

healthy practices™

VOLUME 6 | NUMBER 1 | JAN./FEB. 2011

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New WellStyle Rewards program encourages preventive care

Members of MVP Preferred EPO and PPO health plans from MVP Health Care can earn up to **\$300 WellStyle Rewards** in 2011 for taking an active role in improving their health. Reward dollars are earned as points; members earn points for things like completing an online health assessment, participating in lifestyle coaching programs and also by **working with you to achieve individual health goals.**

Please work with MVP members who present you with a **WellStyle Rewards Health Risk Screening Form** at an office visit to complete the requested screenings and record the results on the form. A copy of the form is included with this issue of *Healthy Practices*.

If a patient is low risk and has received the necessary screenings within the past 24 months, it is acceptable to list those previous measurement results on the form. Once you have signed the form, please return it to your patient. If cholesterol and fasting blood sugar results are not yet available at the time of their office visit, our members will be instructed to attach a copy of their lab results to their form when they submit it.

"I encourage my patients to complete health screenings as part of routine preventive care. I am excited because now my patients can earn rewards for getting screened and achieving important health goals. This is great because screenings are so important in monitoring health, preventing disease and knowing when I need to work with my patients to get their results into recommended ranges. WellStyle Rewards will help strengthen the team approach I try to foster with my patients."

— Joseph DiPoala, M.D.
Ridgeview Internal Medicine
Group, Rochester, New York

Health measures like BMI, blood pressure, blood sugar, total cholesterol and tobacco usage can all be changed for the better through lifestyle modification. We hope that completing this screening form not only rewards members for achieving health recommendations, but also helps you and your patient work together to improve their results and their overall health. It is a valuable opportunity for our members to get a more complete picture of their health status and also can help strengthen the team approach that you take with your patients.

We appreciate your participation in this WellStyle Rewards initiative. Thank you for helping MVP members to take on life and live well!

Provider seminars: MVP answers your questions

Thank you to everyone who attended MVP Health Care's 2010 Provider Seminars. We answered some great questions from attendees, reprinted here to help you and your practice.

1. What box/field should be used to include the original claim number on a recall claim?

On the CMS-1500 form, use Box 19. On a UB-04 form, use FL 64 (Document Control Number).

2. Can claims for the former Preferred Care be sent to a clearing house?

Yes, these claims may be sent to a clearing house. Please be sure to use MVP's Payer ID (14156).

3. With regard to Medicare risk assessments, will MVP accept medical records? If yes, can the medical records be printed out and simply handed to an auditor?

Yes, medical records are accepted and they may be supplied as hard copy printouts to an auditor.

4. When is the ICD-10 deadline?

The deadline for ICD-10 implementation is October 1, 2013.

5. Where can I see a list of my pended claims online?

Log in to the MVP Web portal for health care providers at www.mvphealthcare.com/provider and click on the *Claims Center* link on the left side of the screen.

6. With Post-n-Track™, claims that were submitted sometimes do not appear online. If this happens, should Post-n-Track be contacted or MVP?

If you have not received an acknowledgement e-mail, a 997 or a 277U from Post-n-Track, please contact Post-n-Track. If you have received these items and the claim is still not appearing online, contact MVP.



David W. Oliker
MVP President & Chief Executive Officer
Healthy Practices is a bi-monthly publication
of the Corporate Communications Dept.

Contacting Professional Relations

MVP Corp. Headquarters (888) 363-9485
Vermont (800) 380-3530
VMC (800) 639-3881

Comments

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

7. What information about authorizations is available online?

You can find the requesting provider, the servicing provider, the authorization number and patient information online. You also can see if an authorization is pending. Detail about what the authorization is for, however, is not available online at this time. We will be working to enhance our Web portal to provide that detail and will communicate updates as they become available.

8. Has MVP made changes to its members' coverage for preventive care as a result of health care reform?

Yes. As of October 1, 2010, MVP does not require copays, deductibles or coinsurance for the preventive services designated as part of health care reform (the Patient Protection and Affordable Care Act, or ACA) when provided within the recommended guidelines of the USPSTF and other agencies specified in the law. For a complete list of preventive services, visit www.healthcare.gov/law/about/provisions/services/lists.html.

