



Thank you for your continued partnership and collaboration. This bulletin is to keep you informed of current MDX Hawai'i initiatives and program announcements.

## Pharmacy Updates

### Humana Pharmacy is now CenterWell Pharmacy™

On June 11, 2022, Humana Pharmacy changed its name to CenterWell Pharmacy™. The new name reflects a commitment to putting patient care at the center of everything CenterWell does. The change will not affect the services or offerings provided.



### Vaccine Coverage – Medicare Part B vs. Part D

Vaccine Type	Part B	Part D
Pneumococcal	X	
Hepatitis B	X <sup>1</sup>	
Influenza	X	
Shingles and all other vaccines		X

<sup>1</sup>Only for individuals at high or intermediate risk; covered under Part D benefit for all other individuals

#### Reference:

Medicare Prescription Drug Benefit Manual Chapter 6 – Part D Drugs and Formulary Requirements

## Network Updates — Keeping Us Informed

To ensure that we have the most current information about your practice, please help us with following:

- **W-9 Forms – Updated Copy** If you have not submitted a W-9 form within the last three years, please update your information and re-submit your W-9 form via email to ProviderOps@mdxhawaii.com or fax to (808) 532-3396.
- **Provider Billing and Address Changes** All contracted providers are required to give 45-day advance notice if there will be changes to the items listed below (unless

otherwise indicated in the Provider Participation Agreement):

- Tax Identification Number (TIN) or Entity Affiliation (W-9 required)
- Group name or affiliation
- Physical or billing address
- Telephone and fax number
- Panel status (open/closed)
- 1099 mailing address

To notify us of these changes, please complete the Office Practice Information Form and email it to ProviderOps@mdxhawaii.com or fax to (808) 532-3396.

• **Provider Roster** Furnishing an updated roster to MDX Hawai'i is important to ensure accuracy and completeness of provider participants. Information pertaining to roster updates to include:

- Termination of providers with date of termination
- Addition of new providers with effective date
- Tax ID and NPI for providers that participate in multiple locations

Email updated roster information to ProviderOps@mdxhawaii.com or fax it to (808) 532-3396.

## Rental Network — Commercial Plan Corner

For additional information and details, please contact the plan directly.

### CIGNA

#### Cigna digital ID cards replacing physical cards

Cigna is no longer sending physical ID cards for medical, dental, and vision customers in order to promote the use of digital ID cards on myCigna.com and the myCigna mobile app. Specific opt-out options will be available for clients at the account level (e.g., retirees), and where needed to meet legal requirements.

Several of our competitors are similarly updating their digital ID card processes.

Beginning May 26, Cigna no longer provides physical ID cards to its new hires or employees with a qualifying life event. Additionally, at annual renewal, all employees will only receive digital ID cards if/when their plan changes. Cigna plans to suppress physical ID cards for additional customers, where legally allowed, by 2023.

### **Computed tomography imaging contrast solution shortage**

There is currently a global supply chain shortage of the intravenous contrast solution used in computed tomography (CT) imaging. While these shortages continue, providers may consider the alternative imaging options listed in eviCore healthcare's (eviCore) evidence-based guidelines. Typically, when CT imaging with contrast solution cannot be performed due to allergies or poor renal function, the alternative study is CT imaging without contrast. However, there may be situations where magnetic resonance imaging (MRI) is appropriate.

Except where the guidelines explicitly indicate contrast solution, eviCore will approve CT imaging without contrast when requested rather than creating an alternative recommendation for a higher level of contrast solution that may not be possible given the imaging center's contrast solution availability.

MRI will not be routinely authorized when CT imaging with contrast solution cannot be performed. MRI may be appropriate in cases where eviCore's evidence-based guidelines explicitly support approval for MRI if contrast CT imaging is not clinically supported or if clinical questions that would affect patient management remain after CT imaging without contrast.

### **Medical coverage policy update – Precertification and review of maze procedures considered experimental, investigational, or unproven (EIU) effective August 26, 2022\***

We routinely review our coverage, reimbursement, and administrative policies for potential updates. In that review, we take into consideration one or more of the following: Evidence-based medicine, professional society recommendations, Centers for Medicare & Medicaid

Services guidance, industry standards, and our other existing policies.

As a result of a recent review, we will update the way we process claims for maze procedures billed with Current Procedural Terminology (CPT®) codes 33254, 33255, 33258, 33265, and 33266, which are considered experimental, investigational, or unproven (EIU) in most cases. Effective for dates of service on or after August 26, 2022,\* these CPT codes will require precertification and review by a Cigna cardiologist, who will determine if the specific circumstance warrants a one-time authorization. We will update the Nonpharmacological Treatments for Atrial Fibrillation (0469) medical coverage policy to reflect this change.

