

# HEALTHY PRACTICES<sup>M</sup>

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THIS NEWSLETTER CONTAINS INFORMATION THAT PERTAINS ONLY TO MVP-PARTICIPATING HEALTH CARE PROVIDERS.

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## contacting professional relations

MVP Corporate	
Headquarters	1-888-363-9485
Southern Tier	1-800-688-0379
Central New York	1-800-888-9635
Midstate	1-800-568-3668
Mid-Hudson	1-800-666-1762

**Denise V. Gonick**  
President and CEO

## Healthy Practices

is a bi-monthly publication  
of the Corporate Affairs Dept.

## comments

Write to:  
*Healthy Practices*  
MVP Health Care, Inc.,  
Professional Relations Dept.  
PO Box 2207, Schenectady, NY 12301

## MVP Health Care® debuts mobile app

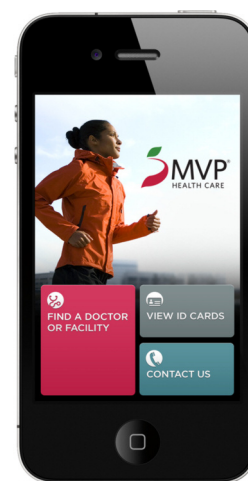
MVP Health Care has launched its first mobile application ("app"). The *myMVP* mobile app allows members to use a smart phone or other mobile device to:

1. Access our *Find a Doctor* search tool to locate a health care provider or facility.
2. Display the **front and back** of their current MVP Member ID card. (*Pharmacists, please note that pharmacy info is on the back of the card.*)
3. Contact the MVP Customer Care Center.

The app is available for download from the IOS app store (Apple) and Google Play.

## What MVP wants health care providers to know:

- If an MVP patient shows you an ID card on a mobile device, you should treat it the same as you would an actual "hard copy" ID card.
- Members have the ability to send you a copy of the ID card shown on their mobile device via email or fax if you require a copy of the card.
- The ID card that members can display and forward from their mobile device comes from the same system that MVP uses when we print and mail ID cards, so a member's electronic ID card will look the same as their hard copy ID card.



## MVP partners with PaySpan®

MVP is excited to share that we have partnered with PaySpan to offer you, our providers, the health care industry's leading solution for Electronic Funds Transfers (EFTs) and Electronic Remittance Advices (ERAs) coming in 2014. This service is provided at no cost to you and allows online enrollment.

As a health care provider, the time your staff spends on payment issues and reconciliation is time taken away from patient needs. Using this free service you can take advantage of EFTs and ERAs to settle claims electronically, without making an investment in expensive EDI software. Following a quick online enrollment, you will be able to receive ERAs and import the information directly into your Practice Management or Patient Accounting System, eliminating the need to key remittance data off of paper advices.

Using this service will rapidly transition you into the world of electronic payments and automated reconciliation, greatly reducing your paper work. You will be offered a complete solution for claim payment management including routing EFTs to the bank account(s) of your choice, managing multiple payers, choosing how you want to receive remittance details, easily re-associating payments with claims and taking advantage of claim and remittance retrieval and reporting.

If you already use PaySpan for other payers you just need to add MVP to your PaySpan profile. You will keep the same username and password you currently have through PaySpan and your banking information will remain the same. Provider's not using PaySpan already will receive a letter in the coming months with specific sign up information once registration for MVP is open.



[www.mvphhealthcare.com](http://www.mvphhealthcare.com)

# PROFESSIONAL RELATIONS UPDATES

## Health Benefit Exchanges and you!

The nation's Health Benefit Exchanges open for business on October 1. These online marketplaces will make it simple for individuals and small employer groups to shop for and enroll in health plans for coverage that is effective January 1, 2014. MVP can help you and your practice navigate the new Exchange environment, starting with an information-packed online presentation that you can access anytime on the MVP website.

Please log in to your account at [www.mvphealthcare.com](http://www.mvphealthcare.com) and go to *Online Resources* to access these presentations:

- New York Health Benefits Exchange Overview
- Vermont Health Benefits Exchange Overview

Learn the basics of what the Exchange is and how it will work, as well as what health care providers can expect. Our Exchange experts are your trusted source for a comprehensive overview of the Exchange, presented in a way that is easy and convenient for you!

MVP will also provide more in depth education on our Exchange products and networks during the fall provider seminars. Topics covered in both include, but are not limited to, the following:

- Newly designed ID cards
- Identification of members that are enrolled in the new products
- Product benefits
- Network variations for Exchanges
- Definition of small group and individual products on and off the Exchange
- Preauthorization criteria

MVP will communicate seminar dates and locations in the near future. Please continue to check [www.mvphealthcare.com](http://www.mvphealthcare.com) for further information regarding the seminar schedules and registration. If you are unable to attend the fall seminars, another, more detailed online webinar will be provided for viewing at your convenience.

## Plan to attend an MVP information seminar this fall

Your practice or facility will not want to miss MVP's annual information seminars for health care providers this fall. We are in the planning stages now for this year's webinars and seminars which will focus on:

- What health care providers need to know about working with patients and MVP once individuals and small employer groups can enroll in health coverage via Health Benefit Exchanges
- What MVP is doing to prepare for ICD-10 and what your practice/facility should be doing now to ensure compliance
- Other new and exciting updates from MVP!

Fast Faxes with registration information will go out soon. Log onto [www.mvphealthcare.com](http://www.mvphealthcare.com) for dates/times and information on how to register.

## Anesthesia time units

Effective January 1, 2014 MVP will adopt the Medicare guidelines for anesthesia time units.

Anesthesia time is defined as the period during which an anesthesia practitioner is present with the patient. It starts when the anesthesia practitioner begins to prepare the patient for anesthesia services in the operating room, or an equivalent area, and ends when the anesthesia practitioner is no longer furnishing anesthesia services to the patient, that is, when the patient may be placed safely under postoperative care.

