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New York Provider News

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Updates for specialty pharmacy are available

Published: Sep 1, 2020 - Products & Programs / Pharmacy

Prior authorization updates

Effective for dates of service on and after December 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 information please click [here](#).

Empire BlueCross BlueShield's ("Empire") prior authorization clinical review of non-oncology specialty pharmacy drugs will be managed by Empire'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.*

Clinical Criteria	HCPCS or CPT Code(s)	Drug
<i>ING-CC-0164</i>	<i>J3490 J9999 C9399</i>	<i>Jelmyto</i>
<i>ING-CC-0165</i>	<i>J3490 J3590 J9999 C9399</i>	<i>Trodelvy</i>
ING-CC-0061	J1950 J3490	Fensolvi

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

Site of care updates

Effective for dates of service on and after December 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](#).

Empire's prior authorization clinical review of non-oncology specialty pharmacy drugs will be managed by Empire'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-0153	J0791	Adakveo (crizanlizumab)
ING-CC-0139	J3111	Evenity (romosozumab)
ING-CC-0154	J0223	Givlaari (givosiran)
ING-CC-0156	J0896	Reblozyl (luspatercept)
ING-CC-0003	J1558	Xembify (immune globulin)
*ING-CC-0002	Q5120	Ziextenzo (pegfilgrastim-bmez)

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

REMINDER: Process for Medical Non-Oncology Specialty drug reviews:

Action	Contact
Submit a new prior authorization request for a medical specialty drug review	Call IngenioRx at 1-833-293-0659 or Fax IngenioRx at 1-888-223-0550
Submit a reauthorization request for a medical specialty drug review previously performed by AIM	
Inquire about an existing request (initially submitted to AIM or Empire), peer-to-peer review, or reconsideration	Call IngenioRx

Please note:

- AIM continues to be responsible for performing **medical oncology drug** reviews for existing commercial medical benefit for our employer group business.
- Clinical criteria for **medical non-oncology specialty drugs** continue to reside on the [Clinical Criteria webpage](#).
- Post service clinical coverage reviews and grievance and appeals process and teams have not changed.

637-0920-PN-NY

URL: <https://providernews.empireblue.com/article/updates-for-specialty-pharmacy-are-available-1>

Empire to update formulary lists for commercial health plan pharmacy benefit

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

Effective with dates of service on and after October 1, 2020, and in accordance with the IngenioRx Pharmacy and Therapeutics (P&T) process, Empire BlueCross BlueShield (“Empire”) will update its drug lists that support commercial health plans. Updates include changes to drug tiers and the removal of medications from the formulary.

As certain brand and generic drugs will no longer be covered, providers are encouraged to determine if a covered alternative drug is appropriate for their patients whose current medication will no longer be covered. Communications to providers and their patients affected by the changes went out in early August.

Please note, this update does not apply to the Select Drug List and does not impact Medicaid and Medicare plans.

To ensure a smooth member transition and minimize costs, providers should review these changes and consider prescribing a drug on formulary or on a lower tier, if appropriate.

View a summary of changes [here](#).

IngenioRx, Inc. is an independent company providing pharmacy benefit management services on behalf of Empire.

634-0920-PN-NY

URL: <https://providernews.empireblue.com/article/empire-to-update-formulary-lists-for-commercial-health-plan-pharmacy-benefit-2>

New provider directory indicators for medication assisted treatment (MAT) providers

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

Empire BlueCross BlueShield (“Empire”) will begin publishing new indicators in our online provider directories to help members easily identify facilities and physicians designated as medication assisted treatment (MAT) providers for opioid use disorder.

These directory indicators fall into four categories related to MAT:

- Facility that provides MAT
- Physician who provides MAT
- Facility with a certified opioid treatment program
- Facility that provides counseling for opioid use disorders

We encourage facilities and individual providers who provide these services to update their demographic information so these MAT indicators can be added to our directories. To submit updated professional demographic information, please visit empireblue.com and locate the [Provider Maintenance Form](#) to submit changes to your information. For facility updates, please contact your provider network representative. Please contact Provider Services if you have any questions.

630-0920-PN-NY

URL: <https://providernews.empireblue.com/article/new-provider-directory-indicators-for-medication-assisted-treatment-mat-providers-5>

EDI gateway migration deadline is September 15, 2020

Published: Sep 1, 2020 - Administrative

Migrate Your EDI Transactions to Availity Today! We want to remind you, as the Availity migration continues full speed ahead, (Empire BlueCross BlueShield (“Empire”)) will guide you to make it an effortless transition without having to rush.

