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## Access requirements for behavioral health care services

Published: Dec 1, 2020 - Products & Programs / Behavioral Health

**Note to staff:** It is imperative that your office updates any changes to your practice via the Provider Maintenance Form, on [anthem.com](https://www.anthem.com).

The impact of COVID-19 in 2020 prohibited Anthem Blue Cross and Blue Shield (Anthem) from conducting the annual appointment access studies to assess how well practices meet appointment access requirements for our members for behavioral health care (BH). We will resume the survey in second quarter 2021 and expect when your office is contacted, you will be able to accommodate a member's needs in a timely manner.

To be compliant, per the Provider Manual, providers should meet the following access standards:

- **Non-life-threatening emergency** – The patient must be seen in the office by their BH Practitioner, another Practitioner in the practice or a covering Practitioner within six hours. If unable, the patient will be referred to 911, ER or 24-hour crisis services, as appropriate.

*Explanation:* These calls concern members in acute distress, whose ability to conduct themselves for their own safety, or the safety of others, may be time-limited, or in response to a catastrophic life event or indications of active substance use or threat of relapse. The situation has the potential to escalate into an emergency without clinical intervention.

- **Urgent** – The patient must be seen in the office by their BH Practitioner, another Practitioner in the practice or by a covering Practitioner within 48 hours.

*Explanation:* These calls are non-emergent with significant psychological distress, when the severity or nature of presenting symptoms is intolerable but not life threatening to the member.

- **Initial Routine office visit** – A new patient must be seen in the office by a designated BH Practitioner or another equivalent Practitioner in the practice within 10 business days.

It can be after the intake assessment or a direct referral from a treating Practitioner.

*Explanation:* This is a routine call for a new patient defined as a patient with non-urgent symptoms, which present no immediate distress and can wait to schedule an appointment without any adverse outcomes.

- **Routine office visit** – The patient must be seen in the office by their BH Practitioner, another Practitioner in the practice or by a covering Practitioner within 30 calendar days.

*Explanation:* These calls concern existing members, to evaluate what has taken place since a previous visit, including med management. They present no immediate distress and can wait to schedule an appointment without any adverse outcomes.

- **BH follow-up appointment after discharge** – The patient must be seen in the office by their Practitioner or another Practitioner in the practice within 7 calendar days.

*Explanation:* These calls concern members being released from inpatient psychiatric hospital care, requesting a follow-up appointment to evaluate what has taken place since release, including med management.

Methods used to monitor adherence to these standards consist of assessing the accessibility of appointments via phone calls from North American Testing Organization, a vendor working on Anthem's behalf, and analysis of member complaint and member experience data.

845-1220-PN-IN.KY.OH.WI

URL: <https://providernews.anthem.com/kentucky/article/access-requirements-for-behavioral-health-care-services-3>

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## **Prior authorization updates for specialty pharmacy are available - December 2020**

Published: Dec 1, 2020 - **Products & Programs** / Pharmacy

## Prior authorization updates

Effective for dates of service on and after March 1, 2021, the following specialty pharmacy codes from current or new clinical criteria documents will be included in our prior authorization review process.

Please note, inclusion of National Drug Code (NDC) code on your claim will help expedite claim processing of drugs billed with a Not Otherwise Classified (NOC) code.

[To access the Clinical Criteria information, click here.](#)

Anthem Blue Cross and Blue Shield (Anthem)'s prior authorization clinical review of non-oncology specialty pharmacy drugs will be managed by Anthem's medical specialty drug review team. *Review of specialty pharmacy drugs for oncology indications will be managed by AIM Specialty Health® (AIM), a separate company and are shown in italics in the table below.*

Clinical Criteria	HCPCS or CPT Code(s)	Drug
<i>ING-CC-0179</i>	<i>J9999</i>	<i>Blenrep</i>
<i>ING-CC-0180</i>	<i>J3490, J3590, J9999</i>	<i>Monjuvi</i>
ING-CC-0182	J1756	Venofer
ING-CC-0182	J2916	Ferrlecit
ING-CC-0182	J1750	Infed
ING-CC-0182	J1439	Injectafer
ING-CC-0182	Q0138	Feraheme
ING-CC-0182	J1437	Monoferric

\* Non-oncology use is managed by Anthem's medical specialty drug review team. *Oncology use is managed by AIM.*

## Step therapy updates

Effective for dates of service on and after March 1, 2021, the following specialty pharmacy codes from current or new clinical criteria documents will be included in our existing specialty pharmacy medical step therapy review process.

[To access the Clinical Criteria information related to Step Therapy, click here.](#)

Anthem's prior authorization clinical review of non-oncology specialty pharmacy drugs will be managed by Anthem's medical specialty drug review team. *Review of specialty pharmacy drugs for oncology indications will be managed by AIM Specialty Health® (AIM), a separate company and are shown in italics in the table below.*

Clinical Criteria	Status	Drug(s)	HCPCS Codes
ING-CC-0182	Preferred	Venofer	J1756
ING-CC-0182	Preferred	Ferrlecit	J2916
ING-CC-0182	Preferred	Infed	J1750
ING-CC-0182	Non-preferred	Injectafer	J1439
ING-CC-0182	Non-preferred	Feraheme	Q0138
ING-CC-0182	Non-preferred	Monoferric	J1437
ING-CC-0174	Non-preferred	Kesimpta	J3490 (NOC)
ING-CC-0174	Non-preferred	Kesimpta	J3590 (NOC)
ING-CC-0174	Non-preferred	Kesimpta	C9399 (NOC)

\* Non-oncology use is managed by Anthem's medical specialty drug review team. *Oncology use is managed by AIM.*

Effective on or after January 1, 2021, documentation may be required to support step therapy reviews.

846-1220-PN-CNT

URL: <https://providernews.anthem.com/kentucky/article/prior-authorization-updates-for-specialty-pharmacy-are-available-december-2020-1>

## AIM IVR changes for non-oncology medical specialty drug reviews effective Jan. 1, 2021

Published: Dec 1, 2020 - **Products & Programs** / Pharmacy

In 2019, non-oncology medical specialty drug reviews were transitioned from AIM Specialty

® (AIM) to IngenioRx. We are implementing changes to the AIM IVR telephone prompts as they relate to IngenioRx medical specialty drug reviews.

Currently, if a provider calls into any of the existing AIM toll-free numbers for non-oncology medical specialty drug reviews, IVR telephone prompts are available informing the caller of the IngenioRx toll-free number, 1-833-293-0659. Callers are then automatically transferred to the IngenioRx number.

**Beginning on January 1, 2021**, the AIM toll-free numbers **will no longer offer these IVR telephone prompts and transfer callers to IngenioRx** for non-oncology medical specialty reviews. Providers must contact the IngenioRx review team directly:

- By phone at 1-833-293-0659
- By fax at 1-888-223-0550
- Online access at [availity.com](https://availity.com) available 24/7.

799-1220-CNT

**URL:** <https://providernews.anthem.com/kentucky/article/aim-ivr-changes-for-non-oncology-medical-specialty-drug-reviews-effective-jan-1-2021>

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## Pharmacy information available at anthem.com

Published: Dec 1, 2020 - **Products & Programs** / Pharmacy

Visit [Pharmacy Information for Providers](#) on anthem.com for more information on:

- Copayment/coinsurance requirements and their applicable drug classes
- Drug lists and changes
- Prior authorization criteria
- Procedures for generic substitution
- Therapeutic interchange
- Step therapy or other management methods subject to prescribing decisions
- Any other requirements, restrictions, or limitations that apply to using certain drugs



The **commercial** and **marketplace** drug lists are posted to the web site quarterly (the first of the month for January, April, July and October).

To locate “Marketplace Select Formulary” and pharmacy information, scroll down to “Select Drug Lists.” This drug list is also reviewed and updated regularly as needed.

FEP Pharmacy updates and other pharmacy related information may be accessed at [fepblue.org](http://fepblue.org) > Pharmacy Benefits.

822-1020-PN-KY.MO

**URL:** <https://providernews.anthem.com/kentucky/article/pharmacy-information-available-at-anthemcom-28>

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## **Blue High Performance Network launching Jan. 1, 2021**

Published: Dec 1, 2020 - **Administrative**

As employers across the country hold open enrollment periods for their employees, some employees may be offered a new option for next year: plans built around a Blue High Performance Network (HPN). If your patients ask about this plan, we want you to know the facts.





Blue HPN<sup>®</sup> plans offer access to a smaller network of providers, who have a record of delivering high-quality, cost efficient care. Blue HPN networks will go live January 1, 2021 in more than 50 cities across the country.