Anesthesia time is a continuous time period from the start of anesthesia to the end of an anesthesia service. In counting anesthesia time for services furnished, the practitioner can add blocks of time around an interruption in anesthesia time as long as the anesthesia practitioner is furnishing continuous anesthesia care within the time periods around the interruption.

For anesthesia claims, the elapsed time, in minutes, **must** be reported. Convert hours to minutes and enter the total minutes required for the procedure in Item 24G of the CMS-1500 claim form or electronic media claim equivalent.

Time units for physician and CRNA services – both personally performed and medically directed are determined by dividing the actual anesthesia time by 15 minutes or fraction thereof. Since only the actual time of a fractional unit is recognized, the time unit is rounded to one decimal place. The table below illustrates the conversion from minutes to units used by the contractor for processing:

Minutes	Units	Minutes	Units
1-2	0.1	16-17	1.1
3	0.2	18	1.2
4-5	0.3	19-20	1.3
6	0.4	21	1.4
7-8	0.5	22-23	1.5
9	0.6	24	1.6
10-11	0.7	25-26	1.7
12	0.8	27	1.8
13-14	0.9	28-29	1.9
15	1.0	30	2.0

## Refer patients to MVP's Case/Condition Health Management Programs

For a list of MVP's case and condition health management programs that you can print for quick reference, visit [www.mvphealthcare.com/provider/documents/CHMReferralGuide.pdf](http://www.mvphealthcare.com/provider/documents/CHMReferralGuide.pdf). We've included details about which patients to consider referring to each program and what information MVP may request from you to help us serve your participating patients – all in an easy-to-follow, single-page grid!

## Medical Audit

MVP has been conducting select medical audits for several years, however to add efficiencies and consistencies in the processes, we have elected to consolidate these to a single unit within Health

Services. Medical audits are performed to ensure providers are following MVP's clinical and coding guidelines when providing services or care. Medical auditing is a cost effective approach to review/respond to utilization trends for medical services not managed through the traditional Prospective, Concurrent, or Retrospective review processes. Medical auditing is performed on health services where MVP has elected to relax prior authorization guidelines for those targeted services and for services where MVP has chosen to perform limited post service review. Audits are performed to ensure services are provided in accordance with MVP policies, contracts and billing guidelines. Examples of services audited include, but are not limited to, implantables, home care, home infusion, select DME, coding and clinical trials.

Providers are notified in writing when select cases are sampled for an audit and are afforded 30 days to submit chart documentation for review.

### **Elective deliveries prior to 39 weeks gestation**

Effective January 1, 2014 MVP will reduce payments for elective delivers (c-sections or induction of labor) prior to 39 weeks gestation without an acceptable medical indication. All claims submitted by **a practitioner** for obstetrical delivery procedure codes 59400, 59409, 59410, 59510, 59514, 59515, 59610, 59612, 59614, 59618, 59620, or 59622 will require a modifier indicating the gestational age of the child at the time of birth. Failure to include one of the following modifiers will result in the claim being denied:

- U8 - Delivery prior to 39 weeks of gestation
- U9 - Deliver at 39 weeks gestation or later

All claims submitted by **a hospital** for obstetrical deliver procedure codes 73.01, 73.1, 73.4, 74.0, 74.1, 74.2, 74.4 and 74.99 will require a condition code indicating the gestational age of the child at the time of birth. Failure to include one of the following modifiers will result in the claim being denied:

- 82 - Gestation less than 39 weeks, elective c-section or induction
- 83 - Gestation 39 weeks or greater

### **Claims will be processed as follows:**

- Modifier or condition code included on claim when acceptable diagnosis code is documented when a delivery is less than 39 weeks gestation will be reimbursed at the full contracted rate.
- Modifier or condition code included on claim when delivery occurs at 39 weeks or later without acceptable diagnosis code will be reimbursed at full contracted rate.
- Modifier or condition code included on claim indicating delivery prior to 39 weeks gestation and acceptable diagnosis code is not documented will be reimbursed at a 10 percent reduction of the contracted rate.
- No modifier or condition code included on the claim will result in the claim being denied.

### **Un-cashed checks?**

MVP is required to turn over any un-cashed checks to the State after the check remains outstanding for a certain period of time. We are making every effort to return the funds to the rightful owners - our members, providers and vendors. Please visit [www.longlostmoney.com](http://www.longlostmoney.com) to see if MVP has any un-cashed checks in your name or in the name of your business.

### **Healthy Practices delivered to your email**

To reduce our impact on the environment and minimize the amount of mail that we send to our providers, MVP Health Care is converting our printed newsletters to email. If you have an MVP online account, you are receiving *Healthy Practices* at the email address associated with that account. To receive communications at a different email address, or if you have not registered for an online account but would like to enroll in MVP e-communications, please complete this form: [www.mvphealthcare.com/providerpreferences](http://www.mvphealthcare.com/providerpreferences). If you have any questions or choose to opt out at any time, please email [ecommunications@mvphealthcare.com](mailto:ecommunications@mvphealthcare.com).

## **CARING FOR OLDER ADULTS**

### **Talk to your patients about taking control of bladder and prostate issues**

Patients often do not mention incontinence problems with their doctors due to embarrassment and negative social impact. Many patients incorrectly assume that urinary incontinence (UI) symptoms are a part of the normal aging process and there is nothing that can be done to help them.

#### **Ask questions**

Because patients don't always bring up incontinence problems on their own, it's important to ask direct questions about voiding problems as part of a routine evaluation. Some questions to consider:

- When you have a strong urge, do you leak urine on the way to the bathroom?
- Do you have a problem with urine leaking from your bladder? If yes, how long?
- Do you wear pads to protect your clothes? How often do they need to be changed?
- Do you avoid going out because you are afraid of having a leakage accident?
- Are there triggering factors, such as coughing, sneezing, lifting, etc.?