If you, your clearinghouse or vendor have already migrated over to Availity, thank you and you are a step ahead! If not, start the process today to make the transition before September 15, 2020.

Take Action Now! Availity setup is simple and at no cost for you!
Use this [link](#) to learn about Availity to get started today:

All EDI transmissions currently sent or received today via the Empire gateway are now available on the Availity EDI Gateway.

- 837 Institutional and Professional
- 837 Dental
- 835 Electronic Remittance Advice
- 276/277 Claim Status
- 270/271 Eligibility Request
- 275 Medical Attachments
- 278 Prior Authorization/Referrals
- 278N Inpatient Admission and Discharge Notification

Below are the options you can choose from to exchange EDI transmissions with the Availity EDI Gateway:

- Transition your existing connection with Empire and become a direct submitter with Availity.
- Use your existing Clearinghouse or Billing Company for your EDI transmissions. (Work with them to ensure connectivity to the Availity EDI Gateway).
- Use Direct Single Claim entry through the Availity Portal with the new attachment function

Share with your team what you learn

Enroll in one of Availity's free courses and training demos at your convenience. Making the switch to Availity's EDI Gateway is easy if you have all the resources that you need.

Follow these steps to register with [Availity](#)

1. Log in and select Help & Training > Get Trained to open the Availity Learning Center in a new tab Search Catalog field and choose. It is your dedicated ALC account.
2. Search by keyword (Medical Attachments/Attachments) to find on-demand and live training options.
3. Click Enroll to enroll for a course and then go to your Dashboard to access it any time.

For questions, contact Availity Client Services at 1-800-Availity (1-800-282-4548) for assistance Monday - Friday 8 a.m. - 7 p.m. ET.

635-0920-PN-NY

URL: <https://providernews.empireblue.com/article/edi-gateway-migration-deadline-is-september-15-2020-5>

Patient360 adds care gap alert feedback for medical providers

Published: Sep 1, 2020 - Administrative

Patient360 is a dashboard you can access through the Availity Portal that gives you a full 360° view of your Empire BlueCross BlueShield ("Empire") patient's health and treatment history and will help you facilitate care coordination. You can drill down to specific items in a patient's medical record to retrieve demographic information, care summaries, claims details, authorization details, pharmacy information and care management-related activities.

What's new: Medical providers now have the option available to include feedback for Empire patients who have gaps in care. Your practice can locate these care gaps in the Active Alerts section on the Member Care Summary page of the Patient360 application.

Once you have completed the required fields on the Availity Portal to access Patient360 you will land on the Member Summary page of the application. To provide feedback, select the Clinical Rules Engine (CRE) within the Active Alerts section. This will open the Care Gap Alert Feedback Entry window. You can choose the feedback menu option that applies to your patient's care gap.

Are you using Patient360 for the first time? You can easily access Patient360 on the Availity Portal.

First, you need to be assigned to the Patient360 Role which your Availity Administrators can locate within the Clinical Roles options.

Once you have the Availity role assignment, navigate to Patient360 through the Availity Portal by selecting the application on Empire Payer Spaces or by choosing the Patient360 link located on the patient's benefits screen.

Do you need a job aid to help you get started?

The Patient360 Navigation Overview illustrates the steps to access Patient360 through the Availity Portal, and instructions on how to provide feedback for your patients who are displaying a Care Gap Alert. This reference is available for you to access online through the Custom Learning Center.

- From Availity's home page select Payer Spaces > Empire payer tile > Applications > Custom Learning Center
- Select Resources from the menu located on the upper left corner of the page. *(To use the catalog filter to narrow the results select Payer Spaces from the Category menu.)*
- Select Download to view and/or print the reference guide

641-0920-PN-NY

URL: <https://providernews.empireblue.com/article/patient360-adds-care-gap-alert-feedback-for-medical-providers-4>

Enhanced medical records submission process to support claims processing

Published: Sep 1, 2020 - Administrative

Empire BlueCross BlueShield (“Empire”) now offers a full suite of options to assist with medical record submissions.

To ease your administrative burden and recognizing your staff may be working remotely, we have increased the intake channels for required medical records supporting claim submissions.

