

Administrative:

UPDATE: SmartShopper program to begin in Q3 2019 3

Benefits to be available for chronic care management and advance care planning services effective February 23, 2019 3

HEDIS® 2019 starts early February 4

Pharmacy:

Simplifying medication prior authorization processes 5

Update regarding drugs not approved by the FDA 6

Eligible facilities to bill modifiers JG and TB on 340B drugs 6

Pharmacy information available at anthem.com 7

Behavioral Health:

New Codes for Applied Behavior Analysis (ABA) 8

Reimbursement Policies:

Reminder: HCPCS code A0998 Ambulance response and treatment with no transport is active and available for use 9

Medicare:

Anthem offers risk adjustment and documentation training 10

Medicare Advantage member Explanation of Benefits redesigned 10

Keep up with Medicare news 11

Medicaid:

Copay update 12

Services requiring prior authorization 12

Prior authorization requirements for Emeticizumab-kxwh injection 14

Prior authorization requirements for Interferon beta-1a 15

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UPDATE: SmartShopper program to begin in Q3 2019

Published: Jan 1, 2019 - **Administrative**

This is an update to the December 2018 article about the SmartShopper program. In Kentucky, the program launch date will be in the **third quarter of 2019**. We will provide more information as we get closer to the launch date.

URL: <https://providernews.anthem.com/kentucky/article/update-smartshopper-program-to-begin-in-q3-2019>

Benefits to be available for chronic care management and advance care planning services effective February 23, 2019

Published: Jan 1, 2019 - **Administrative**

Anthem Blue Cross and Blue Shield (Anthem) is committed to investing in primary care, rewarding coordinated, patient-centered care, and promoting proactive chronic care management. In recognition of the time-intensive nature of this work, Anthem will reimburse chronic care management and advance care planning services for Commercial health plans effective for claims processed on or after February 23, 2019.

Chronic care management (CCM) is care rendered by a physician or non-physician health care provider and their clinical staff, once per calendar month, for patients with multiple (two or more) chronic conditions expected to last at least 12 months or until the death of the patient, and that place the patient at significant risk of death, acute exacerbation/decompensation, or functional decline. Only one practitioner can bill a CCM service per service period (month). Three CCM codes are included in this payment policy change: 99490, 99487 and 99489.

Advance care planning (ACP) is a face-to-face service between a physician or other qualified health care professional and a patient discussing advance directives with or without completing relevant legal forms. An advance directive is a document in which a patient appoints an agent and/or records the wishes of a patient pertaining to their medical treatment at a future time if they cannot decide for themselves at that time. No specific diagnosis is required for the ACP codes to be billed. It would be appropriate to report a condition for which you are counseling the beneficiary. Two ACP codes are included in the payment policy change: 99497 and 99498

Anthem requires patient consent prior to CCM or ACP service(s) being provided. Please refer to the current *Claims Requiring Additional Documentation* policy for more information. For more information, review our Bundled Services and Supplies policy dated February 23, 2019 by visiting the reimbursement policy page for your state, [Indiana](#), [Kentucky](#), [Missouri](#), [Ohio](#), [Wisconsin](#), found on [anthem.com](#).

URL: <https://providernews.anthem.com/kentucky/article/benefits-to-be-available-for-chronic-care-management-and-advance-care-planning-services-effective-february-23-2019-5>

HEDIS® 2019 starts early February

Published: Jan 1, 2019 - **Administrative**

We will begin requesting medical records in February via a phone call to your office followed by a fax.

The fax will contain 1) a cover letter with contact information your office can use to contact us if there are any questions; 2) a member list, which includes the member and HEDIS measure(s) the member was selected for; and 3) an instruction sheet listing the details for each HEDIS measure. **As a reminder, under HIPAA, releasing PHI for HEDIS data collection is permitted and does not require patient consent or authorization.** HEDIS and release of information is permitted under HIPAA since the disclosure is part of quality assessment and improvement activities [45 CFR 164.506(c) (4)]. For more information, visit www.hhs.gov/ocr/privacy.

HEDIS review is time sensitive, so please submit the requested medical records within **five business days**.

