



# Colorado Provider News

March 2021 Anthem Provider News and Important Updates --

Colorado

## Products & Programs:

Site of Care medical necessity reviews for long-acting colony-stimulating factors begin June 1, 2021 (MAC) . . . . . 3

## Pharmacy:

Anthem prior authorization updates for specialty pharmacy are available (MAC) . . . . . 3

Some HIV medication combinations may require prior authorization . . . . . 4

## Administrative:

Working with Anthem Webinars -- March 2021 schedule: Availity.com Tools and Functionality Overview . . . . . 5

Medical attachment capability now includes itemized bill and more! . . . . . 7

## Medical Policy & Clinical Guidelines:

Update: Notice of changes to the AIM Small Joint Surgery Guideline . . . . . 10

## Medicare:

Access to more claim denial information is now self-service . . . . . 11

New provider directory indicator for telehealth services . . . . . 12

Medical Policies and Clinical Utilization Management Guidelines update . . . . . 13

Keep up with Medicare news . . . . . 16

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# Site of Care medical necessity reviews for long-acting colony-stimulating factors begin June 1, 2021 (MAC)

Published: Mar 1, 2021 - Products & Programs

## Material Adverse Change (MAC)

[Site of Care medical necessity reviews for long-acting colony-stimulating factors begin June 1, 2021](#)

1019-0321-PN-CONV

### Article Attachments

[20210301-1019-0321-PN-CONV\\_MAC - SOC med nec reviews CO rv 20210213 final.pdf](#)  
application/pdf - 747.91 KB

**URL:** <https://providernews.anthem.com/colorado/article/site-of-care-medical-necessity-reviews-for-long-acting-colony-stimulating-factors-begin-june-1-2021-mac>

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# Anthem prior authorization updates for specialty pharmacy are available (MAC)

Published: Mar 1, 2021 - Products & Programs / Pharmacy

## Material Adverse Change (MAC)

[Anthem prior authorization updates for specialty pharmacy are available](#)

1007-0321-PN-CONV

### Article Attachments

[20210301-1007-0321-PN-CONV\\_MAC - Anthem Prior Auth Update for Specialty Rx - CO rv 20210219 final.pdf](#)  
application/pdf - 638.66 KB

**URL:** <https://providernews.anthem.com/colorado/article/anthem-prior-authorization-updates-for-specialty-pharmacy-are-available-mac-22>

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## Some HIV medication combinations may require prior authorization

Published: Mar 1, 2021 - **Products & Programs** / Pharmacy

Starting May 1, 2021, Anthem Blue Cross and Blue Shield (Anthem) will implement a new prior authorization for HIV medications to help ensure patients are not receiving therapeutic duplications when taking certain combinations. Providers and members expected to be impacted by this policy will receive advanced notice by mail.

In order for members to continue to receive coverage for the drug combination, providers must submit a separate prior authorization form for each drug and provide the medical necessity rationale for why the drug combination is clinically needed.

Combinations that are considered clinical duplicates are based on drug mechanism of action (MOA) and developed in accordance with the U.S. Department of Health and Human Services HIV Guidelines.

The duplicate therapy policy may trigger as a result of one of the following drug combinations:

Duplicate Name	Duplicate Description	Example
Integrase stand transfer inhibitors (INSTI)	Two drug products each containing a drug with an INSTI mechanism of action.	Isentress ( <b>raltegravir</b> ) and Dovato ( <b>dolutegravir/lamivudine</b> ).
Non-nucleoside reverse transcriptase inhibitors (NNRTI)	Two drug products each containing a drug with an NNRTI mechanism of action.	Edurant ( <b>rilpivirine</b> ) and Symfi ( <b>efavirenz/lamivudine/TDF</b> ).
Protease inhibitors (PI)	Two drug products each containing a drug with a PI mechanism of action.	Prezcobix ( <b>darunavir/cobicistat</b> ) and Reyataz ( <b>atazanavir</b> ).
Nucleoside reverse transcriptase inhibitors (NRTI)	Two drug products that together result in four NRTI active ingredients.	Truvada ( <b>emtricitabine/TDF</b> ) and Biktarvy ( <b>bictegravir/emtricitabine/TAF</b> ).
Boosters	Two drug products that result in a combination of the protease inhibitor boosters, ritonavir and cobicistat.	Prezcobix ( <b>darunavir/cobicistat</b> ) and Kaletra ( <b>lopinavir/ritonavir</b> ).