#### **Additional information**

For more information about our coverage policies, log in to the Cigna for Health Care Professionals website (CignaforHCP.com) > Review coverage policies.

### **Specialty Medical Injectables with Reimbursement Restriction list expansion**

Effective May 1, we expanded our Specialty Medical Injectables with Reimbursement Restriction list to include Opdualag™ (nivolumab and relatlimab-rmbw).\*

Our Specialty Medical Injectables with Reimbursement Restriction guidelines state that certain injectables must be dispensed and their claims must be submitted by a Cigna-contracted specialty pharmacy, unless otherwise authorized by Cigna.

The reimbursement restriction list:

- applies when the specialty medical injectable is administered in an outpatient hospital setting.
- applies to specialty medical injectables covered under the customer's medical benefit. Coverage is determined by the customer's benefit plan.
- does not apply when the specialty medical injectable is administered in a provider's office, non-hospital-affiliated ambulatory infusion suite, or home setting.

#### **AETNA**

June 2022 Bulletin: [June 2022 OLU newsletter TO REMEDIATION \(aetna.com\)](#)

**MDX Hawai'i CHART CHASE PROGRAM 2022**

MDX Hawai'i reviews medical records in an effort to report complete and accurate diagnosis coding as well as to abstract the records for additional quality gap closure. The records, additional diagnoses and quality care gap closures are submitted to both health plans as part of their requirement for CMS reviews.

In 2021, MDX Hawai'i contracted with Advantmed to assist with Chart Chase for 2020 Dates of Service (DOS). As we closed out that initiative, we noticed that additional charts were needed for 2020 DOS;

requests for those 2020 charts went out to select providers and we are in the final stages of that separate chase, which will close end of June. Thank you to those providers who assisted with this special chase.

We are now back on track and will be requesting **2021 DOS charts through Advantmed** again. Thank you so much in advance for providing these charts for our medical record review and retrospective chart coding, as well as for STARs abstracting. Please provide **2021 dates of service through 2022 current (any records completed and signed for 2022)**.

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) Privacy Rule states in the Safeguards Principle that individually identifiable health information should be protected with reasonable administrative, technical and physical safeguards to ensure its confidentiality, integrity and availability and to prevent unauthorized or inappropriate access, use or disclosure. Please submit all electronic and hard-copy medical records via a HIPAA-compliant method. Please ensure each record includes the section with the physician's or healthcare provider's signature. Do not submit original medical records. Please include the following:

If a physician record (including telehealth visits):		
Consult notes	Demographics sheet	Discharge summary
History and physical	Operative reports	Physician or healthcare provider signature and credentials (electronic or handwritten)
Problem list	Progress notes	Signature log*
SOAP notes (subjective, objective, assessment, plan)	Telehealth visits progress notes	Any labs or reports from external entity or consultation

If a hospital record (including telehealth visits):		
Coding summary (if not on face sheet)	Consult notes	Demographics sheet
Diagnostic testing reports	Discharge summary	Emergency department records
Face sheet	History and physical	Lab results/pathology reports
Operative reports	Physician orders	Physician or healthcare provider signature and credentials (electronic or handwritten)
Problem list	Progress notes	Signature log*
SOAP notes (subjective, objective, assessment, plan)	Telehealth visits progress notes	

*\*Note: Signature logs are not accepted in place of the physician's or healthcare provider's electronic or handwritten signature. Signature logs are used to identify a provider's name if the signature is illegible.*

**To show our appreciation for your collaboration with our chart chase, MDX Hawai'i will compensate your office \$10.00 for each acceptable medical record submission.** If someone outside your office will be copying and submitting records on your behalf, please **include a copy of this form along with your records** to ensure they receive the chart chase payment:



<b>Provider Name:</b>	<b>Ofc</b>
<b>Contact ph #:</b>	
<b>Provider office address:</b>	
<b>DOS: 2021 to current</b>	
<b>Charts submitted on date:</b>	
<b>Chart payment to:</b>	
<b>TAX ID:</b>	
<b>Chart submitted to:</b> <input type="checkbox"/> Advantmed <input type="checkbox"/> MDX Hawaii	
<b>Contact person for payment:</b>	
<b>Contact ph # for payment:</b>	

### Questions?

If you have any questions about this review, please call Advantmed Provider Services at (800) 698-1690 or MDX Hawaii'i Health Care Quality Department at (808) 426-7625, or toll-free at (800) 345-4185, or email us at [HCQChartRetrieval@mdxhawaii.com](mailto:HCQChartRetrieval@mdxhawaii.com).

Thank you for your continued collaboration and support as we remain steadfast in our commitment to improving the well-being of the patient communities we serve together.

