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# COVID-19 Information repository for Anthem care providers

Published: May 1, 2020 - Administrative

For the most up-to-date information from Anthem about COVID-19, please bookmark [Provider News Home](#) and check back often. The most recent articles will be displayed in the *Provider Spotlight* section at the top of the page.

Article Attachments

For a repository of all COVID-19 related articles in one location, please reference the publication titled [COVID-19 Information](#) under *Articles by Publication*.

The screenshot shows the Anthem Georgia Provider Communications website. The top navigation bar includes 'Provider Home', 'Subscribe to Email', and an 'Article Search' box. The main header features the Anthem logo and 'GEORGIA Provider Communications'. On the left, there are three sections: 'Articles by Publication' with a red box around 'COVID-19 information', 'Articles by Category' with a list of categories, and 'Articles by Date' with a list of months. The main content area is titled 'Provider Spotlight' and contains three articles: 'Important COVID-19 update: Prior authorization and other policy adjustments (Updated April 17, 2020)', 'Information from Anthem for Care Providers about COVID-19 (Updated April 16, 2020)', and 'Federal Resources Available for Care Providers and Employers in the Federal CARES Act'. Below this is an 'Articles | Recent' section with a table of recent articles.

Title	Publication	Category	Date
Anthem to delay most 4/1/2020 formulary list updates for commercial health plan pharmacy benefit	April 2020 Anthem Provider News - Georgia	Pharmacy	Apr 1, 2020
Anthem Waives Cost Share for COVID-19 Treatment	COVID-19 Information	Administrative	Apr 1, 2020

444-0520-PN-GA

URL: <https://providernews.anthem.com/georgia/article/covid-19-information-repository-for-anthem-care-providers>

## Diabetes HbA1c<8 coding tips

Published: May 1, 2020 - Administrative

Diabetes is a complex chronic illness requiring ongoing patient monitoring. NCQA includes diabetes in its HEDIS® measures on which providers are rating annually. Since diabetes HbA1c testing is a key measure to assess for future medical conditions related to complications of undiagnosed diabetes, the National Commission for Quality Assurance (NCQA) requires health plans to review claims for diabetes in patient health records. The findings contribute to health plan stars ratings for Commercial and Medicare plans and the Quality Rating System (QRS) measurement for Marketplace plans. A systematic sample of patient records is pulled annually as part of the HEDIS® medical record review to assess for documentation.

### Which HEDIS measures are Diabetes Measures?

The diabetes measures focus on members 18-75 years of age with diabetes (type 1 and type 2) who had each of the following assessments:

- Hemoglobin A1c (HbA1c) testing
- HbA1c poor control (>9.0%)
- HbA1c control (<8.0%)
- Dilated Retinal exam
- Medical attention for nephropathy

The American College of Physicians' guidelines for people with type 2 diabetes recommend the desired A1c blood sugar control levels remain between 7 to 8 percent.<sup>1</sup>

In order to meet the HEDIS measure "HbA1c control <8", you must document the date the test was performed and the corresponding result. For this reason, report one of the four Category II codes and use the date of service as the date of the test, not the date of the reporting of the Category II code.

To report most recent hemoglobin A1c level hemoglobin A1c level greater than or equal to 8.0% and less than 9.0%, use 3052F. To report most recent A1c level ≤9.0%, use codes 3044F, 3051F, 3052F.<sup>2</sup>

1. Most recent hemoglobin A1c level less than 7.0% use 3044F

2. Most recent hemoglobin A1c (HbA1c) level greater than or equal to 7.0% and less than 8.0% use 3051F
3. Most recent hemoglobin A1c (HbA1c) level greater than or equal to 8.0% and less than or equal to 9.0% use 3052F
4. Most recent hemoglobin A1c level greater than 9.0% use 3046F

*NOTE: Multiple dates of service may be associated with a single lab test (e.g., a collection date, a reported date and a claim date). For a laboratory test CPT II code to count toward HEDIS, the Category II date of service and the test result date must be no more than seven days apart.*

Continued management and diverse pathways to care are essential in controlling blood glucose and reducing the risk of complications. While it is extremely beneficial for the patient to have continuous management, it also benefits our providers. As HEDIS rates increase, there is potential for the provider to earn maximum or additional revenue through Pay for Quality, Value Based Services, and other pay-for-performance models.<sup>3</sup>