As a reminder, prior authorizations may be submitted via phone, fax, or online (through [www.CoverMyMeds.com](http://www.CoverMyMeds.com)). If you have any questions regarding this policy, please contact the Provider Customer Service on the back of the members ID card.

1002-0321-PN-CONV

URL: <https://providernews.anthem.com/colorado/article/some-hiv-medication-combinations-may-require-prior-authorization-4>

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## **Working with Anthem Webinars -- March 2021 schedule: Availity.com Tools and Functionality Overview**

Published: Mar 1, 2021 - **Administrative**

We are continuing our series of “Working with Anthem” webinars for 2020. These webinars are focused on one topic each session, and designed to help our providers and their staff learn how to use the tools currently available to improve operational efficiency when working with Anthem Blue Cross and Blue Shield (Anthem).

### **2021 Subject Specific Webinars -- March schedule**

<b>Topic:</b>	<b>Availity.com Tools and Functionality Overview</b>
<b>Date/Time:</b>	<b>Tuesday, March 30, 2021, 12pm MT</b>
<b>Description:</b>	<p>Learn about tools and functionality available on Availity such as:</p> <ul style="list-style-type: none"> <li>• Availity Registration and login</li> <li>• Basic Transactions: <ul style="list-style-type: none"> <li>• Eligibility and Benefits inquiry</li> <li>• Electronic Member ID cards</li> <li>• Authorization requests/inquiries via Interactive Care Reviewer (ICR)</li> <li>• Claim Submissions</li> <li>• Medical Attachments</li> <li>• Claim Status Inquiry</li> </ul> </li> <li>• Access to on demand training such as Onboarding</li> <li>• Payer Spaces: <ul style="list-style-type: none"> <li>• Chat with Payer</li> <li>• Claim History</li> <li>• Clear Claim Connection</li> <li>• Fee Schedule tool</li> <li>• Remittance Inquiry</li> </ul> </li> <li>• Plus more!</li> </ul>
<b>Registration link:</b>	<a href="https://anthem.webex.com/anthem/onstage/g.php?PRID=b6a696587e498199466cad7231c908d">https://anthem.webex.com/anthem/onstage/g.php?PRID=b6a696587e498199466cad7231c908d</a>

Webinars are offered using Cisco WebEx. There is no cost to attend. Access to the internet, an email address and telephone is all that's needed. **Attendance is limited, so please register today.**

Watch for additional topics and dates in future issues of our monthly provider newsletter throughout the year. We also will continue to offer our Fall Provider Seminars which will continue to cover a variety of topics in face-to-face and webinar options.

## Recorded sessions:

Most sessions are recorded and playback versions are available on our Registration Page. The top portion of the page will show “**Upcoming Events**” and the bottom portion will show “**Event Recordings**”.

*Note: Even if you are unavailable to attend, please register to ensure you receive the event recording password once available as it's distributed to all that register.*

962-0221-PN-CO

**URL:** <https://providernews.anthem.com/colorado/article/working-with-anthem-webinars-march-2021-schedule-availability-com-tools-and-functionality-overview>

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## Medical attachment capability now includes itemized bill and more!

Published: Mar 1, 2021 - **Administrative**

To help ensure accuracy and eliminate delays in the adjudication of your claims, the itemized bill must be included with qualifying claim submissions. Submitting an itemized bill (unsolicited\* medical attachment) for a high dollar claim just got easier!

To submit an itemized bill (unsolicited medical attachment):

1. Log in to Availity Portal
2. Select **Claims & Payments | Attachments – New**
3. Select **Send Attachment**
4. Under **Request for Information**, select **No, if you are including the supplemental information/attachment for an 837 claim PWK.** (see example below)

Request for Information

**Select Yes**, if you are responding to a request from the health plan or need to submit documentation for a specific claim number.