In Kentucky, the Blue HPN network covers 116 counties. The hospital and medical professional network is smaller than the Blue Access network, so it is important that you check network participation through the Anthem online provider directory.

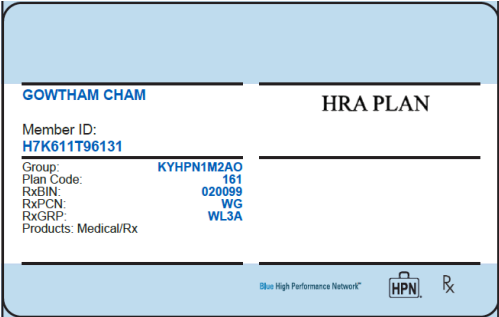
If you are not sure whether your practice is part of the Pathway EPO/PPO network, ask your office manager or contact your Anthem network relations consultant. Blue HPN participation will be displayed in provider profiles on our Anthem online provider directory as of January 1, 2021.

Beginning January 1, 2021, you may see patients accessing this network through either a national employer plan, or Kentucky large and small group employer plans. The plan design is an EPO, so out-of-network benefits are limited to emergency or urgent care. Members must select a primary care provider (PCP), but PCP referrals are not required for specialty care.

Large group Blue HPN health plans sold in Kentucky will have a plan prefix of **H8Y** and small group HPN plans sold in Kentucky will have a prefix of **H9Y**. Keep in mind that other prefixes may be part of HPN plan member IDs. Below is a sample ID card for a Kentucky member enrolled in a large group Blue HPN plan. Please note the new “Blue High Performance Network” logo and “HPN” indicator in the suitcase icon.

		ANTHEM LINK GOLD BLUE CONNECTION HMO 200020%/5000	
<b>LUCKY Y L</b>			
Member ID: <b>H9H601T96109</b>			
Group No	W16992	Primary Care Visit	0%
Contract Code	5MJY	Specialist Visit	\$75 / 0%
RxBIN	020099	Emergency Room	20%
RxPCN	IS	Urgent Care	\$100 / 0%
RxGRP	WL5A		
Plan	330		
Rx: Select Drug List			
Blue View Vision		BLUE HIGH PERFORMANCE NETWORK   BLUE CONNECTION	
		anthem.com	
<b>PROVIDERS:</b> Please file medical claims with the local Blue Cross and/or Blue Shield Plan in state where services are provided. When Medicare is primary (including Med. Sup. Policies), file first with Medicare in the state where services were provided.		<b>Member Services</b> 1-833-578-4443 Travel Coverage 1-800-810-2583 Provider Services 1-833-578-4443 Pre-Authorization 1-833-578-4443 Help for Pharmacists 1-833-296-5039 Pharmacy Member Services 1-833-267-2133	
Services rendered by a non-Blue HPN provider will be limited to Urgent and Emergent care. Possession of this card does not guarantee eligibility for benefits.		livehealthonline.com	
<b>CLAIMS &amp; INQUIRIES:</b> PO BOX 105157 ATLANTA, GA 30348-5187		Anthem Blue Cross and Blue Shield, an independent licensee of the Blue Cross and Blue Shield Association, provides administrative claims payment services only and does not assume any financial risk or obligation with respect to claims. Anthem Blue Cross and Blue Shield is the trade name of Anthem Plans of Kentucky, Inc.	
Issued Date: 07/24/20			

The sample ID card below is for a Kentucky member enrolled in a national employer Blue HPN plan, with an **H7K** prefix. This ID card will also include the “Blue High Performance Network” logo and “HPN” indicator in the suitcase icon. These are the most reliable ID card indicators that a member is enrolled in an HPN plan.



847-1220-PN-KY

URL: <https://providernews.anthem.com/kentucky/article/blue-high-performance-network-launching-jan-1-2021>

## Access to claim denial information is now self-service

Published: Dec 1, 2020 - Administrative

### *Through predictive analytics, health care teams can now receive real-time solutions to claim denials*

Anthem is committed to providing digital first solutions. Our health care teams can now use self-service tools to reduce the amount of time spent following up on claim denials. Through the application of predictive analytics, Anthem has the answers before you ask the questions. With an initial focus on claim-level insights, Anthem has streamlined claim denial inquiries by making the reasons for the claim denial digitally available. In addition to the reason for the denial, we supply you with the next steps needed to move the claim to completion. This eliminates the need to call for updates and experience any unnecessary delays waiting for the EOB.

Access *Claims Status Listing* on Payer Space from our secure provider portal through [anthem.com](https://www.anthem.com) using the *Log In* button or through [availity.com](https://www.availity.com). We provide a complete list of claims, highlight those claims that have proactive insights, provide a reason for the denial, and the information needed to move the claim forward.

## Claim resolution daily

Automated updates make it possible to refresh claims history daily. As you resolve claim denials, the claim status changes, other claims needing resolution are added, and claims are resolved faster.

Anthem has made it easier to update and supply additional information, too. While logged into the secure provider portal, you have the ability to revise your claim, add attachments, or eliminate it if filed in error. Even if you did not file the claim digitally, you can access the proactive insights. Predictive analytics supplies the needed claim denial information online – all in one place.

Predictive proactive issue resolution and near real-time digital claim denial information is another example of how Anthem is using digital technology to improve the health care experience.

840-1220-PN-CNT

URL: <https://providernews.anthem.com/kentucky/article/access-to-claim-denial-information-is-now-self-service-5>

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## Updated BlueCard® Program Provider Manual available Jan. 1, 2021

Published: Dec 1, 2020 - Administrative

An updated BlueCard® Program Provider Manual will be available on our public provider website January 1, 2021. The manual includes enhanced content and should be helpful in understanding the BlueCard® Program that enables members of one Blue Plan to obtain health care service benefits while traveling or living in another Blue Plan's service area.

To locate the manual, go to [anthem.com](https://www.anthem.com), select Provider Overview and your state. From the horizontal menu, select "Policies, Guidelines and Manuals" under Provider Resources. Scroll down to the Provider Manual section and select "Download the Manual". On the Provider Manual page, scroll down to the Provider Manual Library and select the BlueCard Provider Manual.

786-1220-PN-KY

## 2-minute videos to engage patients about preventive care

Published: Dec 1, 2020 - Administrative

Are you looking for creative ways to talk to your patients about certain preventive care services such as breast cancer screening and adolescent vaccinations including the HPV vaccination? As flu season approaches, do you want a way to educate your patients about the dangers of antibiotic resistance? Short educational videos, approximately two minutes in length, are available on [anthem.com](https://www.anthem.com) > **Providers** > **Forms and Guides** > under the *Category* heading, select **Patient Care**.

By providing education and addressing common fears and concerns, these brief videos offer an alternative approach to patient engagement on these important topics. Take a look today!

830-1220-PN-CNT

URL: <https://providernews.anthem.com/kentucky/article/2-minute-videos-to-engage-patients-about-preventive-care-3>

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## Anthem makes going digital easy with the Provider Digital Engagement Supplement

Published: Dec 1, 2020 - Administrative

The [Provider Digital Engagement Supplement](#) is another example of how Anthem Blue Cross and Blue Shield (Anthem) is using digital technology to improve the health care experience. The Supplement outlines Anthem provider expectations, processes and self-service tools across all electronic channels, including medical, dental, and vision benefits all in one comprehensive resource. We want providers to go digital with Anthem no later than January 1, 2021, so we can realize our mutual goals of reducing administrative burden and increasing provider satisfaction and collaboration.

**Reduce the amount of time spent on transactional tasks by more than fifty percent** when using our secure provider portal or EDI submissions (via Availity) to:

- File claims
- Check statuses
- Verify eligibility and benefits
- Submit prior authorizations

Through self-service functions, you can accomplish digital transactions all at one time, all in one place. If you are not already registered, visit the [Availity EDI website](#).

### **Get payments faster**

Electronic Funds Transfer (EFT) eliminate the need for paper checks. Payments are deposited directly to your bank account. It is safe, secure and you receive payments faster.

### **Eliminate paper remittances**

Electronic remittance advice (ERA) is completely searchable and downloadable from the secure provider portal or the EDI 835 remittance. Meeting all HIPAA mandates, ERAs eliminate the need for paper remittances.

### **Member IDs go digital**

Having a member email their ID card directly to you for file upload eliminates the need for you to scan or print, making it easier for you and the member. Member ID cards can also be accessed from the Availity. Save time by accepting the digital member ID cards when presented by the member via their App or email.