Sources include:

- Diabetes Prevalence: 2015 state diagnosed diabetes prevalence, [cdc.gov/diabetes/data](http://cdc.gov/diabetes/data); 2012 state undiagnosed diabetes prevalence, Dall et al., "The Economic Burden of Elevated Blood Glucose Levels in 2012", *Diabetes Care*, December 2014, vol. 37.
- Diabetes Incidence: 2015 state diabetes incidence rates, [cdc.gov/diabetes/data](http://cdc.gov/diabetes/data)
- Cost: American Diabetes Association, "Economic Costs of Diabetes in the U.S. in 2017", *Diabetes Care*, May 2018.
- Research expenditures: 2017 NIDDK funding, [projectreporter.nih.gov](http://projectreporter.nih.gov); 2017 CDC diabetes funding, [www.cdc.gov/fundingprofiles](http://www.cdc.gov/fundingprofiles)

1 <https://www.medicalnewstoday.com/articles/321123#An-A1C-of-7-to-8-percent-is-recommended>  
2 <https://www.ama-assn.org/system/files/2020-01/cpt-cat2-codes-alpha-listing-clinical-topics.pdf>  
3 <https://www.cms.gov/medicare/quality-initiatives-patient-assessment-instruments/value-based-programs/value-based-programs.html>

402-0520-PN-GA

URL: <https://providernews.anthem.com/georgia/article/diabetes-hba1c8-coding-tips>

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## Reminder about system updates

Published: May 1, 2020 - Administrative

As a reminder, we are continuing to update our claim editing software for outpatient claims on a monthly basis throughout 2020. These updates will:

- reflect the addition of new, and revised codes (e.g. CPT, HCPCS, ICD-10, modifiers) and their associated edits
- include updates to National Correct Coding Initiative (NCCI) edits
- include updates to incidental, mutually exclusive, and unbundled (rebundle) edits
- include assistant surgeon eligibility in accordance with the policy
- include edits associated with reimbursement policies including, but not limited to, frequency edits, medically unlikely edits, bundled services and global surgery preoperative and post-operative periods assigned by The Centers for Medicare & Medicaid Services (CMS)
- apply to any provider or provider group (tax identification number) and may apply to both institutional and professional claim types including looking across claim types to determine where conflicts may exist between professional (CMS-1500) claims and institutional (CMS-1450) claims.

413-0520-PN-GA

URL: <https://providernews.anthem.com/georgia/article/reminder-about-system-updates>

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## Anthem provider service location address standardization helpful hint

Published: May 1, 2020 - Administrative

### United States Postal Service (USPS) Address Standardization

Anthem uses United States Postal Service (USPS) address standardization for all address updates. If you identify that the address Anthem has on file is not in the standardized USPS format, please submit an address update through our online [Provider Maintenance Form \(PMF\)](#). For change(s) that require submission of an updated IRS Form, W9, or other documentation, attach them to the form on-line prior to submitting.

We encourage all providers to verify their address on [USPS.com](https://usps.com) prior to submitting an updated address.

424-0520-PN-GA

**URL:** <https://providernews.anthem.com/georgia/article/anthem-provider-service-location-address-standardization-helpful-hint>

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## 2020 Provider Manual

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

Anthem Blue Cross and Blue Shield reviews and updates our online provider manuals annually. The updated [2020 Provider Manual](#) is now available on [anthem.com](https://anthem.com).

425-0520-PN-GA

**URL:** <https://providernews.anthem.com/georgia/article/2020-provider-manual-1>

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## Anthem Commercial Risk Adjustment (CRA) prospective program update: Assessing your patients for risk adjustable conditions

Published: May 1, 2020 - **Products & Programs**

We understand the increased risk and strain on the health care system during the fight against COVID-19, and we support you in the response and treatment of your patients. Telehealth is now an option to assess your patients with risk adjustable conditions. Anthem's Prospective Risk Adjustment program works to improve risk adjustment accuracy and focus on performing appropriate interventions for patients with undocumented Hierarchical Condition Categories (HCC), in order to help you close your patients' gaps in care. This program involves:

- Member outreach encouraging primary care physicians (PCP) in-person or telehealth visits.
- Refer to Anthem's COVID-19 FAQ in Provider News for updates about telehealth reimbursement guidance.