Provider Web portal single sign-on

MVP Health Care is enhancing provider Web portal user accounts to allow access to information on all MVP patients with a single login ID. Once enabled:

- Users can access information for ANY patient with MVP coverage (an MVP ID that begins with a number or a letter) with a single username and password (login ID).
- Users can access all providers associated with the Tax IDs defined by their account.
- Users with access to McKesson's ADM tool for online radiology authorizations will continue to require a separate login for that system.

MVP Health Care's eSupport team will enable access for all existing provider portal users by April 2011. New users will automatically be enabled.

Accounts with many users (100 or more) will be contacted by MVP Professional Relations preceding their migration to kick off the process and help answer any questions. MVP's eSupport team will then work closely with these users to ensure a smooth transition to single sign-on. All other users will receive an e-mail from MVP about 30 days before being transitioned to single sign-on that announces the upcoming change and includes a link to a *Provider Portal Single Sign-on Help* document that shows the changes (go to www.mvphealthcare.com/provider and then select *Reference* on the green toolbar).

Users enabled with single sign-on will see a *Provider Snapshot* screen after logging in. If you typically use the provider portal to look up patients with an MVP ID that begins with a number, this will not be a change for you, but it will be an indicator to users who typically log in to look up patients with MVP IDs that begin with a letter that single sign-on is enabled for their account.

If you usually use the provider portal to look up patients with an MVP ID that begins with a number, you will notice your account is enabled with single sign-on when the *Provider Snapshot* screen shows your Tax ID instead of an individual provider name, address and/or NPI.

If you have questions about when your account will be transitioned to single sign-on, please contact your Professional Relations Representative. If you have questions about what changes you will find within the provider portal once your single sign-on is enabled, please refer to MVP's *Single Sign-on Help* document at www.mvphealthcare.com/provider/documents/SSO-Navigation-

Overview.pdf. Users who need assistance after obtaining single sign-on access may e-mail the MVP eSupport Help Desk at esupport@mvphealthcare.com or call 1-888-656-5695.

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

For a list of MVP Health Care's case and condition health management programs that you can print for quick reference, visit 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!

New "return claim" letter to replace remittance advice

As introduced in the November 2010 issue of *Healthy Practices*, please be reminded of the changes to the way certain claims errors will be handled out of MVP's FACETS claims processing system. Several FACETS paper claim edits that were originally communicated through a remittance advice will instead be communicated through a "Return Claim" letter that indicates submission errors. The rollout for this change began on December 20 and will take place gradually through January 2011.

Please note that this change only affects paper claims, and only for members with an MVP ID that begins with a number. Paper claims for members with an MVP ID that begins with a letter are not affected.

Fatal Claim errors that will be communicated in a "Return Claim" letter rather than on a remittance:

- Invalid or Blank Date of Service
- Total Charges submitted as "\$0" or left blank
- Line Charges submitted as "\$0" or left blank
- Invalid or blank Primary Diagnosis Code
- Invalid or blank Procedure Code
- Invalid Modifier Code
- Blank Date of Birth
- Invalid or blank Taxonomy code (multi-specialty providers only)
- Invalid or blank Type of Bill (Facility claims only)
- Invalid or blank Revenue Code (Facility Claims only)
- Invalid or blank Discharge code (Facility Claims Only)
- Quantity field submitted as "0" or left blank
- Facility claim that is not submitted on a UB-04
- Professional claim that is not submitted on a CMS-1500

Fatal claim errors that are currently communicated via "Return Claim" letter:

Practitioners submitting paper claims are already receiving return claim letters for some errors; however, with the rollout of the new process, the letter verbiage and template will be different.

Member Unknown:

- SSN # submitted rather than a Member ID
- No Member ID
- Incorrect/Invalid Member ID
- Incorrect/Invalid CIN or HIC #s

Provider Unknown:

- Blank or invalid Tax ID
- Blank or invalid NPI

New Hampshire product updates

MVP Health Care has made a few updates to its products to comply with New Hampshire state regulations regarding Autism and Hearing Aid coverage.