**Select No**, if you are including the supplemental information/attachment for an 837 claim PWK.

Yes  No

5. Include provider, patient and claim information
6. Attach supporting documentation and reason (example shown below)
7. Send attachment(s)

#### Attach Supporting Documentation

**ADDING ATTACHMENTS:**

- This Health Plan supports file types including .jpeg, .jpg, .pdf, .tif and .tiff.
- File names cannot contain spaces or special characters with the exception of "\_", "-" and ".".

Reason

Choose one ...

11503-0 - Medical Records

48768-6 - Itemized Bills

Clear Values

Add File

Add Attachment

Send Attachment(s)

Providers can also submit a claim attachment using the Availity Portal for solicited\*\* medical attachments.

To submit supporting documentation in response to a formal (solicited) request from the payer:

- Log in to Availity Portal
- Select **Claims & Payments | Attachments – New**
- Select **Send Attachment**
- Under the **Request for Information**, select **Yes, if you are responding to a request from the health plan or need to submit documentation for a specific claim number** (see example below)
- Add supporting documentation and reason
- Submit



## Request for Information

**Select Yes**, if you are responding to a request from the health plan or need to submit documentation for a specific claim number.

**Select No**, if you are including the supplemental information/attachment for an 837 claim PWK.

Yes  No

Documentation Type 

Select... | v

### Other Claim Documentation Request

Quality Claims Review (QCR)

Special Investigations Unit (SIU)

Additionally, if you attended a previous webinar, we have updated information on submitting an EDI 837 batch that includes a PWK segment in loops 2300/2400. The update is regarding the linkage between the electronic claim and your supplemental documentation that can be submitted through the Availity portal.

### What does this mean for you?

You may now submit attachments electronically (EDI) using the PWK segment to specify that documents are being submitted in support of the claim and no additional face sheet or coversheet is needed.

Here are the steps:

- Log in to Availity Portal
- Select **Claims & Payments | Attachments - New**
- From the **Inbox** tab, select the appropriate claim or open the request in your work queue
- Add files with supporting documentation
- Submit

### Get Trained

- Attend an Availity-hosted webinar to learn more about all capabilities. You can register for an upcoming live webinar hosted by Availity [here](#), **or**

- Log into [Availity.com](https://www.availity.com) and select **Help & Training | Get Trained** to open the Availity Learning Center in a new tab (it is your dedicated ALC account).
- Search by keyword (**Medattach**) to find on-demand and live training options
- Select **Enroll** to enroll for a course and then go to your Dashboard to access it any time

Get started today with these wide-ranging capability enhancements to transform your business operations to a quick, secure, paperless and simple process to fulfill medical records requests electronically through Availity.

\*Unsolicited attachment: Documentation submitted without a formal request from the payer

\*\*Solicited attachment: Documentation submitted in response to a specific request from payer

1017-0321-PN-CONV

URL: <https://providernews.anthem.com/colorado/article/medical-attachment-capability-now-includes-itemized-bill-and-more>

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## Update: Notice of changes to the AIM Small Joint Surgery Guideline

Published: Mar 1, 2021 - **Policy Updates** / Medical Policy & Clinical Guidelines

As of November 1, 2020, AIM Specialty Health® (AIM) began administering the AIM Musculoskeletal program to perform medical necessity reviews for certain elective surgeries of the small joints using AIM clinical guidelines for Anthem Blue Cross fully insured members and some ASO groups.

Effective March 14, 2021, the [AIM Small Joint Surgery Guideline](#) has been updated with the following:

- Clarified requirements for imaging reports.
- Removed radiographic requirement for confirmation of lesser toe deformities.
- Ankle arthrodesis and total ankle arthroplasty added as new indications for revision of failed previous reconstructions.
- Removed total ankle arthroplasty requirements for adjacent joint or inflammatory arthritis.
- Clarified contraindications only apply to total ankle arthroplasty.