- Provider outreach sharing previously coded and suspected conditions, and encouraging member visits.
- PCP alternatives to complete Health Assessments.

### **Inovalon Requests**

Consistent with 2019, we have again engaged a vendor, Inovalon – an independent company that provides secure, clinical documentation services – to help us comply with the provisions of the Affordable Care Act that require us to assess members’ relative health risk levels. In the coming weeks and months, Inovalon will begin sending letters to providers as part of a new risk adjustment cycle, asking for your help with completing Health Assessments for some of our members.

If you worked with Inovalon in 2019, many thanks for your help. This year will bring a new round of assessments because chronic conditions must be assessed and coded each and every year. As always, if you have questions about the requests you receive, you can reach Inovalon directly at 1-877-448-8125.

### **Prospective Program ask of Providers:**

- Anthem network providers – usually PCPs – receive letters from Inovalon, requesting that they:
  1. **Schedule a comprehensive in-person or telehealth visit** with patients identified by Inovalon to confirm or deny if previously coded or suspected diagnoses exists, and;
  2. **Submit a Health Assessment** documenting the previously coded or suspected diagnoses (also called SOAP Notes - *Subjective, Objective, Assessment and Plan*).

### **Incentives for properly submitted Health Assessments (these incentives are in addition to the office visit reimbursement):**

- **\$100 for each Health Assessment properly submitted electronically**
- **\$50 for each Health Assessment properly submitted via fax**

### **Submit electronically via Inovalon’s ePASS tool:**

- **Inovalon ePASS® Training Webinars**



- Every Wednesday - 3:00 - 4:00 PM EST
- **Join an ePASS webinar:**
  - Register by sending an email to [ePASSProviderRelations@inovalon.com](mailto:ePASSProviderRelations@inovalon.com) with your name, organization, contact information and the date of the webinar you wish to attend.

## Alternative Engagement

ePASS® is our preferred method for submission. However to improve engagement and collaborate with our providers who are not submitting via ePASS®, we have identified other tools which may be helpful. If in 2019 your practice utilized some of these alternative options for prospective member outreach, we thank you for continuing on these alternative forms of program participation into 2020.

For those providers not familiar with our alternative options, they are listed here. Telehealth visits are also an acceptable form of a patient visit for these alternative engagement options. Any questions your office has on these can be directed to either your local Provider Representative, or the Anthem CRA Network Education Representative listed below.

- **EPHC Providers using PCMS** - Providers participating in our Enhanced Personal Health Care (EPHC) program can use member reports from our PCMS tool to schedule members for comprehensive visits. PCMS does have a link to take you directly to the Inovalon ePASS® tool where completed Health Assessments will result in a \$100 incentive payment per submitted Health Assessment.
- **List of Members to be scheduled** - Anthem CRA provides member/patient reports for providers to schedule members for comprehensive visits. Providers use normal gap closure through claims submission. No Health Assessment needed. Not eligible for additional incentive.
- **EPIC Patient Assessment Form (PAF)** - Providers with EPIC as their electronic medical record (EMR) system can fax the EPIC PAF to Inovalon at 1-866-682-6680 with a coversheet indicating "see attached Anthem Progress Note," which is eligible for a \$50 incentive payment.
- **Providers Existing Patient Assessment Form (PAF)** - Utilize providers existing EMR system and applicable PAF. Must be submitted to Inovalon at 1-866-682-6680 with coversheet indicating, "see attached Anthem Progress Note" which is eligible for a \$50 incentive payment.

Please contact Alicia Estrada, our Commercial Risk Adjustment Network Education Representative, via email at [Alicia.Estrada@anthem.com](mailto:Alicia.Estrada@anthem.com) if you have any questions.

Thank you for your continued efforts with our CRA Program.

416-0520-PN-GA

**URL:** <https://providernews.anthem.com/georgia/article/anthem-commercial-risk-adjustment-cra-prospective-program-update-assessing-your-patients-for-risk-adjustable-conditions-1>

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## Updates to AIM Advanced Imaging clinical appropriateness guideline

Published: May 1, 2020 - **Products & Programs**

Effective for dates of service on and after August 16, 2020, the following updates will apply to the AIM Advanced Imaging of the Chest and AIM Oncologic Imaging Clinical Appropriateness Guidelines.