Read more about going digital with Anthem in the [Provider Digital Engagement Supplement](#) available online. Go to [anthem.com](#), select **Providers**, under the *Provider Resources* heading select **Forms and Guides**. Pick your state if you haven't done so already. From the Category drop down, select **Digital Tools**, then [Provider Digital Engagement Supplement](#).

839-1220-PN-CNT

**URL:** <https://providernews.anthem.com/kentucky/article/anthem-makes-going-digital-easy-with-the-provider-digital-engagement-supplement-3>

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## **Anthem contracted air ambulance providers for Kentucky**

Published: Dec 1, 2020 - **Administrative**

As of December 1, 2020, the providers listed below are participating air ambulance providers with Anthem Blue Cross and Blue Shield (Anthem). That means, for members picked up in Kentucky, these participating providers have contractually agreed to accept the Anthem Rate as payment in full for approved and medically necessary transport, and will bill those members for cost-shares only.

Some air ambulance providers choose not to participate with Anthem.

- These air ambulance providers may, and often do, charge members rates that are significantly higher than the Anthem contracted provider rates.
- These non-contracted air ambulance providers attempt to collect from Anthem members the difference between Anthem's allowed amount and their billed amount.

To help Anthem members avoid the high costs of air transportation from non-contracted providers, we ask that, whenever possible, you choose a participating air ambulance provider for your patients who are Anthem members.

#### **Utilizing participating providers:**

- **Protects** the member from balance billing for what may be excessive amounts,
- **Assures** the most economical use of the member's benefits, and
- **Is consistent** with your contractual obligations to refer to in-network providers where available.

#### **To schedule fixed wing or rotary wing air ambulance services, please:**

1. **Contact Anthem for precertification for all non-emergent transports, using the number on the back of the member's ID card, then**
2. **Call one of the phone numbers listed below.**

Please have the following information ready when you call one of the contracted air ambulance providers:

- Basic medical information about the patient, including the patient's name and date of birth or age. If the service was not pre-certified with Anthem, the air ambulance provider will also need to receive a full medical report from the attending facility.

- Current location of the patient, the name of the hospital or facility caring for the patient and its address (city and state)
- Location where patient is to be transported, including the name of the destination hospital/facility and address
- Approximate transport date or timeframe
- Special equipment or care needs

Should you have questions regarding the air ambulance network, including providers contracted for air ambulance pickups outside of Kentucky, please contact your Provider Network Manager.

**Anthem contracted air ambulance providers for Kentucky.**

*First, call Anthem for precertification if required by the member’s policy.*

*Then call one of the following:*

**Fixed Wing (Airplane) Providers (HCPCS codes: A0430 & A0435)**

<b>Provider Name</b>	<b>Phone</b>	<b>Location Address</b>	<b>Web site</b>
AeroCare Medical Transport Systems	630-466-0800	43W 752 Hwy 30 Sugar Grove, IL 60554	<a href="http://www.aerocare.com">www.aerocare.com</a>
AirCare 1 International	505-242-7760	5345 Wyoming Blvd. NE Ste 105 Albuquerque, NM 87109	<a href="http://www.aircareone.com">www.aircareone.com</a>
Air Med International	877-288-5340	950 22 <sup>nd</sup> St. Ste 800 Birmingham, AL 35206	<a href="http://www.airmed.com">www.airmed.com</a>

**Rotary Wing (Helicopter) Providers (HCPCS Codes: A0431 & A0436)**



Provider Name	Phone	Location Address	Web site
Air Methods (Rocky Mountain/ LifeNet/Arch)	909-915- 2305	7211 South Peoria Englewood, CO 80112-4133	www.airmethods.com
Air Evac EMS Inc.	800-247- 3822	1001 Boardwalk Springs Pl. Ste 250 O'Fallon, MO 63368	www.lifeteam.net
HealthNet Aeromedical Services Inc.	304-340- 8000	110 Wyoming St. Charleston, WV 25302	www.healthnetaeromedical.com
PHI Air Medical, LLC	888-807- 0682	2800 N 44th Street Ste 800 Phoenix, AZ 85008	www.phiairmedical.com
Med Trans Corporation	800-247- 3822	220 Westcourt Rd. Denton, TX 76207	www.med-trans.net

**To arrange air transport originating outside the U.S., U.S. Virgin Islands, and Puerto Rico:** Call 800-810-BLUE for BCBS Global Core (formerly BlueCard Worldwide)

808-1220-PN-KY

**URL:** <https://providernews.anthem.com/kentucky/article/anthem-contracted-air-ambulance-providers-for-kentucky>

## PCP after-hours access requirements

Published: Dec 1, 2020 - **Administrative**

**Note to staff:** *It is imperative that your office updates any changes to your practice via the Provider Maintenance Form, on [anthem.com](https://www.anthem.com).*

The impact of COVID-19 in 2020 prohibited Anthem from conducting the annual after-hours access studies to assess phone messaging for our members for perceived emergency or urgent situations after regular office hours. We will resume the survey in the second quarter of 2021 and expect when your office is contacted, you will be able to accommodate a member's urgent concerns after hours.

To be compliant, per the Provider Manual, have your messaging or answering service include appropriate instructions, such as:

### **Emergency situations**

The compliant response for an emergency instructs the caller/patient to hang up and call 911 or go to ER or connects the caller directly to the doctor.

### **Urgent situations**

The compliant response for urgent needs would direct the caller to urgent care or ER, to call 911 or connect the caller to their doctor or the doctor on call.

Messaging that only gives callers the option of contacting their health care practitioner (via transfer, cell phone, pager, text, email, voicemail, etc.) or to get a call back for urgent questions or instructions is not complaint, as there is no direct connection to their health care practitioner. This prompt can be used in addition to, but not in place of the emergency and urgent instructions.

### **Is your practice compliant?**

844-1220-PN-CNT

URL: <https://providernews.anthem.com/kentucky/article/pcp-after-hours-access-requirements-11>

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## **Coordination of care**

Published: Dec 1, 2020 - **Administrative**

Coordination of care among providers is a vital aspect of good treatment planning to ensure appropriate diagnosis, treatment and referral. Anthem Blue Cross and Blue Shield (Anthem) would like to take this opportunity to stress the importance of communicating with your patient's other health care practitioners. This includes primary care physicians (PCPs) and medical specialists, as well as behavioral health practitioners.

Coordination of care is especially important for patients with high utilization of general medical services and those referred to a behavioral health specialist by another health care practitioner. Anthem urges all of its practitioners to obtain the appropriate permission from these patients to coordinate care between behavioral health and other health care practitioners at the time treatment begins.

We expect all health care practitioners to:

1. Discuss with the patient the importance of communicating with other treating practitioners.
2. Obtain a signed release from the patient and file a copy in the medical record.
3. Document in the medical record if the patient refuses to sign a release.
4. Document in the medical record if you request a consultation.
5. If you make a referral, transmit necessary information; and if you are furnishing a referral, report appropriate information back to the referring practitioner.
6. Document evidence of clinical feedback (i.e., consultation report) that includes, but is not limited to:
  - Diagnosis
  - Treatment plan
  - Referrals
  - Psychopharmacological medication (as applicable)

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 [www.anthem.com/provider/forms/](http://www.anthem.com/provider/forms/)

820-1220-PN-CNT

URL: <https://providernews.anthem.com/kentucky/article/coordination-of-care-20>

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## Members' rights and responsibilities

Published: Dec 1, 2020 - Administrative

The delivery of quality health care requires cooperation between patients, their providers and their health care benefit plans. One of the first steps is for patients and providers to

To access, go to [anthem.com](https://www.anthem.com) and select “Provider.” From there, select “Policies, Guidelines & Manuals” under Provider Resources. Select your state, and scroll down to “Member Rights and Responsibilities” under More Resources. Click the “Read about member rights” link.

Practitioners may access the FEP member portal at [fepblue.org/memberrights](https://fepblue.org/memberrights) to view the FEPDO Member Rights Statement.

821-1220-PN-CNT

URL: <https://providernews.anthem.com/kentucky/article/members-rights-and-responsibilities-20>

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## Important information about utilization management

Published: Dec 1, 2020 - Administrative

Our utilization management (UM) decisions are based on the appropriateness of care and service needed, as well as the member’s coverage according to their health plan. We do not reward providers or other individuals for issuing denials of coverage, service or care. Nor do we make decisions about hiring, promoting, or terminating these individuals based on the idea or thought that they will deny benefits. In addition, we do not offer financial incentives for UM decision makers to encourage decisions resulting in under-utilization. Anthem Blue Cross and Blue Shield (Anthem)’s medical policies are available on Anthem’s website at [anthem.com](https://www.anthem.com).