To return the medical record documentation back to us in the recommended 5-day turnaround time, simply choose one of these options:

Upload to our secure portal. This is quick and easy. Logon to www.submitrecords.com, enter the password included with your HEDIS Member List and select the files to be uploaded. Once uploaded you will receive a confirmation number to retain for your records.

OR

Send a secure fax to **1-888-251-2985**

OR

Mail to us via the **US Postal Service** to:

Anthem, Inc., 66 E. Wadsworth Park Drive, Suite 110H, Draper, UT 84020

Please contact your Provider Network Representative to let them know if you have a specific person in your organization that we should contact for HEDIS medical records.

Thank you in advance for your support of HEDIS.

HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).

URL: <https://providernews.anthem.com/kentucky/article/hedis-2019-starts-early-february-3>

Simplifying medication prior authorization processes

Published: Jan 1, 2019 - **Products & Programs** / Pharmacy

Anthem Blue Cross and Blue Shield (Anthem) is committed to offering efficient and streamlined solutions for submitting prior authorizations (PAs). This helps reduce the administrative burden while improving the member experience for their patients.

Anthem's *Proactive PA* process approves select drugs in real time, using an automated prior authorization (PA) process. *Proactive PA* uses integrated medical and pharmacy data to seamlessly approve medication prior authorization requests where diagnoses are required. Anthem's prior authorization process helps to ensure clinically appropriate use of medications.

Providers can take advantage of the electronic prior authorization (ePA) submission process by logging in at covermymeds.com. Creating an account is FREE, and many prior authorizations are approved in real time. Read more about the ePA submission process in the article published in December 2018. To access this article, select your state: [Indiana](#), [Kentucky](#), [Missouri](#), [Ohio](#), [Wisconsin](#)

Additionally, providers may be able to access real-time, patient-specific prescription drug benefits information through their electronic medical record (EMR) system. To learn more about this feature, refer to the article published in October 2018. To access this article, select

your state: [Indiana](#), [Kentucky](#), [Missouri](#), [Ohio](#), [Wisconsin](#)

URL: <https://providernews.anthem.com/kentucky/article/simplifying-medication-prior-authorization-processes-5>

Update regarding drugs not approved by the FDA

Published: Jan 1, 2019 - **Products & Programs** / Pharmacy

Anthem Blue Cross and Blue Shield (Anthem) continually monitors and updates the list of drugs not approved by the Food and Drug Administration (FDA), which are considered non-covered under prescription drug benefits. When drugs are added to this list, Anthem notifies impacted members that the drug is not FDA approved and will no longer be covered.

Effective December 1, 2018, [these drugs](#) were added to our list of drugs not approved by the FDA. For new members just beginning an Anthem plan or not yet having used one of these non-FDA-approved drugs, coverage for these drugs ended December 1, 2018.

Existing members who had been identified as already using at least one of the drugs added to the list received a letter to let them know their drug(s) will no longer be covered after December 31, 2018. However, if the patient had a prior authorization for a drug on [this list](#), coverage for that drug continued until the prior authorization expired on December 31, 2018.

URL: <https://providernews.anthem.com/kentucky/article/update-regarding-drugs-not-approved-by-the-fda-3>

Eligible facilities to bill modifiers JG and TB on 340B drugs

Published: Jan 1, 2019 - **Products & Programs** / Pharmacy

On November 1, 2017, the Centers for Medicare & Medicaid Services (CMS) issued its 2018 Outpatient Prospective Payment System “OPPS” Final Rule, [CMS CY2018 OPPS Final Rule](#), which finalized the Medicare Part B payment for certain drugs acquired through the 340B Program.

As appropriate, the 340B Program requires drug manufacturers to provide outpatient drugs to eligible health care organizations and covered entities at significantly discounted prices.

As described in the Final Rule, CMS established two new modifiers to identify 340B drugs – the “JG” and “TB” modifiers. Beginning January 1, 2018, affected entities were required to report these modifiers on outpatient claims for certain separately payable drugs or biologicals that are acquired through the 340B program and administered or dispensed to patients.