### **Advanced Imaging of the Chest updates by section:**

#### Tumor or Neoplasm

- Allowed follow up of nodules less than 6 mm in size seen on incomplete thoracic CT, in alignment with follow up recommendations for nodules of the same size seen on complete thoracic CT
- Added new criteria for which follow up is indicated for mediastinal and hilar lymphadenopathy
- Separated mediastinal/hilar mass from lymphadenopathy, which now has its own entry

#### Parenchymal Lung Disease – not otherwise specified

- Removed as it is covered elsewhere in the document (parenchymal disease in Occupational lung diseases and pleural disease in Other thoracic mass lesions)

Interstitial lung disease (ILD), non-occupational including idiopathic pulmonary fibrosis (IPF)

- Defined criteria warranting advanced imaging for both diagnosis and management

#### Occupational lung disease (Adult only)

- Moved parenchymal component of asbestosis into this indication
- Added Berylliosis

#### Chest Wall and Diaphragmatic Conditions

- Removed screening indication for implant rupture due to lack of evidence indicating that outcomes are improved
- Limited evaluation of clinically suspected rupture to patients with silicone implants

#### **Oncologic Imaging updates by section:**

##### MRI breast

- New indication for BIA-ALCL
- New indication for pathologic nipple discharge
- Further define the population of patients most likely to benefit from preoperative MRI

##### Breast cancer screening

- Added new high risk genetic mutations appropriate for annual breast MRI screening

##### Lung cancer screening

- Added asbestos-related lung disease as a risk factor

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://www.availity.com).
- Call the AIM Contact Center toll-free number: 866-714-1103, Monday–Friday, 8:00 a.m.–6:00 p.m. ET.

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](#).

426-0520-PN-GA

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

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## Updates to AIM Sleep Disorder Management clinical appropriateness guideline

Published: May 1, 2020 - Products & Programs

Effective for dates of service on and after August 16, 2020, the following updates will apply to the AIM Sleep Disorder Management Clinical Appropriateness Guideline.

### Sleep Disorder Management updates by section:

#### Bi-Level Positive Airway Pressure Devices

- Change in BPAP FiO<sub>2</sub> from 45 to 52 mmHg based on strong evidence and aligns with Medicare requirements for use of BPAP.

#### Multiple Sleep Latency Testing and/or Maintenance of Wakefulness Testing

- Style change for clarity
- Code Changes: None

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

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- Access AIM via the Availity Web Portal at [availity.com](https://availity.com).
- Call the AIM Contact Center toll-free number: 866-714-1103, Monday–Friday, 8:00 a.m.–6:00 p.m. ET.

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](#).

427-0520-PN-GA

URL: <https://providernews.anthem.com/georgia/article/updates-to-aim-sleep-disorder-management-clinical-appropriateness-guideline-8>

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## Updates to AIM MSK Interventional Pain Management Clinical Appropriateness Guideline

Published: May 1, 2020 - Products & Programs

Effective for dates of service on and after August 16, 2020, the following updates will apply to the AIM Musculoskeletal Program: Interventional Pain Management Clinical Appropriateness Guideline.

### **Musculoskeletal Program: Interventional Pain Management Guideline updates by section:**

#### General Requirements – Conservative Management

- Addition of physical therapy or home therapy requirement and one complementary modality based on preponderance of benefit over harm to conservative care
- Align with approach to conservative management defined in spine and joint surgery guidelines

#### Epidural Injection Procedures and Diagnostic Selective Nerve Root Blocks

- Addition of statement about adherence to ESI procedural best practices established by FDA Safe Use Initiative. Recommendations are intended for provider education and will not be used for adjudication.
- Clarification of intent around requirement for advanced imaging for repeat injections

#### Paravertebral Facet Injection/Nerve Block/Neurolysis

- Remove indication for 4 unilateral medial branch blocks per session based on panel consensus