You can also request a free copy of our UM criteria from our medical management department, and providers may discuss a UM denial decision with a physician reviewer by calling us at the toll-free numbers listed below.

UM criteria are also available on the web. Just go to [anthem.com](https://www.anthem.com), then select the **Providers** tab at the top of the webpage > under **Provider Resources** select **Policies, Guidelines & Manuals** > select your state > scroll down and select **View Medical Policies and Clinical UM Guidelines**.

We work with providers to answer questions about the UM process and the authorization of care. Here’s how the process works:

- Call us toll free from 8:30 a.m. to 5:00 p.m. Eastern time, Monday through Friday (except on holidays). More hours may be available in your area. Federal Employee Program hours are 8:00 a.m. to 7:00 p.m. Eastern time.
- If you call after normal business hours, you can leave a private message with your contact information. Our staff will return your call on the next business day. Calls received after 12 midnight will be returned the same business day.
- Our associates will contact you about your UM inquiries during business hours, unless otherwise agreed upon.

Our UM associates identify themselves to all callers by first name, title and our company name when making or returning calls. They can inform you about specific UM requirements, operational review procedures, and discuss UM decisions with you.

For language assistance, **members can simply call the Customer Service phone number on the back of their ID card and a representative will be able to assist them.**

The following phone lines are for physicians and their staffs. Members should call the customer service number on their health plan ID card.

	<b>To discuss UM Process &amp; Authorizations</b>	<b>To discuss Peer-to-Peer UM Denials /Physicians</b>	<b>To request UM Criteria</b>	<b>Business Hours</b>
Indiana	800-345-4348 877-814-4803  Transplant 800-824-0581  Behavioral Health 866-582-2293  Autism 844-269-0538	888 870 9342  Adaptive Behavioral Treatment 844-269-0538  National 800-821-1453; 866-776-4793	877-814-4803  Behavioral Health 866-582-2293	8:30 a.m. – 5:00 p.m. ET Monday through Friday (except on holidays). More hours may be available in your area.
Kentucky	800-568-0075  KEHP 844-402-5347  Transplant 800-824-0581  Behavioral Health 866-582-2293  Autism 844-269-0538	877-814-4803  Adaptive Behavioral Treatment 844-269-0538  National: 800-821-1453; 866-776-4793; 888-870-9342	877-814-4803  Behavioral Health 866-582-2293	8:30 a.m. – 5:00 p.m. ET Monday through Friday (except on holidays). More hours may be available in your area.

Missouri	800-992-5498 866-398-1922  Transplant 800-824-0581  Behavioral Health 866-302-1015  Autism 844-269-0538	800-992-5498 866-398-1922  CDHP/Lumenos 866-398-1922  Adaptive Behavioral Treatment 844-269-0538  National 800-821-1453; 866-776-4793	800-992-5498 866-398-1922  Behavioral Health 866-302-1015	8:30 a.m. – 5:00 p.m. ET Monday through Friday (except on holidays). More hours may be available in your area.
Ohio	800-752-1182  Transplant 800-824-0581  Behavioral Health 866-582-2293  Autism 844-269-0538	877-814-4803  Adaptive Behavioral Treatment 844-269-0538  National: 800-821-1453; 866-776-4793	877-814-4803  Behavioral Health 866-582-2293	8:30 a.m. – 5:00 p.m. ET Monday through Friday (except on holidays). More hours may be available in your area.
Wisconsin	800-242-1527 800-472-6909 800-472-8909 866-643-7087  Transplant 800-824-0581  Behavioral Health 866-302-1015  Autism 844-269-0538	800-242-1527 800-472-6909 866-643-7087  Adaptive Behavioral Treatment 844-269-0538  National 800-821-1453 866-776-4793	800-242-1527 800-472-6909  Behavioral Health 866-302-1015	8:30 a.m. – 5:00 p.m. ET Monday through Friday (except on holidays). More hours may be available in your area.

FEP	800-860-2156 Fax: 800 732-8318 (UM) Fax: 877 606-3807 (ABD)	800-860-2156	800-860-2156 Fax: 800 732-8318 (UM) Fax: 877 606-3807 (ABD)	8:00 a.m. – 7:00 p.m. ET.
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## TTY Information

		TTY	Voice
Indiana	711 or	1-800-743-3333 (V/T)	1-800-743-3333 (V/T)
Kentucky	711 or	1-800-648-6056 (T/ASCII/HCO)	1-800-648-6057 (V)
Missouri	711 or	1-800-735-2966 (TTY/ASCII)	1-866-735-2460 (V)
Ohio	711 or	1-800-750-0750 (TTY/Voice/HCO)	1-800-750-0750 (TTY/Voice/HCO)
Wisconsin	711 or	1-800-947-3529 (TTY/HCO)	1-800-947-6644 (V)

827-1220-PN-CNT

**URL:** <https://providernews.anthem.com/kentucky/article/important-information-about-utilization-management-40>

## Case management program

Published: Dec 1, 2020 - **Administrative**

Managing illness can sometimes be a difficult thing to do. Knowing who to contact, what test results mean or how to get needed resources can be a bigger piece of a health care puzzle that for some, are frightening and complex issues to handle.



Anthem is available to offer assistance in these difficult moments with our Case Management Program. Our case managers are part of an interdisciplinary team of clinicians and other resource professionals that are there to support members, families, primary care physicians and caregivers. The case management process utilizes experience and expertise of the care coordination team whose goal is to educate and empower our members to increase self-management skills, understand their illness, and learn about care choices in order to access quality, efficient health care.

Members or caregivers can refer themselves or family members by calling the number located in the grid below. They will be transferred to a team member based on the immediate need. Physicians can also refer by contacting us telephonically or through electronic means. No issue is too big or too small. We can help with transitions across level of care so that patients and caregivers are better prepared and informed about healthcare decisions and goals.

### How do you contact us?

State	Email Address <i>(if available)</i>	Phone	Business Hours
Indiana	<a href="mailto:centregcmref@anthem.com">centregcmref@anthem.com</a>	888-662-0939 866-962-1214 (IN only)	Monday – Friday 8 a.m. – 7 p.m. ET
Kentucky	<a href="mailto:centregcmref@anthem.com">centregcmref@anthem.com</a>	888-662-0939 800 944 0339 (KY only)	Monday – Friday 8 a.m. – 7 p.m. CT
Missouri	<a href="mailto:centregcmref@anthem.com">centregcmref@anthem.com</a>	888-662-0939 866-534-4348 (MO only)	Monday – Friday 8 a.m. – 7 p.m. CT
Ohio	<a href="mailto:centregcmref@anthem.com">centregcmref@anthem.com</a>	888-662-0939 866-962-1214 800-831-7161	Monday – Friday 8 a.m. – 7 p.m. ET
Wisconsin	<a href="mailto:centregcmref@anthem.com">centregcmref@anthem.com</a>	888-662-0939 866-216-4091 (WI only)	Monday – Friday 8 a.m. – 7 p.m. CT

National			
Indiana	<a href="mailto:nationalpriorityrefe@ChooseHMC.com">nationalpriorityrefe@ChooseHMC.com</a>	1-800-737-1857	Monday – Friday 8 a.m. – 9 p.m. ET Saturday 9 a.m. – 5:30 p.m. ET
		Transplant 800-824-0581	Transplant Monday – Friday 8:30 a.m. – 5 p.m. ET

Federal Employee Program (FEP)			
All states except CA	No email	1-800-711-2225	Monday – Friday 8 a.m. – 7 p.m. ET

828-1220-PN-CNT

URL: <https://providernews.anthem.com/kentucky/article/case-management-program-23>

## Medical policy and clinical guideline updates - December 2020

Published: Dec 1, 2020 - **Policy Updates** / Medical Policy & Clinical Guidelines

The following Anthem Blue Cross and Blue Shield clinical guideline has been updated for Indiana, Kentucky, Missouri, Ohio and Wisconsin.