Beginning **April 1, 2019**, for our Commercial lines of business, Anthem Blue Cross and Blue Shield will require that all facilities eligible for the 340B Program bill these modifiers on all outpatient claims impacted by these modifiers.

These facilities are *excluded* from this billing requirement:

- Sole community hospitals (“SCHs”)
- Children’s hospital
- PPO-exempt cancer hospitals
- Critical access hospitals (“CAHs”)
- Drugs administered/dispensed in non-excepted hospital off-campus outpatient departments (“HOPDs”)

URL: <https://providernews.anthem.com/kentucky/article/eligible-facilities-to-bill-modifiers-jg-and-tb-on-340b-drugs>

Pharmacy information available at anthem.com

Published: Jan 1, 2019 - **Products & Programs** / Pharmacy

Visit [anthem.com/pharmacyinformation](https://www.anthem.com/pharmacyinformation) 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, and 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, go to Customer Support, select your state, Download Forms and choose “Select Drug List.” This drug list is also reviewed and updated regularly as needed.

FEP Pharmacy updates and other pharmacy related information may be accessed at www.fepblue.org > Pharmacy Benefits. AllianceRX Walgreens Prime is the specialty pharmacy program for the FEP. You can view the [2018 Specialty Drug List](#) or call us at 888-346-3731 for more information.

URL: <https://providernews.anthem.com/kentucky/article/pharmacy-information-available-at-anthemcom-5>

New Codes for Applied Behavior Analysis (ABA)

Published: Jan 1, 2019 - **Products & Programs** / Behavioral Health

Anthem Blue Cross and Blue Shield (Anthem) would like to make you aware of upcoming changes to the Kentucky Anthem Blue Cross and Blue Shield coding for Applied Behavior Analysis (ABA). The new coding will apply to covered services rendered on or after January 1, 2019 for plans that use the Blue Traditional®, Blue Access®, Blue Preferred®, and the Exchange/Off Exchange Networks.

As you submit new and renewing treatment plans for your Anthem members, beginning with dates of service January 1, 2019, please request ABA services using the new codes set forth by the American Medical Association (AMA).

Current ABA treatment authorizations that have already been approved through 2019 will be updated to reflect the new codes for the portion of the service that falls in 2019. Updated authorization letters reflecting the changes to the authorization will be sent to members and providers. You do not need to call and request that this update to current authorization take place. Claims submitted for 2019 dates of service should reflect the new codes.

If you have a question about any code you do not see on this list, we encourage you to access the online tool at *MyAnthem* via the Availity web portal. Go to anthem.com/provider > select *Kentucky* > select *Find Resources for Kentucky* > and on the left side of the Provider home page log in to the [Availity](#) portal. Or go to availity.com and select the Anthem Provider Portal.

Please note that the online fee schedules provide allowable amounts for current as well as historical codes and rates. Fee schedules with an effective date of January 1, 2019 may be available online at Availity after December 20, 2018.

For treatment plans authorized effective January 1, 2019 or after, the only codes payable to Applied Behavior Analysts will be the new codes approved by the AMA. All other codes will be denied.

Requests for concurrent reviews and/or new authorizations will reflect the coding changes and should be billed to match what is authorized. Coding other than what is reflected in an authorization for ABA services should not be billed and is not covered.

Please contact Network Development for any additional questions.

URL: <https://providernews.anthem.com/kentucky/article/new-codes-for-applied-behavior-analysis-aba-1>

Reminder: HCPCS code A0998 Ambulance response and treatment with no transport is active and available for use

Published: Jan 1, 2019 - **Guideline Updates** / Reimbursement Policies

In early 2018, Anthem Blue Cross and Blue Shield (Anthem) became one of the first major insurers to reimburse EMS providers for appropriate and medically necessary care billed under HCPCS code A0998 (Ambulance response and treatment, no transport). The code, which has been active since January 2018 for most standard Anthem benefit plans, allows EMS providers to receive reimbursement for treatment rendered in response to an emergency call to a member's home or scene, when transportation to the hospital emergency room (ER) was not provided. Previously, Anthem reimbursed EMS providers for treatment rendered only when a patient was transported to the ER.

