



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

PHARMACY UPDATES

NEW INSULIN PROGRAM

Great news! Humana and UnitedHealthcare both have introduced new insulin programs for 2021.

With these programs, insulin will no longer be subject to the tier 3 co-pays when the preferred plan products are used.

HUMANA

Humana's insulin program limits maximum insulin copay to \$35 per month¹. This program is available to Humana HMO plans only and it applies to limited insulin products manufactured by Novo Nordisk. For more information, click [here](#).

List of preferred insulin products for Humana:

- Fiasp FlexTouch U-100 Insulin
100 unit/mL (3 mL) subcutaneous pen
- Fiasp Penfill U-100 Insulin
100 unit/mL (3 mL) subcutaneous cartridge
- Fiasp U-100 Insulin
100 unit/mL subcutaneous solution
- Lantus Solostar U-100 Insulin
100 unit/mL (3 mL) subcutaneous pen
- Lantus U-100 Insulin
100 unit/mL subcutaneous solution
- Levemir FlexTouch U-100 Insulin
100 unit/mL (3 mL) subcutaneous pen
- Levemir U-100 Insulin
100 unit/mL subcutaneous solution
- Novolin 70-30 U-100 Insulin
100 unit/mL subcutaneous suspension
- Novolin 70-30 FlexPen U-100 Insulin
100 unit/mL (70-30) subcutaneous
- Novolin N Flexpen
100 unit/mL (3 mL) subcutaneous insulin pen
- Novolin N NPH U-100 Insulin isophane
100 unit/mL subcutaneous susp



- Novolin R Flexpen
100 unit/mL (3 mL) subcutaneous insulin pen
- Novolin R Regular U-100 Insulin
100 unit/mL injection solution
- Novolog Flexpen U-100 Insulin aspart
100 unit/mL (3 mL) subcutaneous
- Novolog Mix 70-30 FlexPen U-100 insulin
100 unit/mL subcutaneous pen
- Novolog Mix 70-30 U-100 Insulin
100 unit/mL subcutaneous solution
- Novolog PenFill U-100 Insulin aspart
100 unit/mL subcutaneous cartridge
- Novolog U-100 Insulin aspart
100 unit/mL subcutaneous solution
- Soliqua 100/33
100 unit-33 mcg/mL subcutaneous insulin pen
- Toujeo Max U-300 SoloStar
300 unit/mL (3 mL) subcutaneous insulin pen
- Toujeo SoloStar U-300 Insulin
300 unit/mL (1.5 mL) subcutaneous pen
- Tresiba FlexTouch U-100 insulin
100 unit/mL (3 mL) subcutaneous pen
- Tresiba FlexTouch U-200 insulin
200 unit/mL (3 mL) subcutaneous pen
- Tresiba U-100 Insulin
100 unit/mL subcutaneous solution
- Xultophy 100/3.6 100 unit-3.6 mg/mL
(3 mL) subcutaneous insulin pen

¹ For some, cost in catastrophic phase will be more than \$35 per month

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UnitedHealthcare

UnitedHealthcare's insulin program is offered to all MDX Hawai'i UnitedHealthcare MA members. It applies to insulin products manufactured by Eli-Lily. Maximum co-pay is limited to \$35 a month. When patients reach Part D catastrophic phase, co-pay is 5% of the drug cost, which is often less than \$35. For more information, click [here](#).

List of preferred insulin products for UnitedHealthcare:

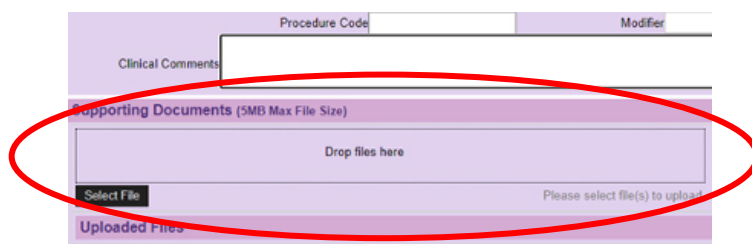
- Humalog
- Humalog Junior Kwikpen
- Humalog Kwikpen
- Humalog Mix 50/50
- Humalog Mix 50/50 Kwikpen
- Humalog Mix 75/25
- Humalog Mix 75/25 Kwikpen
- Humulin 70/30
- Humulin 70/30 Kwikpen
- Humulin N
- Humulin N Kwikpen
- Humulin R
- Humulin R U-500 (Concentrated)
- Humulin R U-500 Kwikpen
- Insulin Lispro
- Insulin Lispro Junior Kwikpen
- Insulin Lispro Protamine/Insulin Lispro Kwikpen
- Lantus
- Lantus Solostar
- Levemir
- Levemir FlexTouch
- Soliqua 100/33
- Toujeo Max Solostar
- Toujeo Solostar
- Tresiba
- Tresiba FlexTouch

The goal of these programs is to promote insulin adherence by decreasing the patient payment portion. Affordable insulin supports patient's adherence to diabetes regimen, therefore improves disease management and prevents diabetes related complications.