Here are the options available to you

Leverage any of the following Availity-hosted channels for electronic claim attachment transmission:

- EDI Transaction: X12 275 Patient Information (version 5010)
 - Anthem supports the industry standard X12 275 transaction for electronic transmission of supporting claims documentation including medical records (pdf, jpeg, tif file types) Access your X12 275 companion guide for more details.
 - Electronic Integrated Submission – Submit the claim via EDI 837 batch file and supporting documentation via x12 275.
- Availity Secure Provider Portal Options–
 - Direct Data Entry (DDE) – The direct data entry claim application allows you to upload supporting documentation for a defined claim (unsolicited process).
 - Attachments-New tool - Submit solicited or unsolicited supporting documentation for your claims.

Attend an Availity hosted webinar to learn more about all capabilities.

Start your transition today!

Start now to adopt these new processes and experience the many advantages to using an electronic option for claim attachment submission. You may find you are able to use these new processes to replace your more manual processes of submitting supporting documentation via fax or US Mail.

Advantages:

- Easy Submission of medical documentation to include but not limited to:

- itemized bills
 - medical records
 - discharge summaries
- Less administrative burden - medical records submitted electronically save an average of 4 minutes per record for staff vs. faxing or mailing your records in
 - Electronic acknowledgment with a transaction audit trail – confirm delivery/receipt
 - Comprehensive history – view past medical record submissions by your organization
 - Administrative Savings - reduce your mailing expense and/or fax related expenses

Want to learn more?

Register for an upcoming webinar session

1. In Availity Portal, select **Help & Training > Get Trained**.
2. The Availity Learning Center opens in a new browser tab.
3. Search for and enroll in a session using one of these options.
 - In the Catalog, search by webinar title or keyword (medattach).
 - Select the **Sessions** tab to scroll the live session calendar.
4. After you enroll, you'll receive emails with instructions to join the session.

September/ October Dates

Date	Day	Time
09/10/2020	Thursday	11:00 a.m. – 12:00 p.m. ET
9/21/2020	Monday	12:00 p.m. – 1:00 p.m. ET
10/07/2020	Wednesday	4:00 p.m. – 5:00 p.m. ET
10/20/2020	Tuesday	11:00 a.m. – 12:00 noon ET

636-0920-PN-NY

URL: <https://providernews.empireblue.com/article/enhanced-medical-records-submission-process-to-support-claims-processing-5>

Providers can now receive and respond to medical record requests for postpay audit via Change Healthcare's Assurance Attach Assist module

Published: Sep 1, 2020 - Administrative

Update: We are offering providers that are using Change Healthcare for revenue cycle management an opportunity to have a streamlined in-workflow solution native to Relay Assurance application.

Starting 9/1/2020, Empire BlueCross BlueShield ("Empire") will launch the use of Change Healthcare's Medical Attachment functionality for electronic communications as an additional digital option. This new functionality allows providers to upload medical records and itemized bill documents electronically instead of through traditional paper communications. This functionality can improve communications and increase transparency for medical record requests and will not otherwise impact the audit program.

Important facts regarding this change:

- This change only affects providers who use Assurance Reimbursement Management™ from Change Healthcare and have opted in to using the Attach Assist functionality.
- The new functionality is **only** for medical record requests for postpay claims for the Payment Integrity Quality Claims Review (Provider Audit) department only.
- There will be no duplicate requests (either paper or electronic). If you opt to use this method, paper requests for medical records will not be sent.
- In Assurance Reimbursement Management™, requests for additional documentation will be displayed to the user on the History tab of the claim. Assurance will be configured such that these requests drive workflow to ensure they are brought to the user's attention.
- The original letter, historically sent via paper, is accessible as a PDF electronic copy in the provider's downloads folder in Assurance for review. The letter content is exactly the same as it was in paper format.
- Each request letter (first, second and final attempt) will have a timeframe for responding to the request. After the timeframe has passed for that letter, you will not be able to respond to that letter. If you wish to upload medical records after the response time has expired, please refer to the Change Healthcare training referenced below.
- Providers can respond to the request by uploading records in Assurance Attach Assist. The attachments are received in almost real time and are delivered electronically

to the payer's systems through secure means. Records can be accessed through a hyperlink in Assurance Attach Assist for the particular claim the record is associated.

- The following is out of scope or not impacted:
 - Vendor requests for medical records on behalf of the payer
 - Providers who do not use Assurance Reimbursement Management™ Attach Assist from Change Healthcare or have not configured Attach Assist within Assurance Reimbursement Management™
 - The request timing of request letter and the verbiage in the request letter
 - The Program Integrity Special Investigations Unit postpay review is not included at this time.