#### **Prescribe proper treatment and/or medication**

There are many ways to treat urinary incontinence including bladder training, exercises, medication and surgery. Develop a plan of care for your patient. For further information about urinary incontinence and treatments, visit the websites of the National Institute of Health and the National Institute of Diabetes and the Digestive and Kidney Diseases (NIDDK).

## Consider the risks

In addition to negative social consequences and personal embarrassment, UI can cause cellulitis, pressure or decubitus ulcers, urinary tract infections, falls with fractures, sleep deprivation, withdrawal, depression and sexual dysfunction.

## Talk to your patients

As a primary care provider, you have the potential to make a huge difference to your patients' quality of life by finding a solution to incontinence problems that is both effective and compatible with each patient's individual needs.

## Recognizing alcohol and substance abuse issues in older adults

MVP is partnering with its behavioral health service provider, ValueOptions®, on a quality improvement initiative to identify Medicare members with alcohol or other drug dependency disorders and facilitate their initiation and engagement in treatment.

**Why focus on alcohol and drug use in Medicare members?** The Medicare population poses some unique challenges regarding alcohol and substance abuse treatment. Many have co-morbid medical conditions; use prescription pain relievers or other medications that interact with alcohol or other substances; and/or have chronic medical conditions, such as diabetes or high blood pressure, that are aggravated by substance use. The overuse and abuse of prescription medication is the most common form of drug abuse among the elderly. Alcohol tolerance decreases as people age, so a level of consumption previously not a problem may become one. Substance abuse in the elderly can also be mistaken for dementia or as a part of the aging process.

**What can you do?** Although the vast majority of older adults see physicians regularly, it is estimated that 40 percent of those who are at risk do not seek services for substance abuse problems on their own. Identifying an older abuser of alcohol or prescription drugs can also be complicated by a number of other conditions with similar symptoms. Since some older adults see their primary care provider several times per year, the primary care setting provides an opportunity for screening that may currently be underutilized. Effective, validated instruments are available for screening older adults. Many instruments take only a few minutes to administer and require little or no specialized training to score and interpret. Ideally, every 60-year-old should be screened for alcohol and prescription drug abuse as part of his or her regular physical examination.

**What resources are available for you and your patients?** MVP's website, [www.mvphealthcare.com/provider/qim/behavioral\\_health.html](http://www.mvphealthcare.com/provider/qim/behavioral_health.html) includes resources for both physicians and members. The *Provider Quality Improvement Manual* includes the following tools to assist in managing a patient with an alcohol problem:

- *Helping Patients Who Drink Too Much – A Clinician's Guide* published by the National Institute on Alcohol Abuse and Alcoholism,

provides a step-by-step guide to identifying alcohol problems among adults.

- The CAGE Questionnaire screening tool – a well-known alcohol screening instrument validated for use with older adults which consists of four questions. Two or more positive responses are considered indicative of an alcohol problem; however a positive response to any of the questions should prompt further exploration among older adults.
- The Alcohol Use Disorders Identification Test (AUDIT) tool – available in both English and Spanish – has not been evaluated for use with older adults; however it has been validated cross-culturally and may prove useful for identifying alcohol problems among older members of ethnic minority groups.

ValueOptions is available to your MVP members 24 hours a day, seven days a week to assist with clinical assessment and referral to a provider or program that specializes in alcohol and substance abuse treatment. MVP members can contact ValueOptions at the number listed on the back of their MVP Health Care Insurance Benefit Card. ValueOptions' website contains extensive resources, including educational articles and screening tools for members at [www.valueoptions.com/achievesolutions/members.html](http://www.valueoptions.com/achievesolutions/members.html).

Reference: Center for Substance Abuse Treatment. Substance Abuse Among Older Adults. Rockville (MD): Substance Abuse and Mental Health Services Administration (US); 1998. (Treatment Improvement Protocol (TIP) Series, No. 26) Available from: [www.ncbi.nlm.nih.gov/books/NBK64419/](http://www.ncbi.nlm.nih.gov/books/NBK64419/).

## QUALITY UPDATES

### Improving care for Medicaid members with diabetes

As part of a Statewide two-year common Performance Improvement Project (PIP) for all Medicaid Managed Care Plans, MVP is striving to improve its performance in diabetes management. The aim of MVP's PIP project on diabetes care management will be on engaging members with their providers by facilitating the primary care office visit and working to reduce gaps in care for key diabetes process steps – HbA1c testing and lipid testing. Through identification of members with gaps in diabetes care and provision of information to both providers and members we hope to achieve the outcomes of interest – diabetes HbA1c control and appropriate lipid levels.

### What resources are available for you and your patients?

#### Reports for practitioners

As mentioned in the last edition of *Healthy Practices*, MVP produces several reports for practitioners to help them identify which tests/screenings a member may need. These reports include a diabetes management section:

- **The Gaps in Care reports** include indicators for whether the diabetic member needs the following tests in the remainder of the year: eye exam,

*Continued on page 5*

# um policyguide

SEPT. 1, 2013

## MVP Prior Authorization Process

This *UM Policy Guide* provides a quick reference of prior authorization requirements for MVP's fully-insured and self-insured plans. The guide should be used in coordination with the Prior Authorization Request Form (PARF). All services listed in this document require prior authorization by MVP.

### MVP Fully-Insured Plans (HMO, POS, PPO & EPO)

If a procedure or service requires prior authorization:

- fax a completed PARF to **1-800-280-7346** or
- call the MVP Utilization Management Unit at **1-800-568-0458**.

### MVP Self-Funded Plans (ASO-HMO, ASO-POS, ASO-PPO, ASO-EPO, ASO-Indemnity)

MVP Select Care (ASO) provides self-funded employer groups with customized health benefits packages. All MVP Select Care members have the employer's name and/or logo listed at the top of their ID cards. If your patient is an MVP Select Care (ASO) member:

- fax a completed PARF to **1-800-280-7346** or
- call the MVP Select Care UM Unit at **1-800-229-5851**.