Autism Coverage: The following services will be covered with a diagnosis of autism and pervasive developmental disorder.

1. Professional services and treatment programs, including applied behavioral analysis (ABA), necessary to produce socially significant improvements in human behavior or to prevent loss of attained skill or function
2. Prescribed pharmaceuticals
3. Direct or consultative services provided by a licensed professional including a licensed psychiatrist, licensed advanced practice registered nurse, licensed psychologist, or licensed clinical social worker
4. Services provided by a licensed speech therapist, licensed occupational therapist, or licensed physical therapist

The annual maximum covered benefits for these services are:

- \$36,000 per year for children 0 to 12 years of age
- \$27,000 per year for children 13 to 21 years of age

Please refer to the *Utilization Management Guide* to determine if these services require an authorization, as all authorization rules still apply.

Hearing Aid Coverage: MVP will now provide coverage for Hearing Aids for each ear and any related services necessary to assess, select, and fit the Hearing Aid.

1. Coverage is limited to \$1,500 per hearing aid per ear every 60 months
2. The Hearing Aid must be prescribed and dispensed by a licensed audiologist or hearing instrument specialist
3. Costs over \$1,500 per hearing aid per ear are not covered

Reminder: check your pharmacy fax number

When faxing pharmacy authorization requests to MVP's pharmacy department, please confirm that you are faxing the information to the correct number. We have been advised that an entity with a similar number is receiving faxes from MVP providers who are mis-dialing. This is a HIPAA violation, as there is Protected Health Information included in pharmacy authorization requests. Please be sure to use the following pharmacy fax numbers:

Commercial Plans: 1-800-376-6373

(HMO, EPO/PPO, Option Child, Healthy NY, Personal Plan, CompCare, ASO)

Medicare Part D: 1-800-401-0915

(Preferred Gold, GoldAnywhere, GoldValue, USA Care, MVP RxCare)

UM Updates

Advanced diagnostic management enhancement

MVP Health Care announced its adoption of McKesson's Advanced Diagnostic Management (ADM) System for online authorizations one year ago. Since then, we have introduced ADM to nearly all of our providers and continue to see increased usage.

If you are not set up with an ADM account and would like to access this online tool, please contact your Professional Relations Representative.

Until recently, providers have not been able to use ADM for MVP's Medicare members. McKesson has now completed an update to ADM that allows radiology authorizations to be submitted for Medicare members. There is no change to how the system works. You will search for the Medicare member the same way you search for all other members, using a First Name, Last Name, Member ID Number, Gender and/or Date of Birth. If you have any questions regarding this enhancement, please contact your Professional Relations Representative.

Quality Improvement Update

HEDIS® and QARR data collection begins

In February 2011, the MVP Quality Improvement (QI) Department will begin its annual Healthcare Effectiveness Data and Information Set (HEDIS); and New York state Department of Health Quality Assurance Reporting Requirements (QARR) data collection.

HEDIS and QARR are sets of standardized performance measures designed to ensure that consumers and purchasers have the information they need to reliably compare managed health care plans. Managed care organizations are required to report their rates to the National Committee for Quality Assurance (NCQA) and the New York state Department of Health.

Every year, the collected HEDIS data is used to guide the design and implementation of our health management activities, measure MVP's health management programs' effectiveness, and measure our performance against other health plans.

MVP has again contracted with Interim Healthcare for registered nurses to help our QI staff collect data from medical records that measure clinical performance in the following areas:

- Adult BMI Assessment
- Adolescent Screening and Counseling
- Immunizations for Adolescents
- Cholesterol Management for patients with Cardiovascular Conditions
- Colorectal Cancer Screening
- Controlling High Blood Pressure
- Comprehensive Diabetes Care
- Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents
- Prenatal and Postpartum Care
- Frequency of Ongoing Prenatal Care

MVP QI staff or an Interim Health Care representative may contact your office to schedule the chart review. We appreciate your cooperation and will make every effort to minimize any impact the review may have on your office operations.

Please note: HEDIS/QARR are part of "health care operations" and, therefore, the Health Insurance Portability and Accountability Act (HIPAA) does not require authorization from the individuals

to release their protected health information (PHI) for health care operations activities. MVP has strict standards for the collection and storage of this information.