Providers should continue to submit prior authorization review requests to AIM using one of the following ways:

- Access AIM's **ProviderPortal**<sub>ISM</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://www.availity.com).
- Call the AIM Contact Center toll-free number at 877-291-0366, Monday–Friday, 8:00 a.m.–6:00 p.m. MT.

For questions, please contact the provider number on the back of the member ID card.

993-0321-PN-CONV

**URL:** <https://providernews.anthem.com/colorado/article/update-notice-of-changes-to-the-aim-small-joint-surgery-guideline-3>

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

Published: Mar 1, 2021 - **State & Federal** / Medicare

Effective for dates of service on and after April 1, 2021, the following specialty pharmacy drugs and corresponding codes from current *Clinical Criteria* noted below will be included in our medical step therapy precertification review process. Step therapy review applies upon precertification initiation or renewal in addition to the current medical necessity review.

<i>Clinical Criteria</i>	Status	Drug(s)	HCPCS codes
ING-CC-0011	Nonpreferred	Ocrevus <sup>®</sup> , injection, 1 mg	J2350
ING-CC-0160	Nonpreferred	Eptinezumab, injection 1 mg	J3032

The *Clinical Criteria* is publicly available on our provider website. Visit the [Clinical Criteria](#) website to search for specific *Clinical Criteria*.

### What if I need assistance?

If you have questions about this communication or need assistance with any other item, contact your local Provider Relations representative.

ABSCRNU-0193-20

URL: <https://providernews.anthem.com/colorado/article/access-to-more-claim-denial-information-is-now-self-service-6>

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## New provider directory indicator for telehealth services

Published: Mar 1, 2021 - State & Federal / Medicare

Anthem Blue Cross and Blue Shield will begin publishing a new indicator in our online provider directories to help members easily identify professional providers who offer telehealth services.

We encourage providers who offer telehealth services to use the online *Provider Maintenance Form* to notify us, and we will add a telehealth indicator to your online provider directory profile.

Visit <http://www.anthem.com> to locate the *Provider Maintenance Form*. Please contact Provider Services if you have any questions.

- [Colorado Provider Maintenance Form](#)

ABSCRNU-0203-20

URL: <https://providernews.anthem.com/colorado/article/new-provider-directory-indicator-for-telehealth-services-17>

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## Medical Policies and Clinical Utilization Management Guidelines update

Published: Mar 1, 2021 - **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 policies and guidelines were revised to provide clarification only and are not included. Existing precertification requirements have not changed. **Please note:** The *Medical Policies* and *Clinical UM Guidelines* below are followed in the absence of Medicare guidance.

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

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

### Notes/updates:

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

**\*GENE.00055** – Gene Expression Profiling for Risk Stratification of Inflammatory Bowel Disease (IBD) Severity

Gene expression profiling for risk stratification of inflammatory bowel disease (IBD) severity, including use of PredictSURE IBD, is considered investigational and not medically necessary for all indications

**\*LAB.00037** – Serologic Testing for Biomarkers of Irritable Bowel Syndrome (IBS)

Serological testing for biomarkers of irritable bowel syndrome (for example, CdtB and anti-vinculin), using tests such as, IBSDetex, ibs-smart or IBSchek, is considered investigational and not medically necessary for screening, diagnosis or management of irritable bowel syndrome, and for all other indications

**\*DME.00011** – Electrical Stimulation as a Treatment for Pain and Other Conditions: Surface and Percutaneous Devices

Revised scope to only include non-implantable devices and moved content addressing implantable devices to SURG.00158

Added “non-implantable” to bullet point on percutaneous neuromodulation therapy

Added percutaneous electrical nerve field stimulation (PENFS) as investigational and not medically necessary for all indications

**\*SURG.00062** – Vein Embolization as a Treatment for Pelvic Congestion Syndrome and Varicocele

Expanded scope to include percutaneous testicular vein embolization for varicocele and added embolization of the testicular (spermatic) veins as investigational and not medically necessary as a treatment of testicular varicocele

**\*CG-LAB-15** – Red Blood Cell Folic Acid Testing

RBC folic acid testing is considered not medically necessary in all cases

**\*CG-LAB-16** – Serum Amylase Testing

Serum amylase testing is considered not medically necessary for acute and chronic pancreatitis and all other conditions

**\*CG-GENE-04** – Molecular Marker Evaluation of Thyroid Nodules

Added the Afirma Xpression Atlas as not medically necessary

**SURG.00158** – Implantable Peripheral Nerve Stimulation Devices as a Treatment for Pain

A ***new Medical Policy*** was created from content contained in DME.00011.