Article Attachments

[Change Healthcare FAQs.pdf](#)

application/pdf - 95.83 KB

Resources

Training is available on the Change Healthcare Connect Center at: <https://rcmknowledgecenter.changehealthcare.com/learn>.

Can I start using the functionality earlier?

Yes, you can. If you chose to opt in earlier, please ensure you are configured within Assurance Reimbursement Management™. Reach out to your Provider Solutions contact or request early access via email at dl-Prod-ChangeHealthcare-Provider-Support@anthem.com.

For additional information, see our [Change Healthcare Medical Attachment Functionality FAQ](#).

617-0920-PN-NY

URL: <https://providernews.empireblue.com/article/providers-can-now-receive-and-respond-to-medical-record-requests-for-postpay-audit-via-change-healthcares-assurance-attach-assist-module-1>

CRA reporting update: 2020 prospective program continues

Published: Sep 1, 2020 - Administrative

As a provider, we understand you are committed to providing the best care for our members, which may now include telehealth visits. Telehealth visits are an acceptable form for seeing your patients, and assessing if they have risk adjustable conditions in support of the Empire BlueCross BlueShield (“Empire”) Commercial Risk Adjustment (CRA) prospective program. The prospective program is well under way for 2020, and focuses on member health assessments for patients with undocumented Hierarchical Condition Categories (HCC’s), in order to help close patients’ gaps in care. We continue to provide updates regarding the prospective program to solicit your help getting patients in for a wellness visit before the calendar year ends, and we offer incentives to recognize your efforts (see details below.)

Inovalon Requests

Inovalon – an independent company that provides secure, clinical documentation services – helps us comply with the provisions of the Affordable Care Act (ACA) that require us to assess members’ relative health risk levels. Please submit health assessments to Inovalon when completed and if you have questions, you can reach Inovalon directly at 1-877-448-8125.

Prospective Program ask of Providers:

Empire 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 offered for properly submitted Health Assessments:

- \$150 for each Health Assessment properly submitted electronically via Inovalon’s ePASS® tool
- \$50 for each Health Assessment properly submitted via fax

ePASS® is Training is available to ensure health assessment completion accuracy:

- Training Webinars every Wednesday - 3:00 - 4:00 PM EST
- Register by sending an email to ePASSProviderRelations@inovalon.com with your name, organization, contact information and the date of the webinar you wish to attend. Information will be provided on how to join the webinar.

Alternative Engagement

Inovalon's ePASS® tool is our preferred method for submission. However, we offer alternate options to be flexible and meet your needs. If in 2019 your practice utilized these alternative options for prospective member outreach, we thank you for continuing to utilize these alternative forms of program participation in 2020.

For those providers not familiar with alternative options, they are listed here. Telehealth visits are also an acceptable form of a patient visit for these alternative engagement options. Any questions can be directed to either your local Provider Representative, or the Empire 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 \$150 incentive payment per submitted health assessment.
- **List of Members to be scheduled** – Empire CRA provides member/patient reports for providers to schedule members for comprehensive visits. No health assessment needed. Not eligible for additional incentive because CRA will get the diagnosis for gap closure through claims submission.
- **EPIC Patient Assessment Form (PAF)** - Providers with EPIC as their electronic medical record (EMR) system can fax the EPIC PAF to Empire CRA at 1-855-244-0926 with a coversheet indicating "see attached Anthem Progress Note," which is eligible for a \$50 incentive payment.
- **Providers Existing Patient Assessment Form (PAF)** - Utilizes providers' existing EMR system and applicable PAF. Must be submitted to Empire CRA at 1-855-244-0926 with coversheet indicating, "see attached Anthem Progress Note," which is eligible for a \$50 incentive payment.

Please contact the Commercial Risk Adjustment Network Education Representative if you have any questions: Alicia.Estrada@anthem.com.

Thank you for your commitment to assessing your patient's health and closing possible gaps in care.

624-0920-PN-NY

URL: <https://providernews.empireblue.com/article/cra-reporting-update-2020-prospective-program-continues>

Predictive Analytics guide proactive support to patients undergoing chemo, resulting in lowered admissions

Published: Sep 1, 2020 - Administrative

Empire BlueCross BlueShield's ("Empire") collaborative partnerships with oncology practices, which include sharing of relevant data, have helped drive improved outcomes. Our **'Potentially Avoidable Admissions During Chemo'** model uses predictive analytics to equip oncologists with actionable, patient-level data to highlight those at greatest risk for complications during chemotherapy.