#### Paravertebral Facet Injection/Nerve Block/Neurolysis continued

- Procedural clarification restricting use of corticosteroids for diagnostic MBB based on panel consensus
- Limit use of intra-articular steroid injection to mechanical disruption of a facet synovial cyst
- Remove indication for intra-articular steroid injections based on new evidence for lack of efficacy
- Increase duration of initial RFN efficacy needed to avoid a MBB to 6 months based on panel consensus
- Clarification that MBB or RFN is not medically necessary after spinal fusion

#### Spinal Cord and Nerve Root Stimulators

- Clarify inclusion of different stimulation methods for spinal cord stimulation
- Add new indication for dorsal root ganglion stimulation
- Clarify exclusions for spinal cord and dorsal root ganglion stimulation

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: 866-714-1103, Monday–Friday, 8:00 a.m.–6:00 p.m. ET.

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](#).

428-0520-PN-GA

**URL:** <https://providernews.anthem.com/georgia/article/updates-to-aim-msk-interventional-pain-management-clinical-appropriateness-guideline>

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## Updates to AIM Musculoskeletal Program Joint Surgery clinical appropriateness guidelines

Published: May 1, 2020 - Products & Programs

As recently communicated in the February 2020 edition of Anthem's Provider News, effective for dates of service on and after May 17, 2020, updates will apply to the AIM Musculoskeletal Program: Joint Surgery Clinical Appropriateness Guidelines. These updates relate to the criteria in the following sections:

- Hip arthroplasty
- Knee arthroscopy and open procedures
- Shoulder arthroplasty including the removal of the indication for subacromial impingement with rotator cuff tear

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 [availity.com](http://availity.com).
- Call the AIM Contact Center toll-free number: 866-714-1103, Monday–Friday, 8:00 a.m.–6:00 p.m. ET.

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](#).

438-0520-PN-GA

**URL:** <https://providernews.anthem.com/georgia/article/updates-to-aim-musculoskeletal-program-joint-surgery-clinical-appropriateness-guidelines>

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## **Anthem prior authorization updates for specialty pharmacy are available**

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

### **Prior authorization updates**

Effective for dates of service on and after August 1, 2020, 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 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 document information please [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 in italics.*



Clinical Criteria	HCPCS or CPT Code(s)	Drug
ING-CC-0156	J3490	Reblozyl
ING-CC-0156	J3590	Reblozyl
ING-CC-0156	C9399	Reblozyl
<i>ING-CC-0157</i>	<i>C9399</i>	<i>Padcev</i>
<i>ING-CC-0157</i>	<i>J9309</i>	<i>Padcev</i>
<i>ING-CC-0158</i>	<i>J3490</i>	<i>Enhertu</i>
<i>ING-CC-0158</i>	<i>J3590</i>	<i>Enhertu</i>
<i>ING-CC-0158</i>	<i>C9399</i>	<i>Enhertu</i>
<i>ING-CC-0158</i>	<i>J9999</i>	<i>Enhertu</i>
ING-CC-0159	J3490	Scenesse
ING-CC-0159	J3590	Scenesse
<i>ING-CC-0155</i>	<i>J0207</i>	<i>Ethyol</i>
ING-CC-0160	J3490	Vyepti
ING-CC-0160	J3590	Vyepti
<i>*ING-CC-0002</i>	<i>J3590</i>	<i>Ziextenzo</i>
<i>*ING-CC-0002</i>	<i>C9399</i>	<i>Ziextenzo</i>
ING-CC-0062	J3590	Avsola
ING-CC-0062	J3590	Abrilada
ING-CC-0062	C9399	Abrilada
ING-CC-0065	J7192	Esperoct

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

### Site of care updates

Effective for dates of service on and after August 1, 2020, the following specialty pharmacy codes from current or new clinical criteria documents will be included in our existing prior authorization site of care review process.

To access the site of care drug list, please 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 in italics.*

Clinical Criteria	HCPCS or CPT Code(s)	Drug
ING-CC-0082	J0222	Onpattro
ING-CC-0043	J0517	Fasenra
ING-CC-0049	J1301	Radicava
ING-CC-0041	J1303	Ultomiris
ING-CC-0003	J1599	Asceniv
ING-CC-0047	J1746	Trogarzo
ING-CC-0050	J3245	Ilumya
ING-CC-0013	J3397	Mepsevii
ING-CC-0002	Q5110	Nivestym
ING-CC-0002	Q5111	Udenyca

### Step therapy updates

Effective for dates of service on and after August 1, 2020, 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. Avsola will be added as a non-preferred agent to clinical criteria ING-CC-0062.

