



In this edition of *In the Know*, you'll find a variety of resources to help you keep our members healthy and make it easier for you to do business with us – two of our highest priorities. We're always here to support you in caring for our members.

This issue also has information about the COVID-19 vaccine, updates to our health plans, new policies and procedures, training opportunities for providers and their office staff, and more.

EmblemHealth is committed to delivering a positive experience for you and our members. This is why we want to hear from you about your experience with our plan. Later in this

issue, we have information about a [survey](#) gauging your satisfaction with our plan, and we're offering a way you can help influence EmblemHealth.

THE LATEST COVID-19 UPDATES

COVID-19 Vaccines

Here are some quick links to help your patients who are eligible for a vaccine. They can visit their city or state's COVID-19 vaccine sites for information:

- [New York City](#)
- [New York State](#)
- [New Jersey](#)
- [Connecticut](#)
- [Pennsylvania](#)

We are sharing [COVID-19 vaccine](#) information with our members. You may also visit [the CDC](#) for trusted information on vaccine safety, doses, and more. Please visit our COVID-19 page for [providers](#) to see more information, including billing guidance.

Keeping Each Other Safe

The ask to wear a mask is everywhere you look these days. And for good reason. By now we know that wearing a mask helps stop the spread of COVID-19 but your patients could always use a reminder about how to protect themselves and those around them.

Effective **Feb. 2, 2021**, [masks are required](#) on planes, buses, trains, and other forms of public transportation traveling into, within, or out of the United States and in U.S. transportation hubs such as airports and stations.

Please take a look at the [poster](#) the CDC created to educate the public on how to protect themselves against the coronavirus. Feel free to print and post it in your office or facility to remind your patients to:

- Wear a mask
- Avoid crowds
- Stay six-feet apart
- Wash your hands

Additional information on masks can be found [here](#).

Open Enrollment Extended

The open enrollment period for uninsured New Yorkers will be extended through **March 31**. The decision follows the extension of the federal public health emergency order. Coverage

for those enrolled by **Feb. 15**, **March 15** and **March 31** would start **March 1**, **April 1** and **May 1**, respectively. Individuals eligible for Medicaid, the Essential Plan and Child Health Plus can enroll year-round.

Annual HEDIS Data Collection Underway

Our annual medical record review has started. HEDIS, which stands for Healthcare Effectiveness Data Information Set, is a National Committee for Quality Assurance (NCQA) tool used by health plans, like EmblemHealth, to measure performance of the services and care our members receive. If you receive a request for medical records, please provide them as soon as possible.

Tell us how you feel about EmblemHealth

At EmblemHealth, we value our partnership with providers. We'd like to hear from you to help us with our shared mission of creating healthier futures for our communities. This is why we are sharing with you a [Provider Satisfaction Survey](#) in which you can give us your honest feedback on how we can better serve you. We will use the results to help us to continue to transform how we serve our partners and our communities. The survey will only take a few minutes of your time but will have a lasting impact. There is also an opportunity to join an advisory committee that will help inform our company as we continue our transformation. If you're interested, please enter your contact information at the end of the survey.

First Meeting of the Provider Advisory Council

We kicked off a Provider Advisory Council with representatives from both EmblemHealth and ConnectiCare in February. Twelve physician leaders and influencers gathered for a virtual conversation about our companies and shared how we can support our network. Meetings of the Council will take place at least quarterly with the opportunity to collaborate on solving issues throughout the year.

As a nonprofit with deep roots in this region, EmblemHealth has a renewed commitment to transforming our company into one that is a better partner with our network providers. We formed this council to be an important source of truth. The participants come from around the region and represent both small practices and large facilities. We do want to recognize one Council member, Valentin Fuster, MD, PhD, director of Mount Sinai Heart and physician-in-chief of the Mount Sinai Hospital in New York, who was cited in [Cardiology Today](#) for his work on the global rise in cardiovascular disease.

COMMERICAL AND MEDICARE

LabCorp is now part of EmblemHealth's network

In January, Labcorp and its affiliated specialty labs joined EmblemHealth's laboratory network for EmblemHealth Plan, Inc. (formerly GHI) members. We are excited to share that they are considered a partner. To set up an account and to learn more about Labcorp's services, visit labcorp.com or call them at **855-522-2677**.

MEDICAID, HARP, AND CHILD HEALTH PLUS (STATE-SPONSORED PROGRAMS) UPDATES

New York State Department of Health (NYSDOH) 2020-2021 KIDS Quality

Voluntary Foster Care Agencies

Starting **July 1, 2021**, New York State will include Voluntary Foster Care Agencies (VFCAs) in Medicaid managed care. VFCAs will continue to bill the current Medicaid per diem until **July 1, 2021**, when Medicaid managed care will be mandatory for all foster children, as will Article 29-I licensure and the new rates and fee structure. For more information, refer to the January 2021 [Medicaid Update](#).

Improve Care for Your Youngest Patients

EmblemHealth will continue its initiative to increase the quality and efficiency of pediatric screenings for children within their first 1,000 days of life. As part of this initiative, you can find a copy of our comprehensive early screening pocket reference guide, "[The First 1,000 Days \(PDF\)](#)," to share with our members.

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 as well as past issues.



CLAIMS CORNER

The [Claims Corner](#) section of our website is a rich source of information that helps your practice navigate EmblemHealth claims and billing processes. Please check often to see posted updates.