Since the launch of this model, early results indicate success, as observed by a **13% reduction in avoidable inpatient admissions**.¹

Our oncology partners have recognized the value of this predictive modeling capability and routinely supplement their own information to proactively outreach to patients who may benefit from additional support during treatment.

Mary Scott, RN, from City of Hope says this data enables them make better decisions about patient care, "...best part [of this model] is having some data and some information and some specifics about patients that are deemed to be at risk and keeping them out of the hospital, which is a pretty critical part of our work. I think with the [Empire] information we've been able to tackle that in a much better and more organized fashion because they provide us with a list of patients that are high risk, medium risk, and low risk for admission, people who are on chemotherapy, and these regimens can be pretty complicated, pretty toxic, and it helps us to make those better decisions for their care."

Watch this video, using Google Chrome, to hear more about how our collaborative partnerships with oncology practices is leading to improved outcomes.

For more information on Empire's Cancer Care Solutions, email cancer.quality@anthem.com or contact your Empire Oncology Provider Clinical Liaison.

¹ Empire internal data. Among providers who participate in Empire's Cancer Care Solutions programs we observed 12.8% fewer avoidable inpatient days per 1,000 over baseline. Based on Empire commercial business, January through December 2019.

626-0920-PN-NY

URL: <https://providernews.empireblue.com/article/predictive-analytics-guide-proactive-support-to-patients-undergoing-chemo-resulting-in-lowered-admissions-3>

Distinct Procedural Services- Modifiers 59, XE, XP, XS, XU (Professional)

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

Beginning with dates of service on or after December 1, 2020, the Nonreimbursable section will be updated to include "When multiple related procedures are performed on the same anatomical digit, by the same provider, during the same operative session. Modifiers FA, F1-F9 and TA, T1-T9 should be appended to applicable site specific services".

For more information about this policy, visit the [Reimbursement Policy](#) page at empireblue.com/provider.

632-0920-PN-NY

URL: <https://providernews.empireblue.com/article/distinct-procedural-services-modifiers-59-xe-xp-xs-xu-professional>

Frequency Editing (Professional)

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

Beginning with dates of service on or after December 1, 2020, Empire BlueCross BlueShield will apply a frequency limit to CPT codes 90791 (Psychiatric diagnostic evaluation) and 90792 (Psychiatric diagnostic evaluation with medical services) with the following limitations:

- 1 per 365 days, per member, per provider NPI for members over 21
- 2 per 365 days, per member, per provider NPI for members under age 21

For more information about this policy, visit the [Reimbursement Policy](#) page at empireblue.com/provider.

633-0920-PN-NY

URL: <https://providernews.empireblue.com/article/frequency-editing-professional-5>

What Matters Most online training course: improving patient experience

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

The *What Matters Most* online training course for providers and office staff addresses gaps in care and offers approaches to communication with patients. The course is available at no cost and is eligible for one CME credit by the American Academy of Family Physicians. The *What Matters Most* online training course can be accessed at:

www.patientexptraining.com.

NYE-NU-0235-20 July 2020

URL: <https://providernews.empireblue.com/article/what-matters-most-online-training-course-improving-patient-experience-3>

Medical drug benefit Clinical Criteria updates

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

On May 15, 2020, the Pharmacy and Therapeutics (P&T) Committee approved *Clinical Criteria* applicable to the **medical drug benefit** for Empire BlueCross BlueShield HealthPlus. These policies were developed, revised or reviewed to support clinical coding edits.

The *Clinical Criteria* is publicly available on the provider websites, and the effective dates will be reflected in the [Clinical Criteria Web Posting May 2020](#). Visit [Clinical Criteria](#) to search for specific policies.

If you have questions or would like additional information, use this [email](#).

NYE-NU-0236-20 July 2020

URL: <https://providernews.empireblue.com/article/medical-drug-benefit-clinical-criteria-updates-54>

Medical Policies and Clinical Utilization Management Guidelines update

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

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

To view a guideline, visit https://www11.empireblue.com/ny_search.html.