Thank you in advance for your cooperation and support during these important quality activities. If you have questions, call Betsy LaRose, R.H.I.T. at **518-388-2290** or **1-800-777-4793, ext. 2290**.

Medical Policy Updates

Medical policy updates effective February 1, 2011

Botulinum Toxin Treatment

- The policy has been updated to include XEOMIN® for the treatment of cervical dystonia and blepharospasm. Adults 18 years old and older must have been previously treated with Botox.
- Anesthesiologist was added as an appropriate specialist to order and administer botulinum toxin for neuromuscular indications.
- Gastrointestinal, general surgeon and colorectal surgeon were added as appropriate specialists to order and administer botulinum toxin was added for gastrointestinal indications.

Hearing Aid Services

- The policy has been updated to include hearing aid benefits for the Commercial, MVP Option, Option Child, Option Family, GoldAnywhere PPO and New Hampshire products.
- Medically necessary hearing aids are covered for Commercial members if the benefit is listed in the patient's base contract or if the member has the appropriate rider. Only one hearing aid per ear is considered medically necessary. Ear molds are covered. Disposable ear molds are not covered. Disposable hearing aids and extended wear hearing aids are considered not medically necessary.
- Variations have been added for MVP Option, Option Child, Option Family, GoldAnywhere PPO and New Hampshire. The New Hampshire Variation will be effective January 1, 2011.

Intraoperative Neurophysiologic Monitoring – NEW Policy

- This policy addresses evoked potentials used in surgical intraoperative neurophysiologic monitoring during spinal procedures.

Tumor Markers (OVA1) – NEW Policy

- This policy specifically addresses OVA1™.
- OVA1™ is considered investigational and therefore is not covered.

Medical policy updates effective March 1, 2011

Compression Stockings – NEW Policy

- Previously, compression stockings was addressed in the Pressure Garments (TED or Jobst), Compression Garments and Elastic Stockings medical policy.

- Coverage for compression stockings is not allowed for Commercial products without a disposable rider.
- A Medicare variation allows coverage for Medicare members for gradient compression below the knee stockings when used to treat open venous stasis ulcers.
- For MVP Option products, support hose, as well as surgical stockings with compression factors between 18 mm/hg and 30 mm/Hg, are considered medical supplies. Gradient compression surgical stockings are considered DME. For Medicaid managed care, support hose and single compression surgical stockings are covered by fee-for-service Medicaid while gradient compression surgical stockings are the responsibility of the plan.

Pressure Garments (TED or Jobst), Compression Garments, and Elastic Stockings – Archived Policy Effective 3/1/11

- Burn garments and lymphedema sleeves are addressed in the new Burn Garments and Lymphedema Sleeves medical policy which became effective 12/1/10.
- Compression stockings are addressed in the new Compression Stockings medical policy. Effective 3/1/11.

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.

EDI Updates

5010 claim status

The following changes will occur in the 5010 version of the Claim Status Inquiry (276/277):

- As with Eligibility and Claims, the patient is considered the subscriber, so there is no need for dependent loops.
- Provides support for Prescription Number.
- Requesters are required to evaluate the necessity of sending certain information. If it is not needed for search refinement, the data is not to be sent. (Minimum Necessary)
- Information Receiver must be identified by an ETIN (Electronic Transmitter Identification Number).
- Provider Name: 5010 allows for Billing or Rendering. MVP Health Care requires Rendering Provider.
- MVP plans to return Claim Status at both the claim and service line level.

Real-time eligibility

Effective December 6, 2010, MVP has implemented Real-Time eligibility via our new vendor relationship with Post-n-Track. Post-n-Track is now hosting MVP's EDI eligibility inquiry (270/271) for all MVP members whose ID begins with an "8". MVP's plans to make Real-Time eligibility available for all of its members in January 2011. Any questions concerning this transaction may be directed to MVP's EDI Services Unit.