Important reminders:

- The code is currently active and available for EMS use.
- If an EMS provider responds to an emergency call and provides appropriate treatment at-home or on-site without transporting to the ER, code A0998 can be used.

- The EMS provider must render treatment to the patient per EMS protocols which are approved by the medical director at the local or state level.
- Billing of A0998 when treatment is not rendered is not appropriate.
- Anthem will apply medical necessity review to A0998 using clinical guideline CG-ANC-06.
- HCPCS code A0998 applies to all of Anthem's commercial health plans, and reimbursement will be made in accordance with the member's benefits.

Questions?

- For contract questions, please reach out to your contract representative.
- For questions about using code A0998, please reach out to [Jay Moore](#), Senior Clinical Director for Anthem, Inc.

URL: <https://providernews.anthem.com/kentucky/article/reminder-hcpcs-code-a0998-ambulance-response-and-treatment-with-no-transport-is-active-and-available-for-use-1>

Anthem offers risk adjustment and documentation training

Published: Jan 1, 2019 - **State & Federal** / Medicare

Anthem Blue Cross and Blue Shield (Anthem) will offer general and condition-specific Medicare risk adjustment, documentation and coding training in 2019. Additional information will be available at [Important Medicare Advantage Updates](#) at [anthem.com/medicareprovider](https://www.anthem.com/medicareprovider).

URL: <https://providernews.anthem.com/kentucky/article/anthem-offers-risk-adjustment-and-documentation-training-1>

Medicare Advantage member Explanation of Benefits redesigned

Published: Jan 1, 2019 - **State & Federal** / Medicare

Anthem Blue Cross and Blue Shield (Anthem) recently introduced a redesigned monthly Explanation of Benefits (EOB) to Medicare Advantage members.

The new EOB includes:

- Personalized tips to help members save on health care expenses.
- A preventive care checklist — to point out opportunities for screenings or other care.
- Alerts when a claim needs immediate attention.

If you or your members have any questions about how to read the new EOB, please call the number on the back of the member ID card.

URL: <https://providernews.anthem.com/kentucky/article/medicare-advantage-member-explanation-of-benefits-redesigned-3>

Keep up with Medicare news

Published: Jan 1, 2019 - **State & Federal** / Medicare

Please continue to check [Important Medicare Advantage Updates](#) at [anthem.com/medicareprovider](https://www.anthem.com/medicareprovider) for the latest Medicare Advantage information, including:

- [New provider service phone number beginning January 1, 2019](#)
- [Medicare Advantage Reimbursement Policy: October Provider Bulletin](#)
- [Prior authorization requirements for Part B drugs: Moxetumomab Pasudotox, Cemiplimab and Fulphila](#)
- [Submit prior authorization medication requests electronically; new phone number for Medicare Advantage prescription prior authorizations](#)
- [CMS issues regulatory changes for short- and long-acting narcotics; days' supply limits effective January 1, 2019](#)

- [Inpatient Readmissions](#)

URL: <https://providernews.anthem.com/kentucky/article/keep-up-with-medicare-news-29>

Copay update

Published: Jan 1, 2019 - **State & Federal** / Medicaid

Beginning January 1, 2019, Anthem Blue Cross and Blue Shield Medicaid will apply copays for specific non-preventive services. The required copays cannot be waived and will apply regardless of whether Kentucky HEALTH is implemented.

Select the links below to view additional copay information and resources:

- [Kentucky Medicaid Copay Policy Update for Providers](#)
- [Managed Care Copayment FAQ & Quick Reference Guide for Providers](#)
- [Kentucky Medicaid Management Information System \(KYMMIS\)](#)

URL: <https://providernews.anthem.com/kentucky/article/copay-update>

Services requiring prior authorization

Published: Jan 1, 2019 - **State & Federal** / Medicaid

All programs require prior authorization (PA) for all covered specialty medications, where allowable by state. The scope of this notice will include both professional and facility requests for Medicaid business.

Specialty medications that are reported with not otherwise classified (NOC) designation codes and C-codes may also require PA before services are provided.