### Prescription Drugs

Self-administered medications covered under the prescription drug rider requiring prior authorization do not appear in this document. They are contained in the Prescription Drug formulary for commercial members and the Medicare Part D formulary for Medicare Part D members. The formularies are available online at [www.mvphealthcare.com](http://www.mvphealthcare.com). See next page for more information about medications administered in the outpatient setting.

### Behavioral Health Services

MVP Health Care has entrusted ValueOptions® to manage our members' behavioral health care (mental health and substance abuse) services. ValueOptions® is now administering behavioral health coverage for:

- All ASO (self-funded) plans
- All fully insured plans in New York and New Hampshire (HMO, POS, EPO, PPO, Indemnity, and Government Programs including Medicaid, Family Health Plus, Child Health Plus, and Medicare).

For all questions related to Behavioral Health Services please contact ValueOptions® at:

- **1-800-568-0458** and listen for the Behavioral Health Prompt for all members except Select Care (ASO) members
- **1-800-229-5851** and listen for the Behavioral Health Prompt for Select Care members
- You also may visit ValueOptions® online at [www.valueoptions.com](http://www.valueoptions.com)

### Radiology, Scheduling and Radiation Therapy

MVP has delegated the UM review for all prospective review of Radiation Therapy, MRI/MRA, PET Scan, Nuclear Cardiology, and CT/CTA, and 3D rendering imaging to CareCore National, LLC in Bluffton, SC.

CareCore National (CCN) utilizes evidence-based guidelines and recommendations for imaging from national and international medical societies and evidence-based medicine research centers. For more information on CCN go to [www.mvphealthcare.com/provider](http://www.mvphealthcare.com/provider), then *Online Resources* and click on *Provider Resource Manual*. To obtain an authorization please submit requests online at [www.carecorenational.com](http://www.carecorenational.com) or call **1-800-568-0458** and follow the radiology prompts.

### Chiropractic Services

MVP Health Care has delegated Landmark Healthcare, Inc. to manage our members' Chiropractic care. Landmark case managers, all of whom are licensed chiropractors, use nationally accepted clinical protocols as guidelines to make UM determinations. Contact Landmark's UM Department at **1-800-638-4557**.

### Online Resources

Visit MVP online at [www.mvphealthcare.com](http://www.mvphealthcare.com) to print a *Prior Authorization Request Form* (PARF), review the *Physician Quality Improvement Manual and Tool Kit*, or access information and forms. Providers also may review the *Benefits Interpretation Manual* (BIM), MVP's medical policies. The BIM allows providers to determine if procedures require an authorization based on CPT code or the member's plan.

### Samples of MVP Member ID Cards

Plan information, including images of ID cards, is online as part of MVP's *Provider Resource Manual* (PRM). Log in at [www.mvphealthcare.com/provider](http://www.mvphealthcare.com/provider), go to *Online Resources* and click on *Provider Resource Manual*. Select *MVP Plan Type Information* (Section 3) for details.

### In-Office Procedure and Ambulatory Surgery Lists

Participating providers and their office staff can access the *In-Office Procedure and Ambulatory Surgery Lists* at [www.mvphealthcare.com](http://www.mvphealthcare.com). Contact your professional relations representative if you prefer a paper copy.

Please note:

- The In-Office Procedure List details the CPT® codes that MVP requires to be performed in the physician's office. Claims submitted with a place of service other than the physician's office will be denied unless prior authorization is obtained.
- The Ambulatory Surgery List specifies the CPT®/HCPCS codes that MVP will reimburse when performed in the ambulatory surgery or in-office settings. Claims submitted with an inpatient setting will be denied unless prior authorization is obtained.
- All procedures are subject to the member's plan type and benefits.



# PRIOR AUTHORIZATION REQUIREMENTS

## All Plan Types

### Procedures/Services Requiring Prior Authorization

- **All Elective Inpatient Admissions**
- Advanced Infertility (Available per contract, age requirement per NYS mandate)
- Inpatient Rehabilitation
- Skilled Nursing Facilities
- Transplants

Medications (IV and most IM dosage forms) given in the office or outpatient setting that require prior authorization are listed here:

- Commercial Formulary (HMO, POS, MVP Option Child, PPO, EPO and some ASO plans)
- Option and Option Family Formulary
- Medicare Part D Formulary (Preferred Gold, GoldAnywhere, GoldValue, USA Care and RxCare). These formularies are located online at [www.mvphealthcare.com](http://www.mvphealthcare.com).

**DME & Home Care Services** (HMO, POS, EPO/PPO Preferred, MVP Option, TriVantage, MVP Option Child, MVP Option Family, Preferred Gold HMO-POS, GoldValue HMO-POS, GoldAnywhere PPO, PPO Select and MVP Select Care-ASO Plan Types)

### Services Procedures/Services/Treatments Needed

#### Durable Medical Equipment

Durable Medical Equipment (DME) can be dispensed/billed from a physician's or podiatrist's office for stabilization and to prevent further injury, without prior authorization. This is to assure safe mobility and transportation home. The DME item must be billed with the office visit.

- Home Infusion
- Nursing\*\*
- Occupational Therapy\*\*
- Physical Therapy\*\*
- Speech Therapy\*\*
- Terbutaline Therapy

MVP Home Care Unit: 1-800-777-4793, ext: 12587

#### Outpatient Imaging Services and Radiation Therapy Management

(HMO, POS, EPO/PPO, Health First, Preferred Gold HMO-POS, GoldValue HMO-POS, GoldAnywhere PPO, MVP CompCare, Option, Vermont First, Alternet and ASO Select Care Plan Types)

### Plan Types Services Requiring Prior Authorization

#### Fully-Insured Plans

MRI's, MRA's, CT Scans, PET Scans, Nuclear Cardiology and Radiation Therapy

### For Prior Authorization Contact:

Care Core National has been delegated to perform imaging reviews for MVP and Radiation Therapy Management Requirement. Call 1-800-568-0458 and follow imaging prompts or submit requests online at [www.carecorenational.com](http://www.carecorenational.com).

