responsible for their Medicare Advantage cost-share for covered services. Please do not balance bill these members for any other costs. Any Medicare and Medicaid payments for services given to these members must be accepted as payment in full.

For EmblemHealth members, you can use ePACES to check whether the member has full or partial Medicaid benefits. For more detail, see our [2021 Medicare Advantage Guide](#).

For ConnectiCare members, you can contact the Connecticut Department of Social Services at **800-842-8440** or visit their [website](#).

Medicare Outpatient Observation Notice (MOON)

All hospitals and critical access hospitals are required by CMS to provide Medicare beneficiaries, including Medicare Advantage enrollees, with the OMB-approved Medicare Outpatient Observation Notice (MOON). The MOON and instructions for completing it are available on CMS' website.

EMBLEMHEALTH'S MEDICAID, HARP, AND CHILD HEALTH PLUS UPDATES (NEW YORK STATE-SPONSORED PROGRAMS)

New York State Required Training Certification

Each year, the New York State Department of Health requires providers and their staff, who have regular and substantial contact with EmblemHealth Enhanced Care (Medicaid Managed Care) and Enhanced Care Plus (HARP) members, to certify completion of cultural competency training. This required certification must be submitted by **Oct. 15, 2021**. For more information, visit our [Medicaid Cultural Competency Training Certification webpage](#).

Medicaid Expands Coverage for Colorectal Cancer Screening

New York State (NYS) Medicaid has expanded current colorectal cancer screening coverage to include members 45 to 49 years of age. For more information and resources related to colorectal cancer

screening, visit the NYS Department of Health Colorectal Cancer [webpage](#).

Medicaid Expands Coverage of Fluoride Varnish Application for Dental Providers

Effective July 1, 2021, EmblemHealth Medicaid and Health and Recovery Plan (HARP) member coverage was expanded for topical fluoride treatment when professionally administered in accordance with established standards. For more information, refer to the June 2021 Medicaid Update – [Fluoride Varnish Application Expansion for Dental Providers](#).

Medicaid Applied Behavior Analysis Benefit

Effective **Oct. 1, 2021**, EmblemHealth will cover Applied Behavior Analysis (ABA) services for eligible Medicaid members when provided by:

- Licensed Behavior Analyst (LBA),
- Certified Behavior Analyst Assistant (CBAA) working under the supervision of LBAs, or
- Other individuals specified under Article 167 of New York State (NYS) education law.

This expansion will allow these providers to bill for ABA services.

Preauthorization Needed for Medicaid Children’s Home and Community Based Services

As a reminder, EmblemHealth requires preauthorization for the following Medicaid Children’s Home and Community Based Services (HCBS). As of **Sept. 6, 2021**, we no longer cover these services without preauthorization:

- Palliative care
- Vehicle modifications
- Environmental modifications
- Adaptive and assistive technology

For more information on preauthorization requirements for HCBS, refer to **Appendix E** of the [Children's Home and Community Based Services Manual](#).

Reminder: Taxonomy Code Enforcement for Medicaid Claims

To prevent your Medicaid claims from being rejected as “unclean,” be sure to include required [Taxonomy Codes](#). Enforcement protocols should be fully implemented by **October 1, 2021**.

Change of Address (and Contact) Notification

Providers must notify Medicaid of any change of address, telephone number, or other pertinent information within **15 days of the change**. For more detail on this requirement and how to submit changes, click to read [Reminder: Keep Your Directory Data Current](#).

Medicaid: New York State Medicaid Update

The Office of Health Insurance Programs of the New York State Department of Health regularly posts a Medicaid Update. [Click here](#) to view their latest announcements.



CLAIMS CORNER

The [Claims Corner](#) section of our EmblemHealth website is a rich source of information that helps your practice navigate EmblemHealth claims and billing processes. To make EmblemHealth's Payment Integrity Policies easy to find, we have added a new web page to Claims Corner. Similar information may be found on our [ConnectiCare website](#) under Our Policies and Billing and Claims. Check often to see new postings.

Definitive Drug Testing (Commercial & Medicaid)

Definitive drug testing, also known as confirmation testing, is used when it is necessary to identify specific medications, illicit substances, and metabolites. Starting **Jan. 1, 2022**, our claims system will be updated to automate the limitations and exclusions section of our policy regarding HCPCS codes G0481-G0483. [See full article on definitive drug testing](#).

Payment Reimbursement Policies

New Policy for Commercial Members in 2022: No Cost/Reduced Cost Drugs, Implants & Devices

Starting **Jan. 1, 2022**, the [No Cost/Reduced Cost Drugs, Implants & Devices Reimbursement Policy](#) will be applied to both inpatient and outpatient hospital services for both [EmblemHealth and ConnectiCare](#) commercial members in the same way that we have been processing Medicare claims since Jan. 1, 2020. This policy has coding guidelines for reporting drugs, devices, and/or implants with their associated

procedures when obtained by the provider at full cost, no cost, or at a reduced cost.