**The previously adopted clinical guideline contains changes as noted below.**

*\*Prior authorization required*

Title	Change	Effective Date
*CG-DME-07 Augmentative and Alternative Communication (AAC) Devices with Digitized or Synthesized Speech Output	Clarified language and added detail related to required documentation in MN criteria • Changed "medical" and "non-medical" to "augmentative and non-augmentative" in not medically necessary (NMN) section	3/1/2021

790-1220-PN-CNT

URL: <https://providernews.anthem.com/kentucky/article/medical-policy-and-clinical-guideline-updates-december-2020-1>

## Anthem expands hospice policy

Published: Dec 1, 2020 - **Policy Updates** / Medical Policy & Clinical Guidelines

For participating Anthem Blue Cross and Blue Shield (Anthem) commercial ASO plans, we have expanded our hospice benefit to align with our previous expansion for commercial fully insured members. These expanded hospice benefits allow members with a life expectancy of up to 12 months (increased from six months) and allow disease modifying treatments to continue alongside hospice services. If you have a patient with an advanced illness and life expectancy of less than 12 months, now is the time to talk about hospice. Hospice is a powerful support resource for patients that can work in tandem with their treatment.

### Provider benefits

- **Improved communication:** By removing obstacles to hospice care, providers can introduce hospice benefits earlier while empowering patients to express their goals, values and care preferences.
- **Centralized care:** The treating physician remains at the center of the patient's overall treatment plan – supported by the entire hospice team. Patients get the benefit of expert medical care, pain management, and emotional and spiritual support all working together.

- **Planning resource:** Hospice professionals are a useful resource for physicians to help aid in discussions with patients and families related to: caregiver stress, fears of the future, end-of-life discussions and bereavement planning.

## Patient benefits

- **More patient and caregiver support, earlier:** Relaxing the previous benefit life expectancy maximum and treatment limitations will help patients with advanced illnesses access hospice services earlier, ultimately choosing the care that fits their personal needs.
- **Coordinated team:** Patients will have a dedicated hospice team that coordinates access to medication, medical supplies, and equipment. Patients can depend on hospice services for their care needs rather than emergency room and intensive care professionals who are unfamiliar with their histories, goals, and preferences.
- **Improved quality of life:** Patients receive help sooner, manage their pain and symptom relief better, and families are able to discuss planning of personal needs more effectively.

**Note:** This update does not apply to Federal Employee Program<sup>®</sup> (FEP<sup>®</sup>), Medicare and Medicaid.

Providers should continue to verify eligibility and benefits for all Anthem members prior to rendering services or referring members for hospice care.

856-1220-PN-CNT

**URL:** <https://providernews.anthem.com/kentucky/article/anthem-expands-hospice-policy-2>

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## Updates to AIM Cardiology clinical appropriateness guidelines

Published: Dec 1, 2020 - **Policy Updates** / Medical Policy & Clinical Guidelines

Effective for dates of service on and after March 14, 2021, the following updates will apply to the AIM Advanced Imaging of the Heart and Diagnostic Coronary Angiography Clinical Appropriateness Guidelines.

- Evaluation of patients with cardiac arrhythmias
  - Updated repeat TTE criteria
  - Added restrictions for patients whose initial echocardiogram shows no evidence of structural heart disease, and follow-up echocardiography is not appropriate for ongoing management of arrhythmia.
  
- Evaluation of signs, symptoms, or abnormal testing
  - Added restrictions for TTE in evaluation of palpitation and lightheadedness based on literature.
  
- Diagnostic Coronary Angiography
  - Updated criteria to evaluate patients with suspected congenital coronary artery anomalies

As a reminder, ordering and servicing providers may submit prior authorization requests to AIM in one of several ways:

- Access AIM's **ProviderPortal**<sub>SM</sub> directly at [providerportal.com](https://providerportal.com). Online access is available 24/7 to process orders in real-time, and is the fastest and most convenient way to request authorization.
- Access AIM via the Availity Web Portal at [availity.com](https://availity.com).
- Call the AIM Contact Center toll-free number: 800-554-0580, Monday – Friday, 8:30 a.m. – 7:00 p.m. Eastern time.

For questions related to guidelines, please contact AIM via email at [aim.guidelines@aimspecialtyhealth.com](mailto:aim.guidelines@aimspecialtyhealth.com). Additionally, you may access and download a copy of the current and upcoming guidelines [here](#).

800-1220-PN-CNT

URL: <https://providernews.anthem.com/kentucky/article/updates-to-aim-cardiology-clinical-appropriateness-guidelines-4>

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## Updates to AIM Advanced Imaging clinical appropriateness guideline

Published: Dec 1, 2020 - **Policy Updates** / Medical Policy & Clinical Guidelines

Effective for dates of service on and after March 14, 2021, the following updates will apply to the AIM Advanced Imaging clinical appropriateness guidelines.

### Chest Imaging and Head and Neck Imaging

- Hoarseness, dysphonia, and vocal cord weakness/paralysis – primary voice complaint
- Require laryngoscopy for the initial evaluation of all patients with primary voice complaint

### Brain Imaging and Head and Neck Imaging

- Hearing loss
  - Added CT temporal bone for evaluation of sensorineural hearing loss in any pediatric patients or in adults for whom MRI is non-diagnostic or unable to be performed
  - Higher allowed threshold for consecutive frequencies to establish SNHL
  - Remove CT brain as an alternative to evaluating hearing loss based on ACR guidance
- Tinnitus
  - Remove sudden onset symmetric tinnitus as an indication for advanced imaging

## Head and Neck Imaging

- Sinusitis/rhinosinusitis
  - Add more flexibility for the method of conservative treatment in chronic sinusitis.
  - Require conservative management prior to repeat imaging for patients with prior sinus CT.
- Temporomandibular joint dysfunction
  - Removed requirement for radiographs/ultrasound
- Cerebrospinal fluid (CSF) leak of the skull base
  - Added scenario for management of known leak with change in clinical condition.

## Brain Imaging

- Ataxia, congenital or hereditary
  - Combine with congenital cerebral anomalies to create one section
- Acoustic neuroma
  - More frequent imaging for a watch and wait or incomplete resection
  - New indication for Neurofibromatosis type 2 (NF 2)**Neurofibromatosis type 2**
  - More frequent imaging when MRI shows findings suspicious for recurrence
  - Single post-operative MRI following gross total resection
  - Include pediatrics with known acoustics (rare but NF 2)
- Tumor – not otherwise specified
  - Repurpose for surveillance imaging of low grade neoplasms
- Seizure disorder and epilepsy
  - Limit imaging for the management of established generalized epilepsy

- Require optimal medical management (aligning adult and pediatric language) prior to imaging for management in epilepsy
- Headache
  - Remove response to treatment as a primary headache red flag
- Mental status change and encephalopathy
  - Added requirement for initial clinical and lab evaluation to assess for a more specific caus

## **Oncologic Imaging**

- General enhancements: Updates to Scope/Definitions, general language standardization
- General Content enhancements: Overall alignment with current national oncology guideline recommendations, resulting in:
  - Removal of indications/parameters not addressed by NCCN
  - Average risk inclusion criteria for CT Colonography
  - New allowances for MRI Abdomen and/or MRI Pelvis by tumor type, liver metastatic disease
  - New indications for Acute Leukemia (CT, PET/CT), Multiple Myeloma (MRI, PET/CT), Ovarian Cancer surveillance (CT), Bone Sarcoma (PET/CT)
  - Updated standard imaging pre-requisites prior to PET/CT for Bladder/Renal Pelvis/Ureter, Colorectal, Esophageal/GE Junction, Gastric and Non-Small Cell Lung Cancers
  - Additional PET/CT management scenarios for Cervical Cancer, Hodgkin Lymphoma
- Other content enhancements by section:
  - Cancer screening: New indication for Pancreatic Cancer screening
  - Breast Cancer: New PET/CT indication for restaging/treatment response for bone-only metastatic disease and limitation of post-treatment Breast MRI after breast conserving therapy or unilateral mastectomy



- Prostate Cancer: MRI pelvis: removal of TRUS biopsy requirement, allowance if persistent/unexplained elevation in PSA or suspicious DRE
- Axumin PET/CT: Updated inclusion criteria (removal of general MRI pelvis requirement, additional allowance for rising PSA with non-diagnostic mpMRI)

As a reminder, ordering and servicing providers may submit prior authorization requests to AIM in one of several ways:

- Access AIM's **ProviderPortal**<sub>SM</sub> directly at [providerportal.com](https://providerportal.com). Online access is available 24/7 to process orders in real-time, and is the fastest and most convenient way to request authorization.
- Access AIM via the Availity Web Portal at [availity.com](https://availity.com).
- Call the AIM Contact Center toll-free number: 800-554-0580, Monday through Friday, 8:30 a.m. to 7:00 p.m. Eastern time.

For questions related to guidelines, please contact AIM via email at [aim.guidelines@aimspecialtyhealth.com](mailto:aim.guidelines@aimspecialtyhealth.com). Additionally, you may access and download a copy of the current and upcoming guidelines [here](#).