To access the site of care drug list, please click [here](#).

Anthem's prior authorization clinical review of these specialty pharmacy drugs will be managed by Anthem's medical specialty drug review team.

Clinical Criteria	Status	Drug(s)	HCPCS Code(s)
ING-CC-0062	Non-preferred	Avsola	J3590

432-0520-PN-GA

URL: <https://providernews.anthem.com/georgia/article/anthem-prior-authorization-updates-for-specialty-pharmacy-are-available-2>

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## **Anthem Blue Cross and Blue Shield Georgia preapproval list change notification 5/1/2020**

Published: May 1, 2020 - Policy Updates

### **AIM Specialty Health®**

AIM Specialty Health, a separate company, is a nationally recognized leader delivering specialty benefits management on behalf of GA for certain health plan members. Determine if preapproval is needed for a GA member by clicking the [Medical Policy](#), [Clinical UM Guidelines](#), and [Prior Authorization Requirements](#) links on our provider [website](#) or by calling the preapproval phone number printed on the back of the member's ID card. To submit your request for any of the services below, contact AIM online via AIM's ProviderPortal at [aimspecialtyhealth.com/goweb](https://aimspecialtyhealth.com/goweb). From the drop-down menu, select GA. You may also call AIM toll-free at 866-714-1103, Monday – Friday, 8:00 a.m. – 6:00 p.m. ET

AIM provides benefits management for the programs listed below:

- Imaging Level of Care
- Genetic Testing
- Diagnostic Imaging Management
- Cardiovascular Services
- Radiation Therapy Services
- Outpatient Sleep Testing and Therapy Services
- Cancer Care Quality Program

- Musculoskeletal (for Fully Insured)
- Upper Gastrointestinal Endoscopy

For more details on these programs, please visit the AIM Specialty Health® site at [aimspecialtyhealth.com/marketing/guidelines/185/index.html](https://aimspecialtyhealth.com/marketing/guidelines/185/index.html). By clicking on the link above, you will be linked to sites created and/or maintained by another, separate entity (“External Site”). Upon linking you are subject to the terms of use, privacy, copyright and security policies of the External Sites. We provide these links solely for your information and convenience. We encourage you to review the privacy practices of the External Sites. The information contained on the External Sites should not be interpreted as medical advice or treatment provided by us.

**Eligibility and benefits**

Eligibility and benefits can be verified by accessing the Anthem Blue Cross and Blue Shield web site or by calling the number on the back of the member’s identification card. Service preapproval is based on member’s benefit plan/eligibility at the time the service is reviewed/approved. Benefit plans vary widely and are subject to change based on the contract effective dates. The provider is responsible for verification of member eligibility and covered benefits. Except in the case of an emergency, failure to obtain preapproval prior to rendering the designated services listed below will result in denial of reimbursement.

**Codes added to existing preapproval documents**

LAB.00019 Serum Markers for Liver Fibrosis in the Evaluation and Monitoring of Chronic Liver Disease	0014M, 0166U	Add 4/1/2020, New Codes
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421-0520-PN-GA

**URL:** <https://providernews.anthem.com/georgia/article/anthem-blue-cross-and-blue-shield-georgia-preapproval-list-change-notification-512020>

## Reimbursement policy update: Claims requiring additional documentation (Facility)

Published: May 1, 2020 - Policy Updates

Anthem continues to take steps to improve the payment accuracy of provider claims and reduce post-payment recoveries. To this end, beginning with dates of service on or after August 1, 2020, Anthem will update its claims requiring additional documentation policy to include the following requirement:

- Outpatient facility claims reimbursed at a percent of charge with billed charges above \$20,000 require an itemized bill to be submitted with the claim.

For more information about this policy, visit our [Reimbursement Policy](#) page at [anthem.com/provider](https://www.anthem.com/provider).