EDI helpful tips

Tip #1: After sending your electronic claim file, be sure to download your 277U or your Confirmation and Edit reports that are created for you by MVP. These reports are the ONLY place where you will see an alert if any of your claims have been RETURNED, as well as the reason for the return. If a claim has been RETURNED, this means it will NOT be processed and must be corrected and re-sent.

If you are using a clearinghouse or billing service, they should return two reports: a billing service or clearinghouse rejection report, as well as a translation of the MVP rejections. Please be sure to contact the clearinghouse or billing service if you are not receiving these reports.

Tip #2: When a claims returned for Gender Mismatch and you are sure that you have the correct gender, please check to be sure you have the correct member suffix. You can check the member suffix online when you log in to MVP's Web portal for providers at www.mvphealthcare.com/provider.

Post-n-Track

During MVP's provider seminars, we introduced you to Post-n-Track (PNT). PNT provides a secure, reliable, no-cost solution for transmission of EDI transactions. You may want to consider using PNT if:

- you currently send claims using a modem;
- you are looking for a reliable transfer mechanism;
- you are looking to change clearinghouses;
- you need more detailed reporting;
- you are looking for Human Readable Reports; or
- you need a cost-free method of submitting claims to MVP.

The next issue of *Healthy Practices* will cover the changes in the 835 (Health Care Claim Payment/Advice) for 5010 and more EDI Helpful Tips.

Provider action checklist for a smooth transition to 5010

The Centers for Medicare & Medicaid Services (CMS) has developed a checklist to help providers move to the 5010 version of electronic data interchange (EDI).

We started the checklist in the September 2010 issue of this newsletter. Here, we continue the checklist. Take a moment now to read through the suggested action items and check each off as you complete it so that you will be ready when 5010 arrives.

To view the entire checklist, go to www.cms.gov/Versions5010andD0/Downloads/w5010PvdrActionChklst.pdf

Identify changes to data reporting requirements

The data reporting requirements for Version 5010 transactions differ from the current transactions. These changes may require the collection of additional data or reporting data in a different format. For example, with Version 5010, the billing provider address can no longer be reported as a P.O. Box or lockbox address. Some questions to consider regarding data reporting requirements:

- Can we identify the data reporting changes for the transactions we use?
- Can we find the resources to assist us in identifying the data reporting changes and if so, what is the cost of the resources?

- Can this new data be stored in our current system or will it require a system upgrade to store it?
- Will we need to purchase additional hardware for the new reporting requirements?

Identify possible modifications to current workflow and business processes

Once data reporting changes have been identified, workflow modifications may be necessary. Some questions to consider:

- What workflow processes do we need to change or add to capture the new data?
- What additional costs will we incur from new data collection methods?

Based on the responses to these questions, you will know what changes in your data reporting may be needed to support 5010 and how those changes translate to your business processes and expenses.

Source: Centers for Medicare & Medicaid Services Provider Action Checklist for a Smooth Transition

Pharmacy Updates

Propoxyphene withdrawal

On November 19, 2010, the Food and Drug Administration (FDA) announced that Xanodyne Pharmaceuticals Inc. agreed to voluntarily withdraw its pain medication Darvon® and Darvocet-N® (propoxyphene and propoxyphene/acetaminophen) from the U.S. market because of new clinical trial data indicating potentially serious or even fatal heart rhythm abnormalities. The FDA recommends that prescribers should not issue any further prescriptions for propoxyphene-containing products and pharmacists should stop dispensing the drug and patients should discontinue taking the medication. MVP has sent letters to members who have been prescribed propoxyphene-containing products and advised them to contact their health care providers as soon as possible. If you have any questions or require further information regarding the market withdrawal of propoxyphene, contact Xanodyne's Medical Information department at **1-877-773-7793**.