801-1220-PN-CNT

URL: <https://providernews.anthem.com/kentucky/article/updates-to-aim-advanced-imaging-clinical-appropriateness-guideline-10>

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## Updates to AIM Radiation Oncology clinical appropriateness guideline

Published: Dec 1, 2020 - **Policy Updates** / Medical Policy & Clinical Guidelines

Effective for dates of service on and after March 14, 2021, the following updates will apply to the AIM Radiation Oncology Clinical Appropriateness Guidelines.

### Radiation Oncology

- Special Treatment Procedure

- Removed IV requirement for chemotherapy
- CNS cancer
  - IMRT for Glioblastomas, other gliomas and metastases: Eliminated the 3D plan comparison requirement. Same change for high-grade and low-grade gliomas.
  - IMRT for Metastatic Brain Lesions: Added hippocampal sparing whole brain radiotherapy indication
- Lung cancer
  - Eliminated the plan comparison requirement for IMRT to treat stage III non-small cell lung cancer.
  - SBRT: Removed “due to a medical contraindication” language
  - SBRT: Added “as an alternative to surgical resection” to Stereotactic Body Radiation Therapy
  - Adjusted fractionation maximum for curative treatment of non-small cell lung cancer up to 35 treatments of thoracic radiotherapy.

### **Proton Beam therapy**

- Added new indication for hepatocellular carcinoma and intrahepatic cholangiocarcinoma

As a reminder, ordering and servicing providers may submit prior authorization requests to AIM in one of several ways:

- Access AIM’s **ProviderPortal**<sup>SM</sup> directly at [providerportal.com](https://providerportal.com). Online access is available 24/7 to process orders in real-time, and is the fastest and most convenient way to request authorization.
- Access AIM via the Availity Web Portal at [availity.com](https://availity.com).
- Call the AIM Contact Center toll-free number: 800-554-0580, Monday – Friday, 8:30 a.m. – 7:00 p.m. Eastern time.

For questions related to guidelines, please contact AIM via email at [aim.guidelines@aimspecialtyhealth.com](mailto:aim.guidelines@aimspecialtyhealth.com). Additionally, you may access and download a copy of the current and upcoming guidelines [here](#).

802-1220-PN-CNT

**URL:** <https://providernews.anthem.com/kentucky/article/updates-to-aim-radiation-oncology-clinical-appropriateness-guideline-3>

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## **Transition to AIM Rehabilitative Services clinical appropriateness guidelines**

Published: Dec 1, 2020 - **Policy Updates** / Medical Policy & Clinical Guidelines

As communicated in the June and October 2020 editions of Anthem Blue Cross and Blue Shield (Anthem)'s *Provider News*, effective December 1, 2020, Anthem will transition the clinical criteria for medical necessity review of certain rehabilitative services to AIM Rehabilitative Service Clinical Appropriateness Guidelines as part of the AIM Rehabilitation Program. Reviewed services will include certain physical therapy, occupational therapy and speech therapy services.

As part of this transition of clinical criteria, the following procedures will now be subject to prior authorization as part of the AIM Rehabilitation program:

<b>CPT code</b>	<b>Description</b>
90912	Biofeedback training for bowel or bladder control, initial 15 minutes
90913	Biofeedback training for bowel or bladder control, additional 15 minutes
96001	Three-dimensional, video-taped, computer-based gait analysis during walking
0552T	Low-level laser therapy, dynamic photonic and dynamic thermokinetic energies, provided by a physician or other qualified health care professional
S8940	Therapeutic horseback riding, per session
S8948	Treatment with low level laser (phototherapy) each 15 minutes
S9090	Vertebral axial decompression (lumbar traction), per session
20560	Needle insertion(s) without injection(s), 1 or 2 muscle(s)
20561	Needle insertion(s) without injection(s), 3 or more muscle(s)
90901	Biofeedback training by any modality (when done for medically necessary indications)
97129	One-on-one therapeutic interventions focused on thought processing and strategies to manage activities
97130	Each additional 15 minutes (list separately in addition to code for primary procedure)
92630	Hearing training and therapy for hearing loss prior to learning to speak
92633	Hearing training and therapy for hearing loss after speech

The following procedure will be removed from the program:

S9117	back school, per visit
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As a reminder, ordering and servicing providers may submit prior authorization requests to AIM in one of several ways:

- Access AIM's **ProviderPortal**<sub>SM</sub> directly at [providerportal.com](http://providerportal.com). Online access is available 24/7 to process orders in real-time, and is the fastest and most convenient way to request authorization.
- Access AIM via the Availity Web Portal at [availability.com](http://availability.com).
- Call the AIM Contact Center toll-free number: 800-554-0580, Monday – Friday, 8:30 a.m. – 7:00 p.m. Eastern time.

For questions related to guidelines, please contact AIM via email at [aim.guidelines@aimspecialtyhealth.com](mailto:aim.guidelines@aimspecialtyhealth.com). Additionally, you may access and download a copy of the current and upcoming guidelines [here](#).

842-1220-PN-CNT

**URL:** <https://providernews.anthem.com/kentucky/article/transition-to-aim-rehabilitative-services-clinical-appropriateness-guidelines-15>

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## Clinical practice and preventive health guidelines available on **anthem.com**

Published: Dec 1, 2020 - **Policy Updates** / Medical Policy & Clinical Guidelines

As part of our commitment to provide you with the latest clinical information and educational materials, we have adopted nationally recognized medical, behavioral health and preventive health guidelines, which are available to providers on our website. The guidelines, which are used for our Quality programs, are based on reasonable, medical evidence, and are reviewed for content accuracy, current primary sources, the newest technological advances and recent medical research.

All guidelines are reviewed annually, and updated as needed. The current guidelines are available on our website at [anthem.com](http://anthem.com) > Provider > select Policies, Guidelines & Manuals under Provider Resources> scroll down and select Clinical Practice Guidelines or Preventive Health Guidelines.

819-1220-PN-CNT

**URL:** <https://providernews.anthem.com/kentucky/article/clinical-practice-and-preventive-health-guidelines-available-on-anthemcom-18>

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## Reimbursement policy update: Bundled services and supplies (Professional)

Published: Dec 1, 2020 - **Policy Updates** / Reimbursement Policies

Effective March 1, 2021, Anthem Blue Cross and Blue Shield (Anthem) will update Bundled Services and Supplies, section 1 coding list by removing the interprofessional CPT codes 99446, 99451, and 99452 to allow reimbursement for eConsults.

For more information about this policy, visit the Reimbursement Policies webpage for your state: [Indiana](#), [Kentucky](#), [Missouri](#), [Ohio](#), [Wisconsin](#).

852-1220-PN-CNT

**URL:** <https://providernews.anthem.com/kentucky/article/reimbursement-policy-update-bundled-services-and-supplies-professional-7>

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## Reimbursement policy update: DRG newborn inpatient stays (Facility)

Published: Dec 1, 2020 - **Policy Updates** / Reimbursement Policies

A new facility reimbursement policy titled DRG Newborn Inpatient Stays will be implemented beginning with dates of service on or after March 1, 2021. The policy indicates that when the reimbursement is based on the Diagnosis Related Group (DRG), newborn inpatient stays should be billed with the appropriate revenue code to match the corresponding DRG code. If there is no Neonatal Intensive Care Unit (NICU) revenue code listed on the claim, the claim will not group to a sick newborn DRG.

For more information about this policy, visit the Reimbursement Policies webpage for your state: [Indiana](#), [Kentucky](#), [Wisconsin](#).

853-1220-PN-IN.KY.WI

**URL:** <https://providernews.anthem.com/kentucky/article/reimbursement-policy-update-drg-newborn-inpatient-stays-facility-2>

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## Aspire Health telehealth palliative care program for Medicaid members in need of telephonic palliative care

Published: Dec 1, 2020 - **State & Federal** / Medicaid

The Aspire Health\* telehealth program provides an additional layer of telephonic support to patients facing a serious illness. The program is focused on helping ensure patients understand their diagnosis, facilitating conversations with patients and their families around the patient's goals of care, and helping ensure patients receive care aligned with their goals and values.