USING THE PROVIDER PORTAL FOR SPECIALTY DRUGS

When you use the online Provider Portal to submit requests for specialty drugs, please indicate the drug, dosage, frequency, and number of doses requested in the "Supporting Documents" section of the portal.

This information is necessary to complete prior authorization requests for specialty drugs. If this information is missing, you will be contacted by a staff member to manually provide this information.



2021 OFFICE STAFF INCENTIVE PROGRAM

On April 1, 2021, we announced our 2021 Office Staff Incentive Program. Eligible offices will receive an enrollment packet during the first week of April with the following:

- Program Description
- Enrollment Form
- W-9 Form

The three components of this program are:

1. Scheduling and completing an eligible AWW/AHA, measured by the timely submission of claims and notes for qualifying visits.
2. Printing a Member Information Profile (MIP) from the Provider Portal, as part of pre-visit planning procedures; and, making the document available to the provider at point of care, as a reference for open care opportunities.
3. Supporting needed care and management of chronic conditions, as measured by an overall Chronic Condition Rate.

Participating staff members must complete and return the enrollment form and W-9 by May 31, 2021 to be eligible to receive payment.

For questions or more information about this quality incentive program, please contact your Provider Service Account Manager.



2021 MDX HAWAII PROVIDER EDUCATION SESSIONS

Provider Education webinars are now open for registration. For questions or more information please email us at MDXevents@mdxhawaii.com

Burden of Illness (BOI) Education Sessions

HOLOMUA 101: Intro to BOI (Burden of Illness) and CMS Risk Adjustment Methodology

Thurs, May 6, 2021 12:30 PM

[Register Here](#)

New topics to be discussed

- Coding pitfalls
- Member Information Profile (MIP)
- Introduction to Physician Medical Records Review (PMRR)
- Updates: Core Portal, AHA/AWV, NP Program Provider Dashboards

Who is this webinar for?

PCPs new to the program or would like a refresher and get updates; all interested clinical staff/admin; coders and billers whose office participates in the BOI Program

HOLOMUA 201: Intro to BOI (Burden of Illness) and CMS Risk Adjustment Methodology

Wed, April 21, 2021 12:30 PM

[Register Here](#)

Topics to be discussed

- Information on prevalence data
- System specific review and other miscellaneous opportunities

Who is this webinar for?

PCPs new to the program or would like a refresher and get updates; all interested clinical staff/admin; coders and billers whose office participates in the BOI Program

Thurs, May 20, 2021 12:30 PM

[Register Here](#)

Quality Education Sessions

ULU HOKU: CAHPS and HOS

Thurs, April 15, 2021 12:15 PM

[Register Here](#)

Deadline: April 12, 2021

Topics to be discussed

- Did you know that CAHPS and HOS is now 41% of your Star score?
- Which triple-weighted questions to focus on for 2021
- Overall performance report (*individual report cards provided if available*) and best practices

Who is this webinar for?

All participating PCPs, Office Managers/ Administrators and Lead Nurse, Receptionists

Wed, May 5, 2021 12:15 PM

[Register Here](#)

Deadline: May 3, 2021

Quality Education Sessions (continued)

ULU HOKU: Navigating the Stars

Topics to be discussed

- Overview of CMS Stars quality measures & changes for 2021
- How to read your MDX Hawaii'i Quality Opportunities Report
- What codes can you submit on a claim to close the quality gaps
- New codes for 2021 to submit to address gaps

Who is this webinar for?

All participating PCPs, Lead Nurse, Coding/billing staff

Wed, May 26, 2021 12:15 PM

[Register Here](#)

Deadline: May 3, 2021

Thurs, June 17, 2021 12:15 PM

[Register Here](#)

Deadline: June 14, 2021

Wed, July 28, 2021 12:15 PM

[Register Here](#)

Deadline: July 26, 2021

NETWORK UPDATES

To ensure that we have current information on your practice, please do the following:

Updated W-9

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 at least 45 days prior notice regarding the changes list 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

To ensure accuracy and completeness of provider participants, furnishing an updated roster to MDX Hawaii'i is important. Information pertaining to roster updates to include:

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

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

PROVIDER PORTAL

We encourage your practice to submit specialist referrals and prior authorization requests via our Provider Portal. The advantages of using our provider portal are:

- Use the Code Lookup tool to find if services require prior authorization
- View the status of a specific authorization and print a status report at the time of submission
- Ensure accuracy in data entry
- Check patient eligibility
- Check claims status

If you would like access to our secure Provider Portal, please see your site administrator to set-up your User account. If you do not have a site administrator, please have your office submit a completed [registration form](#) to set-up an administrator account. A maximum of two (2) administrators per Provider or Group practice is allowed.