Regardless of whether PA is required, all services must be medically necessary to be covered. Even if PA is not required, to avoid a claim denial based on medical necessity, Anthem Blue Cross and Blue Shield Medicaid (Anthem) encourages providers to review our medical necessity criteria prior to rendering non-emergent services. Medical necessity criteria can be accessed by visiting the [Anthem Kentucky Medicaid webpage](#) to view the most current *Medical Policies* and *Clinical Utilization Management Guidelines*.

If no specific policy is available, the medical necessity review of a drug may be conducted using Medical Policy *ADMIN.00006: Review of Services for Benefit Determinations in the Absence of a Company Applicable Medical Policy or Clinical Utilization Management Guideline* and/or Clinical Utilization Management Guideline *CG-DRUG-01: Off-Label Drug and Approved Orphan Drug Use*.

Clinical review of specialty medications is in addition to services currently requiring PA. Providers are responsible for verifying eligibility and benefits for Anthem members before providing services. We recommend providers visit the [Anthem Kentucky Medicaid webpage](#) to review the list of services and service categories currently requiring PA, with a reminder that the list of services requiring PA will be updated as needed. For clarification regarding whether a specific code or service requires PA, call the number listed below. Except in an emergency, failure to obtain PA may result in denial of reimbursement.

Again, please be reminded that the list of services requiring PA will be updated as needed.

Requesting PA

To request PA, report a medical admission or for questions regarding PA, providers may use one of the following methods:

- Availity Portal: availability.com
- Fax: 1-800-964-3627
- Phone: 1-855-661-2028

Providers are strongly encouraged to revisit the *Government Business Division Reimbursement Policy Unlisted or Miscellaneous Codes* policy, which states NOC codes must be submitted with the correct national drug code (NDC) for proper claim payment. If the

required NDC data elements are missing or invalid for the procedure code on a claim line, the claim will be denied.

URL: <https://providernews.anthem.com/kentucky/article/services-requiring-prior-authorization-2>

Prior authorization requirements for Emicizumab-kxwh injection

Published: Jan 1, 2019 - **State & Federal** / Medicaid

Effective March 1, 2019, prior authorization (PA) requirements will change for injectable / infusible drug Emicizumab-kxwh to be covered by Anthem Blue Cross and Blue Shield Medicaid. Federal and state law, as well as state contract language and Centers for Medicare & Medicaid Services guidelines, including definitions and specific contract provisions/exclusions, take precedence over these PA rules and must be considered first when determining coverage. **Noncompliance with new requirements may result in denied claims.**

PA requirements will be added to the following:

- Emicizumab-kxwh — Injection, 0.5 mg (Q9995)

To request PA, you may use one of the following methods:

- **Web:** [availity.com](https://www.availity.com)
- **Fax:** 1-800-964-3627
- **Phone:** 1-855-661-2028

Not all PA requirements are listed here. PA requirements are available to contracted providers through the Availity Portal ([availity.com](https://www.availity.com)). Providers who are unable to access Availity may call us at **1-855-661-2028** for PA requirements.

URL: <https://providernews.anthem.com/kentucky/article/prior-authorization-requirements-for-emicizumab-kxwh-injection>

Prior authorization requirements for Interferon beta-1a

Published: Jan 1, 2019 - **State & Federal** / Medicaid

Effective March 1, 2019, prior authorization (PA) requirements will change for injectable/infusible drug Interferon beta-1a to be covered by Anthem Blue Cross and Blue Shield Medicaid. Federal and state law, as well as state contract language and Centers for Medicare & Medicaid Services guidelines, including definitions and specific contract provisions/exclusions, take precedence over these PA rules and must be considered first when determining coverage. **Noncompliance with new requirements may result in denied claims.**

PA requirements will be added to the following:

- Interferon beta-1a — injection, 30 mcg (J1826)

To request PA, you may use one of the following methods:

- **Web:** availity.com
- **Fax:** 1-800-964-3627
- **Phone:** 1-855-661-2028

Not all PA requirements are listed here. PA requirements are available to contracted providers through the Availity Portal (availity.com). Providers who are unable to access Availity may call us at **1-855-661-2028** for PA requirements.

URL: <https://providernews.anthem.com/kentucky/article/prior-authorization-requirements-for-interferon-beta-1a-6>