#### Self-Funded Plans

MRI's, MRA's, CT Scans, PET Scans and Nuclear Cardiology.

*Please note that not all self insured plans require prior authorization of imaging.*

For those contracts with imaging authorization requirements and/or Radiation Therapy Management Requirements, call 1-800-568-0458 and follow imaging prompts or submit requests online at [www.carecorenational.com](http://www.carecorenational.com).

If a physician sends a patient for a clinically urgent imaging study during non-business hours (i.e. evenings, weekends, holidays), the physician should call the MVP Imaging department at 1-800-568-0458 the next business day.

**Additional Services** (HMO, POS, Preferred Gold HMO-POS, GoldValue HMO-POS, GoldAnywhere PPO, TriVantage, MVP Option, MVP Option Child, MVP Option Family, ASO/HMO and ASO/POS Plan Types)

### Procedures/Services Requiring Prior Authorization

- Air Medical Transport/Air Ambulance (For non-emergency transport)
- Bariatric Surgery
- Blepharoplasty
- Hereditary Angioedema
- Hip Resurfacing
- Hip Surgery for FAI
- Hysteratic Oxyven Therapy
- Penile Implants
- Percutaneous Vertebroplasty/Kyphoplasty
- Photodynamic Therapy (Malignant conditions)
- Private Duty Nursing

Fax a completed PARF to 1-800-280-7346 or call UM at 1-800-568-0458.

For MVP Select Care (ASO) members:

### For Prior Authorization Contact:

- Call the Select Care Member Services Dept. at 1-800-229-5851 to confirm member benefits
  - Fax a completed PARF to 1-800-280-7346 or call the Select Care UM Dept. at 1-800-229-5851
- Some employer groups offer more than one MVP plan, so be sure to review the member's ID card.*

- Botox Injections (Office procedure only)
- BRCA 1/BRCA 2 (Genetic testing for breast cancer)
- Breast Implantation
- Breast Reduction Surgery
- Capsule Endoscopy
- Cochlear Implants & Osseointegrated Devices
- Continuous Glucose Monitoring
- Cosmetic vs. Reconstructive Surgery
- Court Ordered Services (coverage for MVP Care, FHP only)
- Deep Brain Stimulation
- Dental Services (Accidental injury to Sound Teeth, Outpatient Services, Prophylactic)
- DME/Prosthetics/Orthotics
- Endovascular Treatment for AAA and Carotid Artery Disease
- ESWT for Plantar Fasciitis (MVP Gold Only)
- Gaucher's Disease Treatment
- Gender Reassignment Surgery
- Genetic Testing/Chromosomal Studies
- Hyperhidrosis Treatment
- Immunoglobulin Therapy
- Implantable Cardiac Defibrillators
- IMRT
- Infertility (Advanced and/or Secondary), available with Rider
  - Including drugs (e.g., Follitropins, Menotropins)
  - GIF/ZIFT are not covered
- Interstim (Sacral Nerve Stimulator)
- Left Ventricular Assist Device
- Lumbar Laminectomy (Discectomy)\*
- MSLT – Multiple Sleep Latency Testing
- Neuropsychological Testing
- New Technology
- Oncotype Diagnostic Testing
- Oral Surgery/Orthognathic Surgery
- Organ Donor
- Orphan Drugs
- Panniculectomy/Abdominoplasty
- Pectus Excavatum
- Rhinoplasty
- Rhizotomy/Radiofrequency Ablation
- Sclerotherapy
- Septoplasty\*
- Skin Endpoint Titration
- Sleep Studies (Facility based)
- Speech Generating Devices
- Speech Therapy – Selected Contracts
- Spinal Fusion - Lumbosacral
- Spinal Stimulator
- Synagis (injectable for RSV)
- Thoracic Electrical Bioimpedance
- TMD/TMJ
- Treatment of Obstructive Sleep Apnea (Policies A & B)
- UPPP Surgery
- Virtual Colonoscopy
- VNUS/EVLT
- Wound Vacs

**For Prior Authorization Contact:**

Fax a completed PARF to 1-800-280-7346 or call UM at 1-800-568-0458.

For MVP Select Care (ASO) members, fax a completed PARF to 1-800-280-7346 or call the Select Care UM Dept. at 1-800-229-5851.

- PPO, EPO, Non-Group Indemnity Plan Types, Vermont First**
- Procedures/Services Requiring Prior Authorization**
- **Elective Inpatient Admissions**
  - Advanced Infertility (Available per contract, age requirement per NYS mandate)
  - Air Transport
  - Bariatric Surgery
  - Blepharoplasty
  - Breast Implantation
  - Breast Reduction
  - Cochlear Implant
  - Continuous Glucose Monitoring
  - Endovascular Treatment for AAA and Carotid Artery Disease
  - Gender Reassignment Surgery
  - Genetic Testing†
  - Hip Resurfacing
  - Hip Surgery for FAI
  - Implantable Cardiac Defibrillators
  - Left Ventricular Assist Device
  - Liposuction
  - Lumbar Laminectomy (Discectomy)\*
  - Oncotype Testing†
  - Orthognathic Surgery
  - Panniculectomy
  - Pectus Excavatum
  - Penile Implants
  - Percutaneous Vertebroplasty/Kyphoplasty
  - Rhinoplasty
  - Rhizotomy
  - Sacral Nerve Stimulator
  - Sclerotherapy
  - Septoplasty\*
  - Sleep Studies (Facility based)
  - Spinal Fusion – Lumbosacral\*
  - Spinal Stimulator
  - TMD/TMJ
  - UPPP Surgery
  - Varicose Vein Treatment

**For Prior Authorization Contact:**

Call the Select Care UM Dept. at 1-800-229-5851.

- IBM Plan Types**
- Procedures/Services Requiring Prior Authorization**
- **Elective Inpatient Admissions**
  - Bariatric Surgery
  - Hospice
  - Organ Transplants
  - Rehabilitation Facilities
  - Skilled Home Care
  - Skilled Nursing Care
  - Speech/Occupational/Physical Therapy (More than 40 visits per year)
- For members enrolled in the IBM Medicare Supplement POS plan, please follow the prior authorization instructions for MVP Select Care (ASO) members in this *UM Policy Guide*.

