



## Managed Care Update Meeting

12/19/19



**Medical Mutual of Ohio MedFlex Plan: NON PARTICIPATING PLAN**

Situation

TriHealth received notification of Medical Mutual of Ohio patients presenting SuperMed Plus cards at Point of Service but actually have Medical Mutual's MedFlex HMO Plan coverage. TriHealth **DOES NOT** participate in this plan. (Mercy & CCHMC plan participation in the region)

Next Steps/Update

- Medical Mutual confirmed new cards were printed for patients.
- Managed Care is working with Medical Mutual on a resolution on outstanding claims.
- **Please be sure to check the Epic Response on ALL Medical Mutual of Ohio plans** (see the EPIC response on next slide).

\*\*Please note patients do have Emergent Coverage that will bill through Medical Mutual and all Emergent to Inpatient notifications need to be processed on ReviewLink.

Lines of Business for Participation:

- ✓ SuperMed POS
- ✓ SuperMed PPO
- ✓ HMO Health Ohio
- ✓ SuperMed HMO/PPPO/OPS/Preferred/Classic/Traditional
- ✓ Medicare Advantage

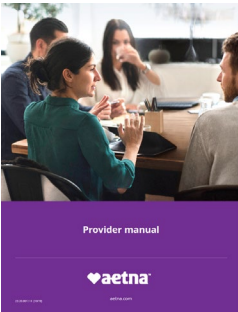


# ***Payor Plan Updates & Policy Changes***



## Aetna: Important Documents

Aetna Provider Manual, applies to Commercial and Medicare lines of business.



Aetna Precertification list effective November 1, 2019, applies to all Commercial and Medicare lines of business.



Prior Authorization quick search by CPT Code:  
<https://www.aetna.com/health-care-professionals/precertification/precertification-lists.html>

Provider Portal:

<https://www.aetna.com/health-care-professionals.html>

Provider Directory:

<https://www.aetna.com/individuals-families/find-a-doctor.html>

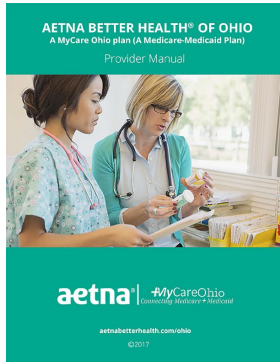




Aetna Better Health® of Ohio

## Aetna Better Health of Ohio: Important Documents

Aetna Better Health of Ohio Provider Manual  
*most recent update 2018*



To request an authorization, find out what services require authorization, or to check on the status of an authorization, please visit Aetna Better Health of Ohio's provider secure web portal .

Or Fax the Prior Authorization to 1-855-734-9389

Provider Portal:

<https://www.aetnabetterhealth.com/ohio/providers/portal>

Provider Directory

<https://www.aetnabetterhealth.com/ohio/find-provider>

Link below provides access to Aetna Better Health of Ohio provider search, manuals and forms, newsletters, and portal access.

<https://www.aetnabetterhealth.com/ohio/providers/manual>



### Anthem: Important Documents

Provider Manual  
*updated July 2019*

Anthem Ready Reference  
Guide

Anthem Medical Policies,  
Precertification Requirements



OHIO  
PROVIDER MANUAL  
July 1, 2019

Anthem

Ready Reference Guide: 07/01/2019  
Anthem Blue Cross and Blue Shield of Ohio

\*Remember: Always verify member eligibility via member self-service or the member's benefit plan and verify your member participation with member ID# to help avoid claim denials.

Member	Member ID#	Plan	Plan Name	Plan Type	Plan Status	Plan Effective Date	Plan Termination Date	Plan Description
Member 1	123456789	OHIO	OHIO	OHIO	OHIO	07/01/2019		OHIO
Member 2	987654321	OHIO	OHIO	OHIO	OHIO	07/01/2019		OHIO

[https://www.anthem.com/wps/portal/ahpprovider?content\\_path=provider/oh/f1/s1/t1/pw\\_b147987.htm&state=oh&label=Medical](https://www.anthem.com/wps/portal/ahpprovider?content_path=provider/oh/f1/s1/t1/pw_b147987.htm&state=oh&label=Medical)

Provider Portal:  
<https://www.anthem.com/provider/>  
Provider Directory:  
<https://www.anthem.com/find-doctor>





## **Anthem Changes to Clinical Guidelines**

Effective **February 9, 2020** Anthem/Aim will be providing updates to the clinical guidelines and appropriateness for certain services. The updates will determine if the service is appropriate and documented in order for services to be rendered.

Please access <https://aimspecialtyhealth.com/resources/clinical-guidelines/> for complete details on the updates to the clinical appropriateness for the services.

➤ Services include:

- Imaging of the Abdomen and Pelvis
- Radiation Therapy
- Spine Surgery
- Sleep Disorder Management



## **Anthem Coordination Of Care**

In an effort to facilitate coordination of care, Anthem has several tools available on the Provider website including a Coordination of Care Form and Coordination of Care Letter Templates for both Behavioral Health and other Medical Practitioners\*. Behavioral Health tools are available, which includes forms, brochures, and screening tools for Substance Abuse, ADHD, and Autism. Please refer to the website for a complete list\*\*.