Reimbursement Policy Updates

To make information easier to find, we have created a new page in Claims Corner called [Reimbursement Policies](#). As we add policies,

we will archive the old postings on the other Claims Corner pages. We encourage you to review this section for new information including these new policies:

- [E/M Supplemental Reimbursement Policy 2021 Update](#) - New 1/01/2021
- [HCPCS and CPT Coding Requirements for Outpatient Claims \(Commercial\)](#) - New 2/01/2021
- [National Drug Code \(NDC\) Requirements for Drug Claims](#) - New 4/19/2021
- [Prolonged Services \(Commercial and Medicare\)](#) - New 1/1/2021

Provider In-Office Lab List

The Provider In-Office Lab List was updated to add embryo storage services, CPT code 89342, as an acceptable lab test. Where the service is a covered benefit, it will be paid for claims with dates of service retroactive to July 1, 2020. See [full list](#).



CLINICAL CORNER

Do I Need A Referral?

EmblemHealth now offers more plans that do NOT require a referral. To help you determine if a referral is needed, we created a web page that includes an informative two-minute video and other reference materials. Click [here](#) to see video and other guidance.

February is American Heart Month

Hypertension is a leading risk factor for heart disease and stroke. During February, nationally recognized as American Heart Month, we take time to focus on conditions such as high blood pressure and other diseases and habits that affect heart health. [Click here](#) for more information from the CDC on lifestyle choices and other ways people can prevent and combat heart disease, leading to a longer, healthier life. More clinical resources are available on the [CDC website](#).

March 4 is International HPV Awareness Day

You can play a critical role raising awareness about the human papillomavirus (HPV) vaccine's efficacy to reduce the risk of HPV-related cancers. A provider's recommendation has proven to be the

most impactful reason parents choose to vaccinate their children. Research shows that simply changing the wording used to introduce the HPV vaccine makes a tremendous difference in uptake.

Offering a presumptive, bundled recommendation during the visit and providing reassurance are highly effective; for example, “**Your child needs three vaccines today: Tdap, HPV, and meningococcal to prevent pertussis, HPV cancers, and meningitis.**” With your help, we can reduce the future burden of cancer on your patients and their families. Please review this [Tip Sheet](#) to help you and your practice deliver consistently strong and effective recommendations for the HPV vaccination series.

Follow Access and Availability Standards

It's important for our members to get the right care at the right time. See our Appointment Availability Standards During Office Hours & After Office Hours Access Standards brochure available on the [Provider Toolkit](#) in the Provider Resources section of our provider website. Refer to it often and share it with appointment schedulers.

Medical Policy Updates

All [Medical Policies](#) are available for download in Clinical Corner on our provider website. We encourage you to review this section for new information including the revision to the Medical Guidelines:

- Infertility Services
- Insulin Delivery Devices and Continuous Glucose Monitoring Systems
- Lyme Disease Diagnosis and Treatment
- Phototherapy, Photochemotherapy and Photodynamic Therapy for Dermatologic Conditions
- Posterior Tibial Nerve Stimulation for Voiding Dysfunction
- Virtual Colonoscopy (CT colonography)

Medical Technologies Database

A comprehensive listing of medical technologies – reviewed by the Medical Policy Committee for coverage consideration – is available for download in Clinical Corner on our provider [website](#). Here are the latest updates:

Approved

- Eversense Continuous Glucose Monitoring System (Commercial and Medicare)*
- Medtronic MiniMed™ 670G and 770G monitoring systems*

- Myocardial strain imaging (Commercial and Medicaid; added to already-covered Medicare)

* Listed in EH Medical Policy, [Insulin Delivery Devices and Continuous Glucose Monitoring Systems](#)



PHARMACY

Formularies

EmblemHealth updates its Formularies on a regular basis. Updates for Oct. 2020 to Jan. 2021 are posted in [Clinical Corner](#).

Pharmacy Utilization Management Programs

To help you navigate our new pharmacy preauthorization processes, we have developed two tools we hope you will find useful:

- Pharmacy UM [Workflow](#)
- [New Century Health – Frequently Asked Questions](#)

New Part D Qualified Independent Contractor (QIC) Feb. 1

The Centers for Medicare & Medicaid Services (CMS) has awarded the Part D Qualified Independent Contractor (QIC) contract to C2C Innovative Solutions, Inc. (C2C).

Starting **Feb. 1, 2021**, C2C will be responsible for conducting reconsiderations of adverse Part D coverage determinations and redeterminations, and adverse redeterminations related to an at-risk determination under a drug management program (DMP). For more information, see the [CMS memorandum](#).



WEBINAR/TRAINING

Join Us March 10 for Our Monthly Webinar

The next session of our monthly webinar series will be held on **Wednesday, March 10** from 10-11 a.m., and again from 2-3 p.m. Practitioners and office staff are welcome to join this monthly webinar that provides an overview of our products and benefit plans, special utilization management programs, and how to navigate our provider portal. [Register](#) today as space is limited.

Free Pulse8 Webinars: Patient Management and ICD-10 Coding

Click [here](#) to see the full schedule of webinars being offered in 2021. To register, go to <https://pulse8.zoom.us> and select the session that interests you from the Public Event List. If you have any questions, or you would like to set up a private session for your practice, please email Pulse8 at ProviderEngagement@Pulse8.com or call Pulse8's Customer Support team at **410-928-4218 ext. 7**. Their hours are 8 a.m. to 8 p.m., Monday through Friday.



IN EVERY ISSUE

Keep Your Email and Directory Information Current

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

If a provider is leaving your practice, [please inform us](#) as soon as possible. To report other changes, you can also sign in to your Provider/Practice Profile on our [secure website](#).

If you participate with us under a delegated credentialing agreement, please have your administrator submit these changes.

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.

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, please see all our newsletters on our [website](#).

EmblemHealth Plan, Inc., EmblemHealth Insurance Company, EmblemHealth Services Company, LLC and Health Insurance Plan of Greater New York (HIP) are EmblemHealth companies. EmblemHealth Services Company, LLC provides administrative services to the EmblemHealth companies.

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