\*Denotes when InterQual® criteria is used for the procedure.  
 \*\*HHA agencies to refer to their contract or the *Provider Resource Manual (PRM)*.  
 Criteria for these procedures may be found in MVP's *Medical Policy (Benefit Interpretation Manual)* at [www.mvphealthcare.com](http://www.mvphealthcare.com).  
 †PPO Select; Preferred EPO/PPO and TriVantage

# Comparison of Plan Types

## MVP FULLY INSURED PLANS

Plan Type	PCP	Referral Required	Prior Auth. Required	Formulary	Reduction of Benefits for Not Notifying MVP of Inpatient Admission	Access to a National Network	Out of Network Benefits
<b>MVP HMO</b>	Yes	No	Yes	Yes	No	No	No
<b>MVP POS</b>	Yes	No	Yes	Yes	For Out-of-Network Care Only	No	Yes
<b>MVP Basix</b>	Yes	No	Yes	Yes	For Out-of-Network Care Only	No	No
<b>Preferred PPO</b>	No	No	Yes	Yes	For Out-of-Network Care Only	Yes	Yes
<b>Preferred Gold HMO-POS</b>							
<b>GoldValue HMO-POS</b>	Yes	No	Yes	Yes	No	No	No
<b>GoldAnywhere PPO</b>	No	No	Yes	Yes	No	No	Yes
<b>Preferred EPO</b>	No	No	Yes	Yes	No	Yes	No
<b>Healthy NY/HDHP</b>	Yes	No	Yes	Yes	No	No	No
<b>MVP Option</b>	Yes	Yes*	Yes	Yes	No	No	No
<b>MVP Option Child</b>	Yes	Yes*	Yes	Yes	No	No	No
<b>MVP Option Family</b>	Yes	Yes*	Yes	Yes	No	No	No
<b>MVP CompCare</b>	Yes	Yes	Yes	Yes	No	No	No
<b>USA Care</b>	No	No	No	Yes	No		
<b>Bridgewell</b>	No	No	Yes	Yes	No	Yes	No
<b>HQNet</b>	No	No	Yes	Yes	?	No	No
<b>Evolution Health</b>	No	No	Yes	Yes	?	Yes	No

\*For MVP Option, MVP Option Child and MVP Option Family, notification of referral is required for the following services: Dermatology, Maternity Admission, Oral Surgery and Plastic Surgery. Notification must be obtained within 14 days of the date of service. To obtain notification, call **1-800-999-3920**.

## MVP SELF FUNDED (SELECT CARE ASO) PLANS

Plan Type	PCP	Referral Required	Prior Auth. Required	Formulary	Reduction of Benefits for Not Notifying MVP of Inpatient Admission	Access to a National Network	Out of Network Benefits
<b>ASO-HMO</b>	Yes	No	Yes	Varies by Employer Group	No	No	No
<b>ASO-POS</b>	Yes	No	Varies by Employer Group	Varies by Employer Group	For Out-of-Network Care Only	No	Yes
<b>ASO-PPO</b>	No	No	Varies by Employer Group	Varies by Employer Group	No	Yes	Yes
<b>ASO-Indemnity</b>	No	No	Varies by Employer Group	Varies by Employer Group	No	N/A	Yes
<b>ASO-EPO</b>	No	No	Varies by Employer Group	Varies by Employer Group	No	Yes	No

Prior authorization requirements can be confirmed with MVP's Utilization Management Department at **1-800-568-0458**. For MVP Select Care (ASO) members, please call **1-800-229-5851**. Full benefits are not listed above.

\*For MVP Option, MVP Option Child and MVP Option Family, notification of referral is required for the following services: Dermatology, Maternity Admissions, Oral Surgery and Plastic Surgery. Notification must be obtained within 14 days of the date of service. To submit a referral online, please visit [www.mvphealthcare.com/provider](http://www.mvphealthcare.com/provider). The referral form can also be downloaded and submitted to **1-888-819-2103**.

†Reduction of benefits for the member also applies for same day surgery.

MVP has attempted to capture all prior authorization requirements for each plan type in this document. However, benefit plans, as with member eligibility, are subject to change and do, frequently. If you have questions concerning a member's benefit coverage or about services/procedures not on this document, call our Member Services Unit at **1-888-687-6277** or **1-800-229-5851** for MVP Select Care (ASO) members.

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hemoglobin A1c test, LDL test or screening for nephropathy. The second wave of the 2013 prospective Gaps in Care report was distributed in July and the third wave (which also includes the diabetes measures) will be distributed in the fall. These reports are provided in an electronic format (Excel), allowing you to work with the data based on your particular need or interest.

• **Accountable Care Metric (ACM) reports** – these reports contain quality, utilization and pharmacy measures and are mailed to the office manager of each site. The MVP Clinical Reporting Coordinator is available to assist practices in identifying potential areas for improvement and answer any questions. For any questions on these reports please contact Michael Farina, Associate Director Clinical Reporting, at [mfarina@mvphealthcare.com](mailto:mfarina@mvphealthcare.com).

**Pay for Performance (P4P)** – for several years MVP offered a P4P program for practices with a large volume of MVP members. MVP recognizes that providing high quality care can require extra time, planning and resources on the part of the physician and office staff. MVP's P4P program was established to, at least in part, offset those costs and assist the provider in pursuing future practice improvements. The program is tied closely to the measures on the ACM reports and includes those for diabetes management.

