



Happy New Year!

As 2020 gets off to a roaring start, we would like to thank you for being our partner in providing excellent care to keep our members healthy.

MDX Hawai'i is committed to providing you with information to make working with us easy for you and your staff. We strive towards delivering excellent service to you. In January and February, we will be having our 2020 Provider Information Sessions for Medicare Advantage Plans. Throughout the year, we will be sending you our Provider Bulletin with updates and information for our Medicare Advantage Plans. 2020 promises to be an exciting year for all of us! We look forward to our continued partnership in working with you.

❖ 2020 Medicare Advantage Plans Contracted with MDX Hawai'i

Effective January 1, 2020, MDX Hawai'i continues its contract with the following Medicare Advantage Plans:

Humana (Oahu, Kauai & Maui)

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| HumanaChoice (PPO) | H5216-040 |
| HumanaChoice (PPO) | H5216-041 |
| Humana Gold Plus (HMO) | H0028-004 |

UnitedHealthcare (UHC) (PPO Plans)

Oahu

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| AARP Medicare Advantage Choice Plan 1 Group #77000 & #77007 | H2228-024 |
| AARP Medicare Advantage Choice Essential Group #77003 & #77008 | H2228-025 |
| AARP Medicare Advantage Choice – Plan 2 Group #77024 & #77025 | H2228-067 |

Kauai & Maui

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| AARP Medicare Advantage Choice Group# 77026 & #77027 | H2228-068 |
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Please remember to make a copy of both sides of the Health Plan membership card as it contains important benefit and claims filing information. Also, submit the claim under the member's current membership number to expedite payment.

❖ Physical Therapy Services Utilization Initiative Program

Effective January 1, 2020, MDX Hawai'i launched our **Physical Therapy Services Utilization Initiative**, a program designed to ease authorization requirements and assist with the management of outpatient physical therapy services.

The initiative is designed to minimize the need for providers to go through the prior authorization process by waiving authorization requirements for outpatient physical therapy services. The initiative works by doing the following:

- Establishes a benchmark for outpatient physical therapy services
- Reviews physical therapy providers' performance history.
- Based on the physical therapy providers' performance history compared to the benchmark, the physical therapy provider will be placed in the **No Prior Authorization Tier** or **Prior Authorization Required Tier**.

For physical therapy providers in the **No Prior Authorization Tier**, a prior authorization is NOT required for outpatient PT services. For those in the **Prior Authorization Required Tier**, prior authorization for outpatient PT services is still required, except for the initial evaluation and if ordered immediately after hospitalization, surgery (related) or stay at a Skilled Nursing Facility. Please work closely with your Physical Therapy provider.

A New Look for our Provider Portal

To help launch a new year, our secured provider portal has been updated with a new look. On our secured provider portal, you can continue to check eligibility, claims status and the status of your authorization requests.

The target date for the launch of our new portal is Thursday, January 16, 2020. In preparation for this cutover, our system will be unavailable from 6 p.m. on Wednesday, January 15, 2020 until Thursday morning.

To access our secured provider portal, go to www.MDXHawaii.com and click on the link to the Provider Portal at the top of the page to log in. As a reminder, user accounts are disabled if there has been no activity within 30 days.

If your account has been disabled, please call the Provider Portal Support Line at 877-875-7329 toll-free, Monday through Friday, 8am – 5pm, HST. You can also email us at providersupport@mdxhawaii.com.

We encourage you to sign up for our secured provider portal. Complete the "Online Access Registration Form for Master Administrator User Account" which can be found on our website at MDXHawaii.com and return the completed form to MDX Hawai'i.

❖ Beacon Physician Decision Support (PDS) Platform Update

MDX Hawai'i is collaborating with Beacon Laboratory Benefit Solutions to launch the Laboratory Benefits Management Program using the Beacon Physician Decision Support (PDS) platform. We received feedback from some of the providers and heard the concerns raised. We wanted to let you know that we are working with Beacon to integrate their platform with your current lab ordering workflows, including different EMR platforms.

The Beacon PDS platform is available for all MDX Hawai'i contracted providers to use beginning January 2020. Providers can order all lab tests through Beacon if they would like, as well as complete Prior Authorization requests. Prior Authorization requests can continue to be completed in your current workflow or by calling BeaconLBS at 1-844-919-0799 or email askbeacon@beaconlbs.com.

We will work with you to ensure a smooth transition for your practice. Feel free to reach out to your Provider Network Coordinator with any questions.

❖ Continuity of Care for NEW Members enrolling in Humana or UnitedHealthcare Medicare Advantage Health Plans on or after January 1, 2020

Prior Authorizations

We will honor Prior Authorization from other health plans for covered Medicare Services deemed medically necessary, that were prior approved for 30 days from the day of enrollment.

Beginning on day 31 following the date of enrollment, regular prior authorization requirements will resume, and we will no longer honor authorizations approved by the member's prior health plan.

Please include the new date of enrollment and a copy of the other health plan's authorization when you submit your claim.

Specialist Referrals for NEW Humana HMO plan members

The Humana HMO plan does not allow out of network services, except:

- When there are no Contracted Specialists in the member's area.
- When Contracted Specialists aren't available, and request is urgent.
- Post hospital/ER stabilization care is needed, until the PCP transitions the member back to a participating specialist.

During the first 30 days following enrollment, Primary Care Physicians should assess their patients who are **NEW** Humana HMO members and determine if services or visits to specialists need to be continued. To continue to refer a patient who is a **NEW** Humana HMO member to specialists, please submit a Specialist Referral Request Form to MDX Hawai'i by day 31 after enrollment. Fax the completed form to MDX Hawai'i at 532-6999 on Oahu, or 1-800-688-4040 toll-free from the Neighbor Islands.

❖ Need Assistance? We are here to help!

If you have any questions, please contact us at (808) 532-6989 on Oahu, or (800) 851-7110 toll-free from the Neighbor Islands, Monday – Friday, 8am – 5 pm. Or, visit us at www.MDXHawaii.com.

A Flu Shot is the Best Shot at Prevention for People Age 65 and Older

Flu season has started. As a provider, you play an important role in ensuring that our Medicare Advantage Plan members receive the influenza vaccine. People aged 65 years and older are at greater risk of serious complications from the flu, as human immune defenses become weaker with age.

The Centers for Disease Control (CDC) recommends that emphasis should be placed on vaccination of high-risk groups and their contacts and caregivers:

- Adults aged 50 years old and older
- Persons with chronic pulmonary (including asthma), cardiovascular (except isolated hypertension), renal, hepatic, neurologic, hematologic, or metabolic disorders (including diabetes mellitus)
- Persons who are immunocompromised due to any cause (including medications or HIV infection)
- Residents of nursing homes and other long-term care facilities
- Caregivers and contacts of those at risk:
 - Health care personnel in inpatient and outpatient care settings, medical emergency-response workers, employees of nursing home and long-term care facilities who have contact with patients or residents, and students in these professions who will have contact with patients
 - Household contacts and caregivers of children aged less than 5 years old, particularly contacts of children aged less than 6 months, and adults aged 50 years and older
 - Household contacts and caregivers of persons fall into a high-risk category.
- Persons who are extremely obese (BMI is greater than or equal to 40)

This flu season, we would like to ask for your help to ensure that our Medicare Advantage Health Plan Members receive influenza vaccines. For more information about the influenza vaccine, go to <http://www.cdc.gov/flu>.