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In this edition of Office Visit, 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.

The latest COVID-19 updates

You can always find the latest coronavirus (COVID-19) news on the dedicated [COVID-19 section](#) of our provider website. Please visit often for the most up-to-date information.

COVID-19 vaccines

If your patients are eligible for a COVID-19 vaccine, they can visit their local COVID-19 vaccine websites for information: [Connecticut](#), [New York State](#), [New York City](#). You can also direct your patients to our member website for the latest [COVID-19 vaccine](#) information. Visit the [Centers for Disease Control and Prevention \(CDC\)](#) for trusted information on vaccine safety, doses, and more. Lastly, please visit our [COVID-19 page for providers](#) to find information on billing guidance and more.

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.

The CDC created a [poster](#) to educate the public on how to protect themselves against the coronavirus. You can print the poster and post it in your office or facility to remind your patients to:

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

The CDC has [additional information on masks](#).

Annual HEDIS Medical Record Request Underway

We've started our annual medical record review. HEDIS, which stands for Healthcare Effectiveness Data Information Set, is a National Committee for Quality Assurance (NCQA) tool used by health plans, such as ConnectiCare, 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.

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. Learn more 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

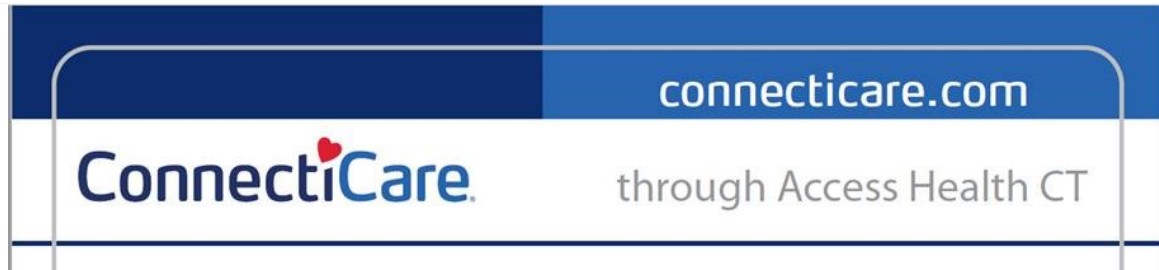
You can play a critical role raising awareness about the HPV vaccine's efficacy to reduce the risk of HPV-related cancers. A provider's recommendation has proven to be the most impactful reason why parents choose to vaccinate their children.

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 is 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.

How to Recognize ConnectiCare Marketplace Members

Our marketplace members have member ID cards that say "through Access Health CT" at the top of card as shown:



Reimbursement Policies

We have updated our [Lab/Venipuncture Reimbursement Policy](#) to align with CMS CLIA waived/Subject to CLIA laboratory tests (deleted/newly added codes).

Medical Policies

We have updated three medical policies effective Feb. 1, 2021 and applicable to our Commercial members:

- [Non-Invasive H Pylori Testing \(Commercial\)](#)
- [Vitamin D Deficiency Testing \(Commercial\)](#)
- [Vertical Expandable Prosthetic Titanium Rib \(VEPTR\) \(Commercial\)](#)

Providers can view all our policies on connecticare.com/providers.

Recent provider headlines

Check out the latest [Provider News & Headlines](#):

- [Submit taxonomy codes to help make sure claims are paid quickly](#)
- [New and updated policies now available online](#)
- [The latest COVID-19 updates](#)
- [Reminder: New site-of-service utilization policy for Medicare goes into effect March 1, 2021](#)
- [New Part D Qualified Independent Contractor \(QIC\) starting Feb. 1, 2021](#)

- [Annual HEDIS data collection to start next month](#)
- [Ask all commercial patients for their new ID cards and new member ID numbers](#)

Keep in touch



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