The program begins with an initial 30- to 60-minute telephonic assessment by a specially trained Aspire social worker with the conversation focused on building rapport and completing a comprehensive assessment, including understanding the patient's perception of his or her illness and current treatment plan. Follow-up calls occur every 2 to 4 weeks, typically lasting 15 to 45 minutes, with the exact frequency based on a patient's individual need. Aspire's social worker is supported by Aspire's full interdisciplinary team of board-certified palliative care physicians, nurses and chaplains who provide additional telephonic support to patients and their families as needed. Patients enrolled in the telehealth program have access to Aspire's 24/7 on-call support. The average patient is enrolled in the program 6 to 8 months, with key outcomes being the ability for patients to teach-back their current medical situation, articulate their health and quality-of-life goals, and establish a future care plan through either the completion of advance care planning documents and/or a transition to hospice when appropriate.

More information is available at [aspirehealthcare.com](https://aspirehealthcare.com) or by calling the 24/7 Patient & Referral Hotline at 1-844-232-0500.

**URL:** <https://providernews.anthem.com/kentucky/article/aspire-health-telehealth-palliative-care-program-for-medicaid-members-in-need-of-telephonic-palliative-care-3>

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## CAHPS education for providers

Published: Dec 1, 2020 - **State & Federal** / Medicaid

Consumer Assessment of Healthcare Providers and Systems (CAHPS)<sup>®</sup> is an annual standardized survey conducted to assess consumer experience with their health care services and health plan. Providers and their staff play a key role in the member experience.

## Updates to AIM Advanced Imaging of the Heart Clinical Appropriateness Guideline

Published: Dec 1, 2020 - **State & Federal** / Medicaid

Effective for dates of service on and after March 14, 2021, the following updates will apply to the AIM Specialty Health<sup>®\*</sup> Advanced Imaging of the Heart Clinical Appropriateness Guidelines.

### Evaluation of patients with cardiac arrhythmias:

- Updated repeat TTE criteria.
- Added restrictions for patients whose initial echocardiogram shows no evidence of structural heart disease, and follow-up echocardiography is not appropriate for ongoing management of arrhythmia.

### Evaluation of signs, symptoms or abnormal testing:

- Added restrictions for TTE in evaluation of palpitation and lightheadedness based on literature.

As a reminder, ordering and servicing providers may submit prior authorization requests to AIM in one of several ways:

- Access AIM's ProviderPortal<sup>SM</sup> directly at [providerportal.com](https://providerportal.com).
- **Online access is available 24/7 to process orders in real-time and is the fastest and most convenient way to request authorization.**
- Access AIM via the Availity Portal\* at [availity.com](https://availity.com).
- Call the AIM Contact Center toll-free number at 1-800-714-0040 from 7 a.m. to 7 p.m.



If you have questions related to guidelines, please contact AIM via email at [aim.guidelines@aimspecialtyhealth.com](mailto:aim.guidelines@aimspecialtyhealth.com). Additionally, you may access and download a copy of the current and upcoming guidelines [here](#).

\* AIM Specialty Health is an independent company providing some utilization review services on behalf of Anthem Blue Cross and Blue Shield Medicaid. Availity, LLC is an independent company providing administrative support services on behalf of Anthem Blue Cross and Blue Shield Medicaid.

**URL:** <https://providernews.anthem.com/kentucky/article/updates-to-aim-advanced-imaging-of-the-heart-clinical-appropriateness-guideline>

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## Notifications on the Availity Portal

Published: Dec 1, 2020 - **State & Federal** / Medicaid

Anthem Blue Cross and Blue Shield is now using the Notification Center on the Availity\* Portal home page to communicate vital and time sensitive information. You will see a Take Action call out and a red flag in front of the message to make it easy to see new items requiring your attention.

We will use the Notification Center to update your organization if there are payment integrity requests for medical attachments or recommended training in the Custom Learning Center. Select the Take Action icon to access the custom learning recommended course.

There will also be a message posted in the Notification Center when a payment dispute decision is available. Selecting the Take Action icon will allow easy access to your appeals worklist for details.

Viewing the Notification Center updates should be included as part of your regular workflow so that you are aware of any outstanding action items.

\* Availity, LLC is an independent company providing administrative support services on behalf of Anthem Blue Cross and Blue Shield.

**URL:** <https://providernews.anthem.com/kentucky/article/notifications-on-the-availity-portal-2>

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## Resources to support your pregnant and postpartum patients and their families

Published: Dec 1, 2020 - State & Federal / Medicaid

Across the nation, too many women continue to experience pregnancy-related complications and death. More than 700 women die each year in the United States as a result of complications related to pregnancy or delivery.<sup>1</sup> Many of these deaths are preventable. In addition, significant racial and ethnic disparities exist in maternal morbidity and mortality. For example, Black/African American and American Indian/Alaska Native women are two to three times more likely to die from pregnancy-related complications compared to White women.<sup>2</sup> Anthem Blue Cross and Blue Shield recognizes your role at the front lines of defense to support your diverse pregnant and postpartum patients. We want to ensure you have the right tools and resources to help your patients understand their risks and key maternal warning signs.

The Centers for Disease Control and Prevention (CDC) recently launched the [Hear Her](#) campaign to raise awareness of pregnancy-related complications, risks and death. The Hear Her campaign aims to increase knowledge of the symptoms women should seek medical attention for during pregnancy and in the year after delivery, such as vision changes and chest pain. Resources are available for pregnant and postpartum women, partners, families and friends, and health care providers.

The Hear Her campaign reminds us of the importance of listening to women. As a health care provider, you have an opportunity to listen to pregnant women, engage in an open conversation to make certain their concerns are adequately addressed, and help your patients understand urgent maternal warning signs. You can find more information on the CDC's Hear Her campaign at [www.cdc.gov/hearher](http://www.cdc.gov/hearher).

In addition, the Council on Patient Safety in Women's Health Care developed a tool to help women identify urgent maternal warning signs. The [Urgent Maternal Warning Signs](#) tool helps women recognize the symptoms they may experience during and after pregnancy that could indicate a life-threatening condition. The tool also provides additional information on the symptoms and conditions that place women at increased risk for pregnancy-related death. You can find the Council on Patient Safety in Women's Health Care Urgent Maternal Warning Signs tool at [www.safehealthcareforeverywoman.org/urgentmaternalwarningsigns](http://www.safehealthcareforeverywoman.org/urgentmaternalwarningsigns).

If you have a pregnant member in your care who would benefit from case management, please call us at 1-855-558-1443. Members can also call our 24/7 NurseLine at the number on their member ID card.

## References

1. Centers for Disease Control and Prevention. (2020, August 13). Reproductive Health: Maternal Mortality. Retrieved from <https://www.cdc.gov/reproductivehealth/maternal-mortality/index.html>.
2. Centers for Disease Control and Prevention. (2019, September 5). Racial and Ethnic Disparities Continue in Pregnancy-Related Deaths. Retrieved from <https://www.cdc.gov/media/releases/2019/p0905-racial-ethnic-disparities-pregnancy-deaths.html>

URL: <https://providernews.anthem.com/kentucky/article/resources-to-support-your-pregnant-and-postpartum-patients-and-their-families-1>

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## Policy Reminder: Nurse Practitioner and Physician Assistant Services, Professional

Published: Dec 1, 2020 - **State & Federal** / Medicaid

[Click here for more information about the Policy Reminder: Nurse Practitioner and Physician Assistant Services, Professional.](#)

URL: <https://providernews.anthem.com/kentucky/article/policy-reminder-nurse-practitioner-and-physician-assistant-services-professional>

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## Digital transactions cut administrative tasks in half

Published: Dec 1, 2020 - **State & Federal** / Medicaid

*This communication applies to the Medicaid and Medicare Advantage programs in Kentucky.*

## Introducing the Anthem Blue Cross and Blue Shield (Anthem) Provider Digital Engagement Supplement to the provider manual

Using our secure provider portal or EDI submissions (via Availity\*), administrative tasks can be reduced by more than 50% when filing claims with or without attachments, checking statuses, verifying eligibility, benefits and when submitting prior authorizations electronically. In addition, it could not be easier. Through self-service functions, you can accomplish digital transactions all at one time, all in one place. If you are not already registered, please visit the [Availity EDI website](#) or the [secure provider portal via Availity](#).

### **Get payments faster**

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### **Member ID cards go digital**

Members who are transitioning to digital member ID cards, will find it is easier for them and you. The ID card is easily emailed directly to you for file upload, eliminating the need to scan or print. In addition, the new digital member ID card can be directly accessed through the secure provider portal via Availity. Providers should begin accepting the digital member ID cards when presented by the member.