Policy Updates

The following policies have been updated and published in their respective Reimbursement Policies tables:

- EmblemHealth's [COVID-19 Vaccine and Monoclonal Antibody Infusions Policy – Revised August 2021](#)
- ConnectiCare's [COVID-19 Vaccine and Monoclonal Antibody Infusions Policy – Revised August 2021](#) (Commercial & Medicare)
- [Preventive Care Services \(Commercial\) – Effective 10/1/2021](#) - PreP Monitoring and Ongoing Lab Testing were added effective 9/17/2021

Same Policies: New Names, Formats, or Locations

The following policies have not changed. They have recently been reviewed and may have been documented in a new format, renamed, and/or added to the following table(s):

EmblemHealth Reimbursement Policies table:

- [Operating Microscope/Microsurgery \(CPT 64727/69990\) \(Commercial & Medicare\)](#)
- [Outpatient Imaging Self-Referral \(Commercial\)](#)
- [Preventive Care Services \(Medicare\)](#)

ConnectiCare's Reimbursement Policies tables:

- [Ambulatory Surgical Groupers](#)

Reminder: Enhanced Clinical Editing Processes – Post-Payment Reviews Have Begun

Starting on **Sept. 1, 2021**, Cotiviti, Inc. began periodic post-payment reviews of EmblemHealth's paid medical claims. The post-payment reviews to be conducted are: Retrospective Accuracy datamining (RA) and Clinical Claim Validation DRG review (CCV). These are the same/similar reviews that are currently being conducted by Optum on behalf of EmblemHealth. [Click here for more information.](#)



Home Infusion Utilization Management

Beginning **Oct. 1, 2021**, Care Continuum (CCUM), an Express Scripts company, will perform home infusion utilization management services for all EmblemHealth and ConnectiCare members. This includes preauthorization of drugs, supplies, and nursing visits for members in all lines of business. To request preauthorization for home infusion, you can contact CCUM from 8 a.m. to 7 p.m. ET, Monday to Friday at the numbers listed below based on the member's plan.

PLAN	EmblemHealth	ConnectiCare
TELEPHONE	877-681-9866	877-391-7821
FAX	866-896-1209	888-631-8817

Medical Policy Updates

All [EmblemHealth](#) and [ConnectiCare](#) Medical Policies are available for download from our provider websites.

The following are the recently revised policies for EmblemHealth:

- Abdominoplasty/Panniculectomy
- Capsule Endoscopy
- Lipoprotein Subclassification Testing for Screening, Evaluation and Monitoring of Cardiovascular Disease
- Transurethral Radiofrequency Micro-Remodeling for Female Stress Urinary Incontinence

The following are the recently revised policies for ConnectiCare:

- Abdominoplasty/Panniculectomy
- Capsule Endoscopy
- Transurethral Radiofrequency Micro-Remodeling for Female Stress Urinary Incontinence



WEBINAR/TRAINING

See the enhanced [Learning Online](#) section of EmblemHealth's provider website to register for monthly webinars, (next one is **Oct. 13: 10-11 a.m. or 2-3 p.m.**); meet and attest to completion of required trainings for Medicaid and Medicare providers such as Medicaid Cultural Competency and Special Needs Model of Care; and access the free Pulse8 webinars for patient management and ICD-10 coding.

We also recommend that you take advantage of the training opportunities offered by [CMS's Medicare Learning Network](#) and [eMedNY](#).



IN EVERY ISSUE

Keep your email address current so we can get information to you quickly.

Keep Your Directory and Other Information Current

If a provider in your practice is leaving, [please inform us](#) as soon as possible. To report other changes, you can also sign in to your Provider/Practice Profile on our [website](#). If you participate with us under a delegated credentialing agreement, ask your administrator submit these changes.

Remember to review your CAQH application every 120 days and ensure you have authorized EmblemHealth as an eligible plan to access your CAQH information.

EmblemHealth Neighborhood Care

[EmblemHealth Neighborhood Care](#) offers our plan members and other community members a place to get the personalized, one-on-one support of experts in clinical, benefits, and health management solutions in support of a holistic approach to health and wellness. [Neighborhood Care](#) does not provide medical services; their role is to help practitioners manage patient care by supporting the primary practitioner-patient relationship. See [virtual classes](#) currently being offered as well as [on-demand classes](#) for meditation, chair yoga, and diabetes self-care. All classes are offered for free to you and all of your patients.

In Case You Missed It – *In the Know* Archives Available

If you missed an edition of *In the Know*, or have trouble opening a link in this one, see all our newsletters on our [website](#).

Recent Provider Headlines

Check out recent provider news for [EmblemHealth](#) and for [ConnectiCare](#).

- [Provider ID Numbers to be Retired for EmblemHealth and ConnectiCare](#)
- [ConnectiCare Oncology Drug Dose Rounding Initiative Started Aug. 1](#)
- [EmblemHealth Risk Adjustment Program for PCPs Continues](#)
- [Send ConnectiCare Infertility Drug Reviews to ESI](#)

EmblemHealth

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