\*Access to the forms and template letters are available at [www.anthem.com/provider/forms/](http://www.anthem.com/provider/forms/)

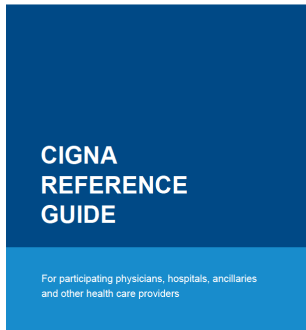
\*\*Access to the Behavioral Health tools are available at [www.anthem.com/provider/forms/](http://www.anthem.com/provider/forms/)





## Cigna Healthcare: Important Documents

Cigna Provider Reference Guide



Together, all the way.  
800.776.1313  
TIN 2014.000



Cigna Precertification Requirements

<https://cignaforhcp.cigna.com/rte/public/publicrslink?ref=/sites/chcp/resourceLibrary/preCertification/preCertification.page>

Provider Portal:

<https://cignaforhcp.cigna.com/app/login>

Provider Directory:

<https://hcpdirectory.cigna.com/web/public/consumer/directory/search?consumerCode=HDC001>





### Humana: Important Documents

Humana Provider Manual & Quick Reference Guide, applies to Commercial and Medicare lines of business.

Preauthorization lists for Humana for Commercial and Medicare Plans effective January 1, 2020. Preauthorization can be submitted via Humana’s IVR system or dialing the number on the back of the insurance card or through Availity.

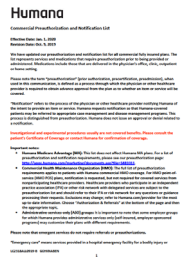
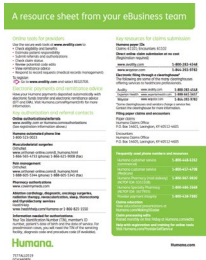
[www.Availity.com](http://www.Availity.com)

#### Provider Manual *updated July 2019*

#### Medicare Quick Reference

#### Commercial PreAuth List

#### Medicare PreAuth List



Provider Portal:

<https://www.humana.com/provider/medical-resources/self-service-portal>

Provider Directory:

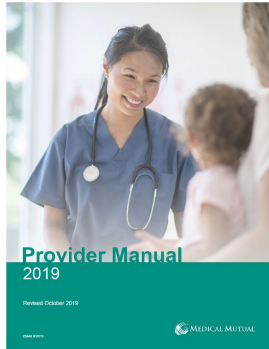
<https://www.humana.com/finder/medical?pageId=70926f81785843a784674582c451930c>





## Medical Mutual: Important Documents

Provider Manual updated Oct 2019



Prior Authorization applies to Commercial and Medicare Advantage

[https://provider.medmutual.com/TOOLS\\_and\\_RESOURCES/Care\\_Management/PriorApproval.aspx](https://provider.medmutual.com/TOOLS_and_RESOURCES/Care_Management/PriorApproval.aspx)

Radiological Precertification goes through Evicore

<https://www.evicore.com/resources/healthplan/medical-mutual-of-ohio>

Provider Portal:

<https://provider.medmutual.com/default.aspx>

Provider Directory:

<https://providersearch.medmutual.com/>



## United Healthcare: Important Documents

Provider Manuals/Administrative Guides for Commercial, Medicare, Medicaid can be located at:

<https://www.uhcprovider.com/en/admin-guides.html>

### Care Provider Administrative Guides and Manuals

The following links provide information including, but not limited to, prior authorization, processing claims, protocol, contact information and resources.

Administrative Guide for Commercial, Medicare Advantage and DSNP

[View Online Guide](#)

Community Plan Care Provider Manuals for Medicaid Plans by State

[Find Your State](#)

[Quick Reference for the UnitedHealthcare Administrative Guides](#)

Prior Years' Administrative Guides



Provider Portal:

<https://www.uhcprovider.com/>

Provider Directory:

<https://www.uhc.com/find-a-physician>

Advance Notification and Prior Authorization Plan Requirement Resources can be located at:

<https://www.uhcprovider.com/en/prior-auth-advance-notification/adv-notification-plan-reqs.html>

As well as utilization for the Prior Authorization and Notification Tool through Optum (see next slide)





## **Enhancements to the Prior Authorization & Notification Tool on Link**

Enhanced functionality on the Prior Authorization and Notification tool on LINK launched in October and November 2019, designed to streamline overall online prior authorization submission process and improve process times. The categories launched include:

- Therapy Evaluations and Re-evaluations** for UnitedHealthcare Community Plan
- Sleep Studies, Sleep Apnea Procedures and Surgeries** for all lines of business
- Site of Service for Office-based program and Outpatient Hospital** for UnitedHealthcare commercial plans and UnitedHealthcare Community Plan
- Site of Service Reviews for Certain Surgical Procedures** for UnitedHealthcare commercial plans and UnitedHealthcare Community Plan
- Electrical and Ultrasound Bone Growth Stimulators (Electromagnetic) and Hip Resurfacing and Replacement Surgery (Arthroplasty)** for UnitedHealthcare Community Plan members
- Hysterectomy for Benign Conditions and Implanted Electrical Stimulator for Spinal Cord** for UnitedHealthcare commercial plans

UHC will continue to add additional categories, provide system functionality and training through the Interactive guide. Please access [UHCprovider.com/paan](https://www.uhcprovider.com/paan)

To access the tool, you'll need an **Optum ID**. Go to <https://www.uhcprovider.com/en/new-user> If you need help, call the UnitedHealthcare Connectivity Help Desk at 866-842-3278, option 1, from 7 a.m. to 9 p.m. Central Time, Monday through Friday.