Notes/updates:

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

- **CG-DME-46** — Pneumatic Compression Devices for Prevention of Deep Vein Thrombosis of the Extremities in the Home Setting
 - Expanded scope of document and revised Medically Necessary statement
- **CG-DME-47** — Noninvasive Home Ventilator Therapy for Respiratory Failure
 - Revised Medically Necessary and Discussion/General Information sections

- **CG-GENE-02** — Analysis of RAS Status
 - Clarified scope of document and revised the Not Medically Necessary and Coding sections
- **CG-MED-64** — Transcatheter Ablation of Arrhythmogenic Foci in the Pulmonary Veins as a Treatment of Atrial Fibrillation or Atrial Flutter (Radiofrequency and Cryoablation)
 - Revised the Medically Necessary statement
- **CG-MED-68** — Therapeutic Apheresis
 - Revised Medically Necessary, Not Medically Necessary, Coding and Discussion/General Information sections
- **00011** — Electrical Stimulation as a Treatment for Pain and Other Conditions: Surface and Percutaneous Devices
 - Revised Investigational and Not Medically Necessary, Rationale and Coding sections
- **00004** — Technologies for the Evaluation of Skin Lesions (including Dermatoscopy, Epiluminescence Microscopy, Videomicroscopy, Ultrasonography)
 - Revised the Not Medically Necessary, Rationale and Coding sections

Medical Policies

On November 7, 2019, February 20, 2020 and May 14, 2020, the Medical Policy and Technology Assessment Committee (MPTAC) approved the following *Medical Policies* applicable to Empire BlueCross BlueShield HealthPlus (Empire).

Publish date	Medical Policy number	Medical Policy title	New or revised
7/8/2020	*DME.00042	Electronic Positional Devices for the Treatment of Obstructive Sleep Apnea	New
7/8/2020	*MED.00131	Electronic Home Visual Field Monitoring	New
7/1/2020	*MED.00132	Adipose-derived Regenerative Cell Therapy and Soft Tissue Augmentation Procedures	New
7/8/2020	*MED.00133	Ingestion Event Monitors	New
7/8/2020	*THER-RAD.00012	Electrophysiology-Guided Noninvasive Stereotactic Cardiac Radioablation	New
4/15/2020	*DME.00041	Low Intensity Therapeutic Ultrasound for the Treatment of Pain	New
4/15/2020	*GENE.00053	Metagenomic Sequencing for Infectious Disease in the Outpatient Setting	New
4/15/2020	*GENE.00054	Paired DNA and Messenger RNA (mRNA) Genetic Testing to Detect, Diagnose and Manage Cancer	New
4/15/2020	*SURG.00154	Microsurgical Procedures for the Treatment of Lymphedema	New
2/27/2020	*SURG.00155	Cryoneurolysis for Treatment of Peripheral Nerve Pain	New
5/21/2020	DME.00009	Vacuum Assisted Wound Therapy in the Outpatient Setting	Revised
7/8/2020	*DME.00011	Electrical Stimulation as a Treatment for Pain and Other Conditions: Surface and Percutaneous Devices	Revised
5/21/2020	DME.00034	Standing Frames	Revised

7/8/2020	*MED.00004	Technologies for the Evaluation of Skin Lesions (including Dermatoscopy, Epiluminescence Microscopy, Videomicroscopy, Ultrasonography)	Revised
5/21/2020	SURG.00026	Deep Brain, Cortical, and Cerebellar Stimulation	Revised
5/21/2020	SURG.00047	Transendoscopic Therapy for Gastroesophageal Reflux Disease, Dysphagia and Gastroparesis	Revised

Clinical UM Guidelines

On November 7, 2019, February 20, 2020 and May 14, 2020, the MPTAC approved the following *Clinical UM Guidelines* applicable to Empire. These guidelines were adopted by the medical operations committee for Empire members on November 28, 2019, April 23, 2020 and May 25, 2020.