**MVP Case Management** – MVP attempts to make contact via telephone with all Medicaid members with diabetes who are lacking the aforementioned recommended tests. Members are encouraged to make an appointment with their doctor and even offered an incentive (a Walmart gift card) for attending the appointment. If appropriate, members are enrolled in Case Management. MVP's Acute Case Management is focused on high-risk target populations. MVP offers a highly focused, integrated approach to management that promotes quality, cost-effective health care throughout the care continuum. To make a referral to our Population Health Management program, call **1-866-942-7966**, fax **1-866-942-7785** or email [p hmreferrals@mvphealthcare.com](mailto:p hmreferrals@mvphealthcare.com).

**Living Well With Diabetes Classes** – This community-based intervention will offer diabetes educational programming for prevention and/or self-management focusing on healthy cooking and eating. Currently this class is available in Rochester in early October and MVP is in the planning stages for a class in the Mid-Hudson area. For more information please contact Kristine Lindahl, Manager, Health Promotion for Government Programs, at [klindahl@mvphealthcare.com](mailto:klindahl@mvphealthcare.com).

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## MEDICAID UPDATES

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### Standardized prior authorization form

Effective July 8, 2013, all prior authorization and formulary exception requests for MVP Option and MVP Option Family members may be submitted on the new Medicaid standardized prior authorization form. This form is available now and can be found on our website at [www.mvphealthcare.com/provider/documents/NYS\\_Medicaid\\_prescription\\_drug\\_prior\\_authorization\\_form.pdf](http://www.mvphealthcare.com/provider/documents/NYS_Medicaid_prescription_drug_prior_authorization_form.pdf).

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## MEDICAL POLICY UPDATES

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The MVP Quality Improvement Committee (QIC) approved the policies summarized below during the July and August meetings. Some of the medical policies may reflect new technology while others clarify existing benefits. *Healthy Practices* and/or *FastFax* will continue to inform your office about new and updated medical policies. MVP encourages your office to look at all of the revisions and updates on a regular basis in the *Benefit Interpretation Manual (BIM)* located on [www.mvphealthcare.com](http://www.mvphealthcare.com). To access the *BIM*, log in to your account, visit *Online Resources* and click *BIM* under *Policies*. The *Current Updates* page of the *BIM* lists all medical policies updates. If you have questions regarding the medical policies, or wish to obtain a paper copy of a policy, contact your Professional Relations representative.

### Medical policy updates effective October 1, 2013

#### Artificial Intervertebral Disc Cervical and Lumbar

Lumbar and cervical artificial disc are covered when the medical policy indications and criteria are met. For Medicare products, lumbar artificial disc replacement is not covered for Medicare members over 60 years of age.

#### Autologous Chondrocyte Implantation (ACI)

There are no changes to the medical policy.

#### Breast Reduction Surgery (Reduction Mammoplasty)

There are no changes to the medical policy.

#### Canaloplasty and Viscoconalostomy

A Medicare Variation has been added to the policy. The Ex-PRESS™ Miniature Glaucoma Implant device, the Ahmed Glaucoma Valve, the OptiMed Glaucoma Shunt and the Baerveld Glaucoma Shunt is covered for Medicare products only. The Ex-PRESS™ Miniature Glaucoma Implant device, the Ahmed Glaucoma Valve, the OptiMed Glaucoma Shunt and the Baerveld Glaucoma Shunt is not covered for Commercial products.

#### Capsule Endoscopy

The Medicare Variation for capsule endoscopy has been removed. The indications and criteria for capsule endoscopy apply to all products.

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### **Cryoablation of Breast Fibroadenomas**

The medical policy has been updated to include indications and criteria for cryoablation of breast adenoma.

### **Endovascular Repair of Aortic Aneurysms and Percutaneous Transluminal Angioplasty**

The policy was previously titled “Endovascular Procedures”. The policy follows InterQual criteria.

### **Endovenous Ablation of Varicose Veins**

The policy was previously titled “*Varicose Veins of the Lower Extremities - Surgical Treatment*”. “Endovenous radiofrequency ablation or endovenous laser ablation may be considered medically necessary when the procedure is performed in one visit and criteria in the policy are met” has been added to the Indications/Criteria section. Requests for repeated treatments on the same leg must be accompanied by documentation as to the medical necessity of additional treatments.

### **Evaluation of New Technology**

There are no changes to the medical policy.

### **High Frequency Chest Wall Oscillation Devices**

The policy follows Medicare criteria. Additional language has been added supporting treatment for patients >7 years of age.

### **Home Care Services**

There are no changes to the medical policy.

### **Laser Treatment of Port Wine Stains**

Language for wart treatment has been updated to state “Wart treatment and removal will be covered according to the criteria for medical necessary listed in the MVP Medical Policy for Benign Skin Lesions”.

### **Low Vision Aids**

Low vision aids are considered not medically necessary for Commercial and Medicare members. A Medicare Variation has been added. Coverage will be considered for Option members when criteria in the policy are met.

### **Personal Care & Consumer Directed Services**

The policy was previously titled “*Personal Care Services for MVP Option*”. Language has been added under the Overview for the Consumer Directed Personal Assistant Program (CDPAP). The CDPAP services have combined personal care Level 1 and Level 2 into one benefit. Exclusions have been added that the “Member’s home is a health/safety concern for the personal care aide” and “Member is non-compliant with personal care aide appointments and/or nurse assessment visits.”

### **Umbilical Cord Blood Banking**

There are no changes to the medical policy.

### **Policies reviewed and approved without changes in June and August 2013**

- Amniotic Membrane Transplant for the Treatment of Ocular Conditions
- Audiologic Screening (OAE)
- Breast Pumps
- Dental Care Services Accidental Injury
- Dental Care Services Facility Services

- Dental Care Services Prophylactic Dental Extractions
- External Breast Prosthesis
- Heart Transplant Rejection Testing
- Home Prothrombin Time Monitoring
- Immunizations/Childhood/Adolescent/Adult
- Knee Arthroscopy
- OnDose
- Orthognathic Surgery
- Oxygen & Oxygen Equipment
- Panniculectomy/Abdominoplasty
- Prophylactic Mastectomy/Oophorectomy
- Robotic & Computer Assisted Surgery
- Sclerotherapy for Varicose Veins of the Lower Extremities
- Sinus Surgery - Endoscopic
- Therapeutic Footwear for Diabetics
- Ventricular Reduction Surgery
- Video EEG Monitoring

Please refer to the coding section on the policies to identify any code changes (e.g., new, deleted) or codes no longer requiring prior authorization for a specific policy. Each policy grid defines the prior authorization requirements for a specific product.