There are no changes to the policy content.

Publish date is December 16, 2020.

**CG-GENE-21** – Cell-Free Fetal DNA-Based Prenatal Testing

A ***new Clinical Guideline*** was created from content contained in GENE.00026.

There are no changes to the guideline content.

Publish date is December 16, 2020.

### ***Medical Policies***

On November 5, 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 March 8, 2021.

<b>Publish date</b>	<b>Medical Policy number</b>	<b>Medical Policy title</b>	<b>New or revised</b>
12/16/2020	*GENE.00055	Gene Expression Profiling for Risk Stratification of Inflammatory Bowel Disease (IBD) Severity	New
12/16/2020	*LAB.00037	Serologic Testing for Biomarkers of Irritable Bowel Syndrome (IBS)	New
11/12/2020	ANC.00009	Cosmetic and Reconstructive Services of the Trunk and Groin	Revised
12/16/2020	*DME.00011	Electrical Stimulation as a Treatment for Pain and Other Conditions: Surface and Percutaneous Devices	Revised
11/12/2020	GENE.00052	Whole Genome Sequencing, Whole Exome Sequencing, Gene Panels, and Molecular Profiling	Revised
11/12/2020	MED.00129	Gene Therapy for Spinal Muscular Atrophy	Revised
12/16/2020	SURG.00011	Allogeneic, Xenographic, Synthetic and Composite Products for Wound Healing and Soft Tissue Grafting	Revised
12/16/2020	*SURG.00062	Vein Embolization as a Treatment for Pelvic Congestion Syndrome and Varicocele	Revised

### ***Clinical UM Guidelines***

On November 5, 2020, the MPTAC approved the following *Clinical UM Guidelines* applicable to Anthem. These guidelines were adopted by the medical operations committee for Anthem members on November 19, 2020. These guidelines take effect March 8, 2021.

<b>Publish date</b>	<b>Clinical UM Guideline number</b>	<b>Clinical UM Guideline title</b>	<b>New or revised</b>
12/16/2020	<b>*CG-LAB-15</b>	<b>Red Blood Cell Folic Acid Testing</b>	New
12/16/2020	<b>*CG-LAB-16</b>	<b>Serum Amylase Testing</b>	New
11/12/2020	<b>CG-DME-42</b>	<b>Non-implantable Insulin Infusion and Blood Glucose Monitoring Devices</b>	Revised
12/16/2020	<b>*CG-GENE-04</b>	<b>Molecular Marker Evaluation of Thyroid Nodules</b>	Revised
12/16/2020	<b>CG-GENE-18</b>	<b>Genetic Testing for TP53 Mutations</b>	Revised
12/16/2020	<b>CG-GENE-20</b>	<b>Epidermal Growth Factor Receptor (EGFR) Testing</b>	Revised
11/12/2020	<b>CG-MED-87</b>	<b>Single Photon Emission Computed Tomography Scans for Noncardiovascular Indications</b>	Revised

ABSCRNU-0206-21

**URL:** <https://providernews.anthem.com/colorado/article/medical-policies-and-clinical-utilization-management-guidelines-update-42>

## Keep up with Medicare news

Published: Mar 1, 2021 - **State & Federal** / Medicare

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

- [MCG Care Guidelines 24th edition customization](#)
- [DME checklist of information needed from providers](#)

ABSCRNU-0201-20  
ABSCRNU-0205-21

**URL:** <https://providernews.anthem.com/colorado/article/keep-up-with-medicare-news-191>