433-0520-PN-GA

**URL:** <https://providernews.anthem.com/georgia/article/reimbursement-policy-update-claims-requiring-additional-documentation-facility-9>

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## Anthem Blue Cross and Blue Shield Georgia Medical Policy and Clinical Guideline Updates 04/1/2020

Published: May 1, 2020 - Policy Updates

Open the attached document titled “**Anthem Georgia Medical Policy and Clinical Guideline Updates 4.1.20.pdf**” to view the 4/1/2020 Anthem Blue Cross and Blue Shield Georgia Medical Policy and Clinical Guideline Updates.

436-0520-PN-GA

### Article Attachments

[Anthem Georgia Medical Policy and Clinical Guideline Updates 4.1.20.pdf](#)  
application/pdf - 867.5 KB

**URL:** <https://providernews.anthem.com/georgia/article/anthem-blue-cross-and-blue-shield-georgia-medical-policy-and-clinical-guideline-updates-0412020>

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## Reimbursement policy: policy update-unlisted, unspecified or miscellaneous codes

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

*Medicare Advantage*

### Policy Update

#### **Unlisted, Unspecified or Miscellaneous Codes**

*(Policy 06-004, effective 08/01/20)*

Effective August 1, 2020, Anthem Blue Cross and Blue Shield will continue to allow reimbursement for unlisted, unspecified or miscellaneous codes. Unlisted, unspecified or miscellaneous codes should only be used when an established code does not exist to describe the service, procedure or item rendered. Reimbursement is based on review of the unlisted, unspecified or miscellaneous codes on an individual claim basis. Claims submitted with unlisted, unspecified or miscellaneous codes must contain specific information and/or documentation for consideration during review.

For additional information, please review the *Unlisted, Unspecified or Miscellaneous Codes* reimbursement policy [here](#).

ABSCRNU-0105-19

URL: <https://providernews.anthem.com/georgia/article/reimbursement-policy-policy-update-unlisted-unspecified-or-miscellaneous-codes>

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## Multi-dose packaging

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

*Medicare Advantage*

**Background:** Anthem Blue Cross and Blue Shield wants to make multi-dose packaging available to your patients to help support medication adherence. It is a simpler, safer way for your patients to manage their medications. Multi-dose packaging is a free service available to members at select network pharmacies.

## What is multi-dose packaging?

Multi-dose packaging (MDP) involves organizing prescription and over-the-counter products to provide ease to patients when taking their routine medications. Each MDP dispenser provides patients with a personalized roll of pre-sorted medication packs, labeled with the date and time of the patient's next scheduled dose. MDP helps reduce the stress of determining which medications to take, when to take them and how much of them to take.

## Who provides these services?

MDPs can be shipped to the CVS\* retail pharmacy of choice or directly to a patient's home at no additional charge. The MDP Care team is available 24/7 to address patient questions and concerns. The team also coordinates mid-month prescription changes with local CVS pharmacies. CVS MDP is licensed in all states and the District of Columbia.

If CVS is not the right fit based on geography, PillPack\* can provide MDP services for your patients. Packages can include prescription medication, over-the-counter medication and vitamins, and will include a date and time stamp on each packet to help your patients remember to take their medications. Patient copays should be the same; in some cases, it may be cheaper.

## How do I refer my patients to MDP providers?

**For CVS:** Patients can enroll online at [CVS.com/multidose](https://www.cvs.com/multidose) or call 1-800-753-0596. Patients residing in the District of Columbia, Georgia or South Carolina should call 1-844-650-1637 (due to remote practice restrictions). Members may also enroll at their local CVS pharmacy.

**For PillPack:** Patients interested in PillPack can enroll online at [pillpack.com/blue](https://www.pillpack.com/blue) or via phone by calling 1-866-282-9462.

\*CVS is an independent company providing pharmacy services on behalf of Anthem Blue Cross and Blue Shield. PillPack is an independent company providing pharmacy services on behalf of Anthem Blue Cross and Blue Shield.

ABSCRNU-0137-20

**URL:** <https://providernews.anthem.com/georgia/article/multi-dose-packaging>

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## Keep up with Medicare news

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

*Medicare Advantage*

Please continue to check [Important Medicare Advantage Updates](#) for the latest Medicare Advantage information, including:

- [Prior Authorization requirements](#)
- [New behavioral health Medicare Advantage individual and Group Retiree Solutions provider fax](#)

**URL:** <https://providernews.anthem.com/georgia/article/keep-up-with-medicare-news-127>

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