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## **PHARMACY UPDATES**

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### **Effective October 1, 2013**

#### **Compounded (Extemporaneous) Medications**

- All compounded medications will be moved to Tier 3. Prior authorization will be required for Tier 2 plans including but not limited to Option, Option Family, Option Child and Healthy NY

#### **Contraceptive Agents and Family Planning**

- Skyla IUD was added

#### **Enteral Therapy-New York**

- Option and Option Family criteria was updated to include coverage in persons with a diagnosis of HIV infection, AIDS or HIV-related illness or other diseases or conditions. Specific criteria was included.

#### **Gaucher’s Disease**

- Eluelyso added to the policy

#### **Intranasal Steroids**

- Prior authorization will be required for all multi-source brand intranasal steroids. An example includes but is not limited to Flonase.

#### **Intranasal Steroids**

- Dymista, Qnasl and Zetonna were added to the policy and require prior authorization based on existing criteria

#### **Makena (ARCHIVE)**

- Policy archived due to appropriate utilization

#### **Migraine Agents**

- Prior authorization will be required for all multi-source brand oral migraine agents. Examples include but are not limited to brand Amerge, Maxalt and Imitrex.

## Osteoporosis

- Q2051 (zoledronic acid 1mg) added to the policy
- Zoledronic acid (generic Reclast) is now available and preferred over brand Reclast

## Pharmacy Programs Administration

- Provider Prevails drugs categories were updated to now include atypical antipsychotics, antidepressants, anti-rejection, anti-retroviral, select endocrine (including but not limited to growth hormone, diabetic drugs and insulin and pancreatic enzymes), hematological, multiple sclerosis and anti-seizure agents effective immediately.

## Samsca

- New black box warning was added. Samsca will now be limited to one 30-day fill only. Synagis (RSV)
- Statement was added that multiple births younger than one year of age do not qualify as a risk factor

## Thrombopoiesis-Stimulating Proteins

- New indication and criteria for the treatment of thrombocytopenia with hepatitis C was added

## Xeljanz (NEW)

- New policy that establishes prior authorization for Xeljanz, an oral agent for the treatment of moderate to severe RA

## The following policies were reviewed and approved without any changes to criteria:

- Acromegaly
- Acthar
- Direct Renin Inhibitors
- Fabry's Disease
- Hereditary Angioedema
- Infertility
- Kuvan
- Lovaza
- Pradaxa

## Adderall XR for Option and Option Family

Effective October 1, 2013, brand Adderall XR will be non-formulary on the MVP Option and Option Family Formulary. An approval from MVP will be required to obtain brand Adderall XR. The generic remains covered at the lowest copay tier.

## Stelara

The Prescribing Information for Stelara was recently updated to allow for self-administration. Effective October 1, 2013, Stelara will be covered under the prescription drug benefit. Members will be required to obtain Stelara from Accredo, MVP's specialty pharmacy.

## Effective January 1, 2014

### Angiotensin Receptor Blockers

- Prior authorization will be required for all multi-source ARBs and ARB combination products. Examples include but are not limited to brands Cozaar, Avapro, Hyzaar, Avalide, Diovan HCT and Atacand/HCT.

### Proton Pump Inhibitors

- Prior authorization will be required for all multi-source PPIs. Examples include but are not limited to Prilosec (Rx), Prevacid (Rx), Protonix and Zegerid.

## Vytorin

Effective October 1, 2014, Vytorin will be non-formulary, Tier 3 on the Commercial, MVP Option and Option Family and Exchange (new) formularies. Impacted members will receive a notice from MVP.

## Formulary updates for Commercial and Option Members

**New drugs** (recently FDA approved, prior authorization required, Tier 3, non-formulary for MVP Option/MVP Option Family)

Drug Name	Indication
Cystaran+	Corneal cystine accumulation
Diclegis+	Nausea & vomiting of pregnancy
Jetrea*	Vitreomacular adhesion
Kynamro	HFH
Namenda XR	Alzheimer's dementia
Osphena	Dyspareunia
Procysbi	Nephropathic cystinosis
Sirturo	Multi-drug resistant TB

## Generic drugs added to Formulary (Tier 1)

entacapone (Comtan)  
zolmitriptan (Zomig)

## Drugs removed from prior authorization

(all medications are non-formulary, Tier 3 unless otherwise noted)

Ultresa  
Viokace

## Drugs moved from Tier 2 (formulary) to Tier 3 (non-formulary)

Yaz

\*Medical drug

†Must be obtained from Accredo Specialty Pharmacy

# CLAIMS UPDATES

## Plan now for ICD-10

As you are aware, and as *Healthy Practices* has reported, the Centers for Medicaid & Medicare (CMS) passed a regulation that requires the replacement of ICD-9 codes with ICD-10 codes beginning October 1, 2014. Practices face a staggering number of technology requirements, including upgrading administrative transactions, e-prescribing and health information technology adoption to name a few. The replacement of ICD-9 with ICD-10 codes is a significant change for the health care community. MVP recognizes this and wants to be a resource for you. In the last issue of *Healthy Practices* there was a helpful clip and save with a list of items to begin working on. The considerable changes needed to move to ICD-10 means that practices cannot wait to begin the necessary work. In our latest survey results, 44 percent of providers haven't started or don't know if they have started working on compliance and 22 percent of providers won't be compliant or don't know if they will be compliant. It is imperative to begin now by analyzing work flow, implementing work flow changes, identifying training needs and planning your budget. This planning will prepare you for transitioning to the ICD-10 codes and meeting the October 1, 2014 compliance deadline.



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