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The *Provider Digital Engagement Supplement* to the provider manual is another example of how Anthem is using digital technology to improve the health care experience. We are asking providers to go digital with Anthem no later than January 1, 2021, so we can realize our mutual goals of reducing administrative burden and increasing provider satisfaction and collaboration. Read the *Provider Digital Engagement Supplement* now by going to <https://mediproviders.anthem.com/WI/Pages/manuals-directories-training.aspx> > Manuals, Training, Directories & More > Tutorials, Reference Guides & Other Resources > Provider Digital Engagement.

Go digital with Anthem.

\* Availity, LLC is an independent company providing administrative support services on behalf of Anthem Blue Cross and Blue Shield.

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URL: <https://providernews.anthem.com/kentucky/article/digital-transactions-cut-administrative-tasks-in-half-26>

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## 2021 Medicare Advantage individual benefits and formularies

Published: Dec 1, 2020 - **State & Federal** / Medicare

Summary of benefits, evidence of coverage and formularies for 2021 individual Medicare Advantage plans will be available at [anthem.com/medicareprovider](https://www.anthem.com/medicareprovider). An overview of notable 2021 benefit changes will be available at [anthem.com/medicareprovider](https://www.anthem.com/medicareprovider)> Read News and Updates. Please continue to check [anthem.com/medicareprovider](https://www.anthem.com/medicareprovider) for the latest Medicare Advantage information.

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URL: <https://providernews.anthem.com/kentucky/article/2021-medicare-advantage-individual-benefits-and-formularies-3>

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## Medicare Advantage Group Retiree Member Eligibility, Alpha Prefix FAQ

Published: Dec 1, 2020 - **State & Federal** / Medicare

### How do I check eligibility and benefits for these members?

**Online** — Eligibility, benefits, claims, links to secure messaging, commonly used forms and remit information are all available through the Availity\* Portal at [availity.com](https://www.availity.com). For questions on access and registration, call Availity Client Services at **1-800-AVAILITY (1-800-282-4548)**. Availity Client Services is available Monday through Friday, 8 a.m. to 7 p.m. ET (excluding holidays) to answer your registration questions.

**Phone** — Call the Provider Service number on the back of the member’s ID card. You may also verify a member’s eligibility by calling the BlueCard Eligibility Line at **1-800-676-BLUE (2583)** and providing the member’s three-digit alpha prefix located on the ID card.

As new members enroll in Group Retiree Medicare Advantage plans under Anthem Blue Cross and Blue Shield, they will receive new ID cards. Additionally, existing members may receive new ID cards as a result of benefit changes. Please continue to check member ID cards to ensure you have the most up-to-date eligibility and benefit information.

Please note that we are experiencing an unusually high volume of changes for an effective date of January 1, 2021. Many of the changes do not affect member prefix, member ID or benefits, but some changes will. Because of this, we encourage providers to request a copy of the member’s ID card, particularly at the beginning of the year when members may have new ID cards.

### What are the alpha prefixes for Group Retiree Medicare Advantage PPO members?

Group Retiree Medicare Advantage PPO member alpha prefixes						
AFJ	CBH	MEW MBL	VAY	VGD	WSP	WZV
XLU	XNS	YVK YGZ	ZDX	ZMX	ZVR	ZVZ

\* Availity, LLC is an independent company providing administrative support services on behalf of Anthem Blue Cross and Blue Shield.

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**URL:** <https://providernews.anthem.com/kentucky/article/medicare-advantage-group-retiree-member-eligibility-alpha-prefix-faq-3>

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## Medical policies and clinical utilization management guidelines update

Published: Dec 1, 2020 - **State & Federal** / Medicare

The *Medical Policies, Clinical Utilization Management (UM) Guidelines* and *Third-Party Criteria* below were developed and/or revised to support clinical coding edits. Note, several

Please share this notice with other members of your practice and office staff.

To view a guideline, visit <https://www11.anthem.com/search.html>.

### **Updates:**

Updates marked with an asterisk (\*) notate that the criteria may be perceived as more restrictive.

- **00134** – Noninvasive Heart Failure and Arrhythmia Management and Monitoring System:
  - Revised Investigational and Not Medically Necessary indications
- **00156** – Implanted Artificial Iris Devices:
  - Revised Investigational and Not Medically Necessary indications
- **00157** – Minimally Invasive Treatment of the Posterior Nasal Nerve to Treat Rhinitis:
  - Revised Investigational and Not Medically Necessary indications
- **CG-DME-07** – Augmentative and Alternative Communication (AAC) Devices with Digitized or Synthesized Speech Output:
  - Revised Medically Necessary and Not Medically Necessary indications
- **00052** – Whole Genome Sequencing, Whole Exome Sequencing, Gene Panels, and Molecular Profiling:
  - Revised Medically Necessary indications
- **00077** – Uterine Fibroid Ablation: Laparoscopic, Percutaneous or Transcervical Image Guided Techniques:
  - Expanded scope and revised Investigational and Not Medically Necessary indications
- **00112** – Implantation of Occipital, Supraorbital or Trigeminal Nerve Stimulation Devices (and Related Procedures):

- Revised scope, and Investigational and Not Medically Necessary indications
- **CG-REHAB-12** – Rehabilitative and Habilitative Services in the Home Setting: Physical Medicine/Physical Therapy, Occupational Therapy and Speech-Language Pathology:
  - A **new clinical UM Guideline** was created from content contained in CG-REHAB-04, CG-REHAB-05, CG-REHAB-06.
  - There are no changes to the guideline content.
  - Publish date is scheduled for December 8, 2020.
- The following **AIM Specialty Health®\* Clinical Appropriateness Guidelines** have been revised and will be effective on December 6, 2020. To view AIM guidelines, visit the [AIM Specialty Health page](#):
  - Interventional Pain Management (See August 16, 2020, version.)\*
  - Chest Imaging (See August 16, 2020, version.)\*
  - Oncologic Imaging (See August 16, 2020, version.)\*
  - *Sleep Clinical Guidelines* (See August 16, 2020, version.)\*

### **Medical Policies**

On August 13, 2020, the Medical Policy and Technology Assessment Committee (MPTAC) approved the following *Medical Policies* applicable to Anthem Blue Cross and Blue Shield (Anthem). These guidelines take effect December 6, 2020.



<b>Publish date</b>	<b>Medical Policy #</b>	<b>Medical Policy title</b>	<b>New or revised</b>
10/7/2020	<b>*MED.00134</b>	Non-invasive Heart Failure and Arrhythmia Management and Monitoring System	New
10/7/2020	<b>*SURG.00156</b>	Implanted Artificial Iris Devices	New
10/7/2020	<b>*SURG.00157</b>	Minimally Invasive Treatment of the Posterior Nasal Nerve to Treat Rhinitis	New
9/1/2020	<b>*GENE.00052</b>	Whole Genome Sequencing, Whole Exome Sequencing, Gene Panels, and Molecular Profiling	Revised
10/7/2020	<b>*SURG.00077</b>	Uterine Fibroid Ablation: Laparoscopic, Percutaneous or Transcervical Image Guided Techniques	Revised
10/1/2020	<b>*SURG.00112</b>	Implantation of Occipital, Supraorbital or Trigeminal Nerve Stimulation Devices (and Related Procedures)	Revised

### **Clinical UM Guidelines**

On August 13, 2020, the MPTAC approved the following *Clinical UM Guidelines* applicable to Anthem. These guidelines adopted by the medical operations committee for Medicare Advantage members on September 24, 2020. These guidelines take effect December 6, 2020.

<b>Publish date</b>	<b>Clinical UM Guideline #</b>	<b>Clinical UM Guideline title</b>	<b>New or revised</b>
10/7/2020	<b>*CG-DME-07</b>	Augmentative and Alternative Communication (AAC) Devices with Digitized or Synthesized Speech Output	Revised
10/7/2020	<b>CG-DME-25</b>	Seat Lift Mechanisms	Revised
8/20/2020	<b>CG-GENE-03</b>	BRAF Mutation Analysis	Revised
8/20/2020	<b>CG-SURG-83</b>	Bariatric Surgery and Other Treatments for Clinically Severe Obesity	Revised

\* AIM Specialty Health is an independent company providing some utilization review services on behalf of Anthem Blue Cross and Blue Shield.

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**URL:** <https://providernews.anthem.com/kentucky/article/medical-policies-and-clinical-utilization-management-guidelines-update-37>

# Policy Update: Emergency Department: Leveling of Evaluation and Management Services

Published: Dec 1, 2020 - State & Federal / Medicare

[Click here for more information about the Policy Update — Emergency Department: Leveling of Evaluation and Management Services.](#)

**URL:** <https://providernews.anthem.com/kentucky/article/policy-update-emergency-department-leveling-of-evaluation-and-management-services>

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