Pharmacy policy and formulary update effective January 1, 2011

Chronic Hepatitis C

- For Pegasys & Copegus, language regarding reported red cell aplasia and use with azathioprine was added
- Information regarding duration of treatment for Rebetal and expanded indication for Infergen also was added

Constipation and IBS Medications

- An overview section was added that details the disorder and associated symptoms

Crohn's Disease and Ulcerative Colitis

- Name changed from Select Agents for Inflammatory Bowel Disease
- For Remicade, members who have fistulating disease must have failed or be intolerant to immunosuppressants and antibiotic therapy

- Step through Humira is not required for members <18 years of age
- For Remicade and Tysabri, documentation must include CDAI-defined symptoms

Enteral Therapy New York

- Statement added requiring all providers, including pharmacies, home infusion and DME, to bill through the pharmacy benefits management system

Immunoglobulin Therapy

- Criteria were updated and/or clarified for use in primary humoral immunodeficiency, ITP, CLL and bone marrow transplant patients
- Hizentra (SQ immunoglobulin) was added to the policy

Proton Pump Inhibitors

- The overview section was updated to include possible increased risk of osteoporosis-related fractures with high-dose, long-term PPI therapy
- Information about the use of PPIs with clopidogrel also was added

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

- Government Programs OTC
- Quantity Limits

Formulary updates for Commercial members

The MVP Formulary is updated after each Pharmacy and Therapeutics Committee meeting. The most current version is available online at www.mvphealthcare.com. Simply visit the site's *Provider* section and under *Pharmacy*, click on *Formulary*. The MVP Formulary can be downloaded to a PDA device from www.epocrates.com. There is a link to ePocrates® on the MVP Web site. Unless otherwise noted, the following Formulary information is effective January 1, 2011.

New drugs* (recently approved by the FDA, prior authorization required, Tier 3)

Drug Name	Indication
Iprivask	Prophylaxis of deep vein thrombosis
Suboxone Film	Opioid dependence
Tekamlo	Blood pressure
Veltin	Acne
Xeomin (<i>medical benefit</i>)	Cervical dystonia

Generic drugs added to Formulary (Tier 1)

adapalene gel & cream 0.1% (Differin)
 azelastine (Astelin Nasal Spray)
 diazepam rectal gel (Diastat)
 hydrocodone/chlorpheniramine (Tussionex)
 lansoprazole tablets^{QL} (Prevacid Solutabs)
 oxymorphone (Opana)
 rivastigmine capsules (Exelon)
 zolpidem CR^{QL} (Ambien CR)

Drugs removed from prior authorization* (all medications are non-formulary, Tier 3 unless otherwise noted above)

Exalgo (subject to step therapy and quantity limits)

Drugs removed from the Formulary† (change from Tier 2 to Tier 3):

Astelin Nasal Spray
 Differin Gel & Cream 0.1%
 Exelon Capsules

*Drugs indicated as "medical", when provided in a physician office or outpatient facility, are a covered Medicare Part B benefit and are subject to MVP Commercial policies.

†Affected members will receive a letter if further action is required (i.e. contacting the prescriber for a formulary alternative).

Formulary updates for Medicare Part D members

Medicare Part D Formulary available from ePocrates®

You can now access and download the MVP Medicare Part D Formulary for 2010 from ePocrates®. Simply follow the instructions on our Web site at www.mvphealthcare.com/provider/pharmacy.html

The tier and prior authorization status of the following medications have been approved. Policies, where applicable, can be found on our Web site at www.mvphealthcare.com/medicare/2010MedicarePARTDPAlist.html.

The following drugs were added to the Medicare Part D Formulary:

Drug Name	Tier	Prior Authorization Required
Oforta	Specialty	Yes
Vpriv	Specialty	Yes

Coverage Gap Discount Program

Beginning January 1, 2011, most pharmaceutical manufacturers will provide 50-percent discounts on the cost of covered brand-name prescription drugs for non-LIS beneficiaries in the Medicare Part D coverage gap (donut hole). Only those drugs covered by the manufacturer discount agreement will be covered under the Part D program. Medicare has determined that compounds are not applicable drugs for purposes of the Coverage Gap Discount Program. In addition, the following drugs will not be covered under the Part D program on and after January 1, 2011:

Acetadote	Lithostat
Alferon N	Myobloc
Cardene Sr	Sucraid
Estrogel	Thiola
Flebogamma	Tindamax
Flebogamma Dif	Vivotif Berna
Fusilev	

A complete list of formulary changes may be found at www.mvphealthcare.com/medicare/rochester/partd_drug_lists.html.