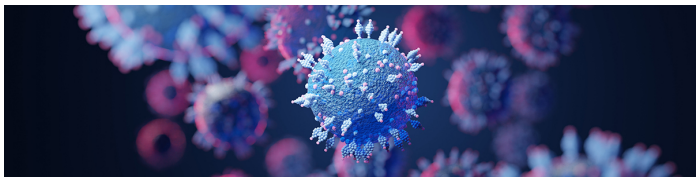
MDX Hawai'i PROVIDER BULLETIN

August 2021 Volume 2 | Issue 8

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



COVID-19 UPDATE

The national public health emergency for COVID-19 has been extended from July 19, 2021 to Oct 17, 2021.

We are continuing to monitor the pandemic and are working closely with our health plan partners, UnitedHealthcare (UHC) and Humana.

For current information and resources, as well as details regarding COVID-19 testing and testing-related visits, please visit UnitedHealthcare and Humana for more information.

2021 ANNUAL MEDICAL RECORDS REVIEW

Thank you for your support and active participation on our annual medical records review. MDX Hawai'i has partnered with Humana and UnitedHealthcare to conduct this review for their Medicare Advantage Plan members.

The purpose of this request is twofold: to ensure that all diagnostic information is captured and in accordance with the guidelines laid out by the Center for Medicare & Medicaid Services (CMS); and to facilitate a risk-adjustment and quality review of acute and chronic conditions for each patient. Our chart retrieval partner, Advantmed have been conducting provider outreach activities via fax, mail and phone since July 7. Advantmed will be contacting your office and sending you a packet with a list of medical records needed.

Please note that the deadline for submission for requested charts is one week after receiving the request.

As a reminder, please include the following documents for each chart identified on the list of patients scheduled for review:

- Consult notes
- Demographic face sheet
- Preventive and sick visits
- Inpatient hospital notes (emergency room, history and physical, discharge summary)
- Problem list
- Progress notes
- Annual assessments

We encourage you to contact Adventmed directly at the numbers below if you have any questions or have any general concerns regarding the medical records request.

Advantmed Hotline: (808) 800-4223
Fax: (800) 340-7804
Email: providersupport@advantmed.com
Website: www.advantmed.com

Provider Portal Submissions for AHA/AWV and Charts Phased Out

As of July 12, 2021, the chart upload feature through our Provider Portal has been disabled. We are currently in the process of transitioning to other secure methods of online submissions for AHA/AWVs, notes and other clinical documents. More information will be provided to you once available.

In the interim, we encourage you to continue to submit clinical documents via mail or secure email or fax to (808) 426-7607. Contact your Provider Service Account Manager if you have any questions or need assistance with submitting medical records.

If your submission is regarding the Medical Chart Retrieval, please call Advantmed at (808) 800-4223 or email providersupport@advantmed.com

PHARMACY UPDATES

FDA's Recent Approval of New Alzheimer's Disease Treatment

Aduhelm® (aducanumab) was approved through an accelerated approval process by the FDA in June 2021 for the treatment of Alzheimer's disease. In July 2021, the FDA updated the recommendation to only patients with milder forms of Alzheimer's Disease to better align with the patient population included in the clinical trials. The FDA also released the following statement, "The accelerated approval pathway requires the company to verify clinical benefit in a post-approval trial. If the sponsor cannot verify clinical benefit, FDA may initiate proceedings to withdraw approval of the drug."

The most common adverse effects that occurred at incidences 10% or more are Amyloid-related imaging abnormalities (ARIA)-Edema, headache and ARIA-H microhemorrhage, ARIA-H superficial siderosis, and fall.

The following imaging requirements are listed in the package insert under *DOSAGE AND ADMINISTRATION*:

- Obtain a recent (within one year) brain MRI prior to initiating treatment.
- Obtain MRIs prior to the 7th and 12th infusions. If radiographic severe ARIA-H is observed, treatment may be continued with caution only after a clinical evaluation and a follow-up MRI demonstrates radiographic stabilization (i.e., no increase in size or number of ARIA-H).

For full prescribing information, click here.

Reference:

Aduhelm® (Aducanumab) [Prescribing Information]. Cambridge, MA: Biogen Inc. July 2021. Available at: https://www.biogencdn.com/us/aduhelm-pi.pdf.

Center for Drug Evaluation and Research. (2021, July 8). Aducanumab (marketed as Aduhelm) Information. U.S. Food and Drug Administration. https://www.fda.gov/drugs/postmarket-drug-safety-information-patients-and-providers/aducanumab-marketed-aduhelm-information.

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.

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, which may cause delays in treatment.

OPERATIONS UPDATES

MEDICAL MANAGEMENT

Beacon Physician Decision Support (PDS) Platform Update

We would like to remind providers to review and complete lab test requiring Prior Authorizations and Advanced Notifications through our web-based platform called Physician Decision Support (PDS). Access to the PDS platform will be available through the link found in our Provider Portal. A reference guide for your office program administrator or contact is available on our website. An email notification will be sent to you when a new lab test requires review.

MDX Hawai'i Help Desk is available to provide technical support. Contact the Help Desk by calling (844) 919-0799 from 8 a.m. to 8 p.m. HST Monday through Friday.

For any questions about prior authorization or to request a peer-to-peer review, please contact MDX Hawai'i Provider Customer Service. You will be connected to a member of our clinical team at (808) 532-6989, or toll-free at (800) 851-7110 from 8 a.m. to 5 p.m. HST, Monday through Friday.

Prior Authorizations Changes

We are pleased to announce that to better serve you, MDX Hawai'i has made several adjustments to the Utilization Management (UM) Program. The requirement for authorization has been removed for many services, such as:

- Cardiac outpatient diagnostic services (echocardiograms, stress tests)
- PET Scans
- Behavioral Health services
- Continuous glucose monitors
- Home Health services
- Enteral nutrition and dietary assessments (including diabetic education services)

Removal of prior authorization requirement does not guarantee payment. **Medicare and proper coding rules and regulations, such as inpatient only, quantity of DME supplies and visits, bundling, appropriateness, etc., still apply. These rules will be followed during claims processing.**

While the summary below is not exhaustive of all services, several medical services and procedures will continue to require UM review in 2021:

- Certain Specialty drugs
- Planned inpatient admits AND the procedure leading to the inpatient admission
- New services with temporary procedural codes, unless otherwise specified on our PA look-up tool
- Transplants
- Potential cosmetic services
- Medicare Non-covered services
- Investigational/experimental treatments and services
- Radiation Oncology services
- Outpatient Physical and Occupational therapy visits (guidance document available on our portal listing therapy modalities not covered by Medicare)
- Molecular tests
- Genetic testing
- Joint and Spine Orthopedic procedures
- Prostate/Bladder procedures
- DME (list has been significantly reduced)
- Services that require Health Plan review (e.g., Part D drugs, non-medical dental, vision services)

MDX Hawai'i will continue to monitor the appropriateness of utilization and identify changing or emerging utilization trends. These findings will be reviewed with providers as appropriate. We will continue to refine and retool our UM program as health care needs and our model of care both evolve. Requirements may be added and/or removed from the prior authorization list and you will be notified of any changes in advance.

For your reference, several new Medicare coverage guidance documents are available on our provider portal. We will continue to add and update these documents as they become available.

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.