Publish date	Clinical UM Guideline number	Clinical UM Guideline title	New or revised
4/15/2020	*CG-ANC-08	Mobile Device-Based Health Management Applications	New
7/1/2020	*CG-SURG-107	Surgical and Minimally Invasive Treatments for Benign Prostatic Hyperplasia (BPH)	New
4/15/2020	*CG-SURG-108	Stereotactic Radiofrequency Pallidotomy	New
7/8/2020	*CG-DME-46	Pneumatic Compression Devices for Prevention of Deep Vein Thrombosis of the Extremities in the Home Setting	Revised
7/8/2020	*CG-DME-47	Noninvasive Home Ventilator Therapy for Respiratory Failure	Revised
7/8/2020	*CG-GENE-02	Analysis of RAS Status	Revised
5/21/2020	CG-MED-44	Holter Monitors	Revised
7/8/2020	*CG-MED-64	Transcatheter Ablation of Arrhythmogenic Foci in the Pulmonary Veins as a Treatment of Atrial Fibrillation or Atrial Flutter (Radiofrequency and Cryoablation)	Revised
7/8/2020	*CG-MED-68	Therapeutic Apheresis	Revised
5/21/2020	CG-MED-74	Implantable Ambulatory Event Monitors and Mobile Cardiac Telemetry	Revised
5/21/2020	CG-MED-77	SPECT/CT Fusion Imaging	Revised
5/21/2020	CG-SURG-27	Gender Reassignment Surgery	Revised
5/21/2020	CG-SURG-98	Prostate Biopsy using MRI Fusion Techniques	Revised

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Keep up with Medicaid news

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Please continue to check Medicaid Provider Communications & updates at www.empireblue.com/nymedicaidoc for the latest Medicaid information, including:

- [New MCG Care Guidelines 24th edition](#)

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Update: Notice of changes to the AIM musculoskeletal program

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As you know, AIM Specialty Health® (AIM)* administers the musculoskeletal program for Medicare Advantage members, which includes the medical necessity review of certain surgeries of the spine, joints and interventional pain treatment. For certain surgeries, the review also includes a consideration of the level of care.

Effective December 1, 2020, two joint codes (29871 and 29892) will be incorporated into the [AIM Level of Care Guideline for Musculoskeletal Surgery and Procedures](#). According to the clinical criteria for level of care, which is based on clinical evidence as outlined in the AIM guideline, it is generally appropriate to perform these two procedures in a hospital outpatient setting. To avoid additional clinical review for these surgeries, providers requesting prior authorization should either choose hospital observation admission as the site of service or Hospital Outpatient Department (HOPD).

We will review requests for inpatient admission and will require the provider to substantiate the medical necessity of the inpatient setting with proper medical documentation that demonstrates one of the following:

- Current postoperative care requirements are of such an intensity and/or duration that they cannot be met in an observation or outpatient surgical setting.
- Anticipated postoperative care requirements cannot be met, even initially, in an observational surgical setting due to the complexity, duration, or extent of the planned procedure and/or substantial preoperative patient risk.

On January 1, 2020, CMS removed total hip arthroplasty as well as six spine codes from the inpatient only (IPO) list making these procedures eligible for payment by Medicare in the hospital outpatient setting in addition to the hospital inpatient setting. The two-midnight rule should guide providers on the expected reimbursement. The codes that were removed from the inpatient only list and are also in the AIM Musculoskeletal program are 27130, 22633, 22634, 63265 and 63267. CMS has established a two year grace period (ending December 31, 2021) for site of service reviews of these codes in order to facilitate provider transition to compliance with the two-midnight rule. To this end, it is recommended that providers choose hospital observation or Hospital Outpatient Department (HOPD) during the prior authorization process when clinically appropriate to the respective patient. Choosing hospital observation still allows for the surgery to be performed and recovered in the main hospital, so long as discharge is planned for less than two midnights. Alternatively, the provider may choose to perform the procedure in the Hospital Outpatient Department (HOPD). However, the inpatient setting will still be approved should the provider decide it is the optimal setting for the member.

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

- Access AIM *ProviderPortal*_{SM} directly at <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 Portal* at <http://www.availity.com>.
- Call the AIM toll-free number at **1-800-714-0400**, Monday through Friday 8 a.m. to 8 p.m. ET.

If you have questions, please contact the provider number on the back of the member's ID card.

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Medical drug benefit Clinical Criteria updates

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On May 15, 2020, the Pharmacy and Therapeutics (P&T) Committee approved *Clinical Criteria* applicable to the medical drug benefit for Empire BlueCross BlueShield. These policies were developed, revised or reviewed to support clinical coding edits.

The *Clinical Criteria* is publicly available on the provider websites, and the effective dates will be reflected in the [Clinical Criteria Web Posting May 2020](#). Visit [Clinical Criteria](#) to search for specific policies.

If you have questions or would like additional information, use this [email](#).

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

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- [New MCG Care Guidelines 24th edition](#)

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