CLAIMS

Here are a few reminders when filing claims for services:

- **CLIA Certification Number:** Providers must have proper Clinical Laboratory Improvement Amendments (CLIA) certification and enter your active certification number on claim submissions
- **CMS 1500 Box 17:** Not entering the name of the referring or ordering physician if the service or item was ordered or referred by a physician. All physicians who order services or refer Medicare beneficiaries must report this data.
- **Rural Health Clinics/Federally Qualified Health Centers (RHCs/FQHCs):** Billing on CMS 1500 form instead of UB04.
- **Type 1 vs 2 NPI:** Billing NPI should be Type 2 NPI. Rendering NPI should be Type 1

We implemented enhancements to our claims editing process during prepayment review in 2019 and 2020 to better align our system with standards from sources such as but not limited to:

- Centers for Medicare & Medicaid Services (CMS) standards
- American Medical Association (AMA) Current Procedural Terminology (CPT) coding guidelines
- CMS HCPCS LEVEL II Manual coding guidelines
- ICD-10 Instruction Manual coding guidelines
- National Coverage Determination (NCD) Manual
- Medicare Claims Processing Manual
- National Correct Coding Initiative (NCCI) edits
- Local and National Coverage Determinations (LCDs/NCDs)

Claims Submission Deadlines

- **CMS 1500** – CMS 1500 forms must be submitted within 365 days from date of service
- **UB04** – UB04 forms must be submitted within 365 days of the “through” date of the statement covers period box

Provider Claim Reconsideration Process

Providers may submit a claim payment reconsideration in writing within 60 calendar days (or refer to your Provider Participation Agreement) from the receipt of the original claim payment determination. Generally, MDX Hawai'i will respond in writing within 60 calendar days from the receipt of the claim payment reconsideration.

The Contracted Provider must include the following information when submitting a provider claims reconsideration:

- Member name and identification number
- Date of service
- Claim number
- Name of the provider of the services
- Payment amount
- The expected payment amount
- Difference between the amount paid and the expected payment amount
- A brief explanation of the dispute

Please submit changes by filling out the [Provider Claim Reconsideration Form](#). Email the completed form to compliance@mdxhawaii.com or fax to (808) 535-8837. Information is also available in the MDX Hawai'i Medicare Provider Operations Manual available on our secured provider portal.

Correct Claims vs. Reconsideration Submission

Here are helpful reminders for submitting claims or reconsiderations:

- **Corrected claims** are for original claims that had errors requiring corrections
- **Reconsideration Submissions** is a dispute process for claims payment determination. See reconsideration process steps listed above.

If a corrected claim and reconsideration are submitted for the same claim, the claim will be reprocessed as a corrected claim. The reconsideration will be closed.



IMPORTANT MDX HAWAI'I CONTACT NUMBERS & LINKS

Click [here](#) to visit MDX Hawai'i Website

Log on to our Provider Portal for Contracted Providers by clicking [here](#).

Provider Services Call Center

(808) 532-6989 or toll-free (800) 851-7110
Monday – Friday, 8am – 5pm

Prior Authorization Fax Numbers

Oahu: (808) 532-6999
Neighbor Islands: 1-800-688-4040

Facesheets Fax Number

Oahu: (808) 792-8440

IP/SNF/HH Clinical Documentation

Oahu: (808)792-8440

Documentation for PCP Quality Incentive Program Participants

(808) 426-7607



SPECIALTY PHARMACY

MDX Hawai'i contracts with the following Specialty Pharmacies for your patients who may require specialty drugs or infusion services:

Hawaii Specialty Pharmacy

1150 South King Street, Suite 1105
Honolulu, HI 96814
Phone: (808) 707-5615
Fax: (808) 333-3682

Accredo

677 Ala Moana Blvd, Suite 404
Honolulu, HI 96813-5412
Phone: (808) 650-6488
Fax: (808) 650-6487

Option Care

550 Paiea Street, Suite 236
Honolulu, HI 96849
Phone: (808) 489-9385
Fax: (808) 441-5925

Pharmacare

3375 Koapaka Street, Suite G-320
Honolulu, HI 96819
Phone: (808) 840-5600
Fax: (808) 840-5678