



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.

QUALITY STAR UPDATES

Over the past year, MDX Hawai'i has been working to assist your patients with their prescription refill reminders (for the medication adherence measures) and encouraging them to enroll into their health plan mail order programs. Last year, we saw a 2 – 5% increase which resulted in an improvement to 4 -STAR ratings for Medication Adherence measures.

HUMANA PHARMACY UPDATES

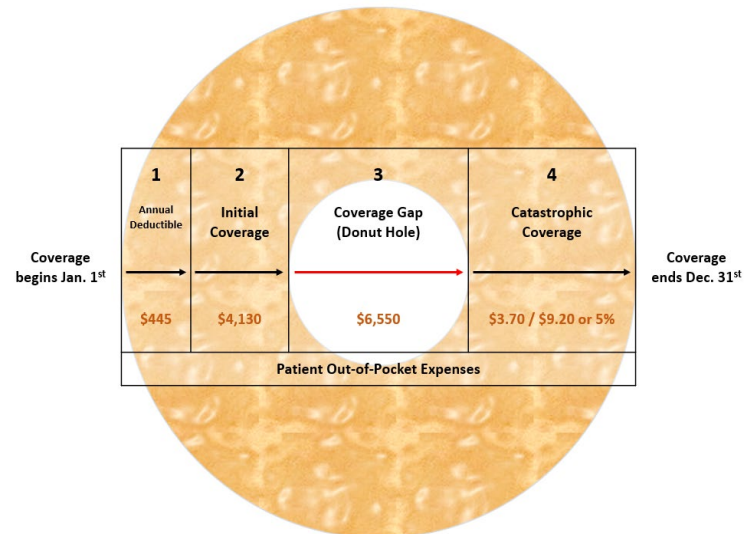
We are excited to share some pharmacy updates from Humana. Humana Pharmacy offers \$0 copay for 90-day prescriptions for most Tier 1 and Tier 2 prescription medications during the Initial Coverage phase. Humana has recently announced new coverage, where the \$0 copay for most Tier 1 and Tier 2 medications will be effective for **ALL** coverage phases. This is effective immediately and includes members who have joined since January 1, 2021.

With this new coverage, the drug payments no longer count towards a member's TrOOP costs and provides a great opportunity for savings for your patients.

TrOOP or total out-of-pocket cost is the total amount a patient will spend in a year on formulary drugs before exiting the Coverage Gap (or Donut Hole) and entering the Catastrophic Coverage of their Medicare Part D prescription drug plan. To refer your patients to Humana Pharmacy for Home Delivery, please call (888) 538-3518.

For your reference, the diagram below explains how Medicare Part D prescription benefit is designed for 2021.

Part D Prescription Benefit for 2021



Effective January 1, 2021:

- \$0 copays for most Tier 1/Tier 2 meds through **ALL** coverage phases
- Does not count towards drug spending or towards member entering the coverage gap

PREVIOUSLY:

- Tier 1/Tier 2 meds were \$0 co-pay only for the members using Humana Pharmacy.
- Only applied to the Initial Coverage Phase/Limit
 - Member could still have copay in the Coverage Gap, Catastrophic, or Deductible phases
- Medication Costs counted towards the member's various thresholds
 - Despite the fact the member may not have a copay in the initial coverage phase, the medication cost could still push the member towards the Coverage Gap

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The below lists some of the more common medications for HUMANA that are part of the \$0 copay list.

Hypertension

- Amlodipine Besylate/Benazepril
- Amlodipine Besylate/Valsartan
- Benazepril HCL
- Benazepril/Hydrochlorothiazide
- Enalapril Maleate
- Enalapril Hydrochlorothiazide
- Fosinopril Sodium
- Fosinopril Hydrochlorothiazide
- Irbesartan
- Irbesartan/Hydrochlorothiazide
- Lisinopril
- Lisinopril/Hydrochlorothiazide*
- Losartan Potassium*
- Olmesartan Medoxomil
- Olmesartan/Hydrochlorothiazide
- Quinapril HCL
- Quinapril/Hydrochlorothiazide
- Ramipril
- Telmisartan
- Trandolapril
- Valsartan*
- Valsartan/Hydrochlorothiazide*

Cholesterol

- Atorvastatin
- Lovastatin
- Pravastatin
- Rosuvastatin
- Simvastatin

Diabetes

- Glimepiride
- Glipizide
- Glipizide/Metformin HCL
- Glyburide
- Glyburide, micronized
- Glyburide/Metformin HCL
- Metformin HCL
- Pioglitazone HCL

* Not all strengths



UNITEDHEALTHCARE UPDATES TO OPTUMRX MAIL ORDER PROGRAM

Effective June 7, 2021, partnering with MDX Hawaii'i, OptumRx mail order has started a new pilot program called **"Welcome Home Team."** This new service is intended to provide a "white glove" experience for UnitedHealthcare members who have not yet enrolled in their mail order program.

Because it is a pilot program, the members interested in mail order service must call us. MDX Hawaii must initiate a 3-way call.

Please have your patients call us directly at (808) 465-3539 and ask to be enrolled in UHC's special mail order program. If you have any questions or would like more information, please contact

MDX Hawaii's Quality Program pharmacist Gordon Cheng at (808) 465-3539 or email us at QualityAnalysts@mdxhawaii.com.

2021 CHANGES TO THE STATIN THERAPY FOR PATIENTS WITH DIABETES (SUPD) MEASURE NOW 1X WEIGHTED (FROM 3X WEIGHT IN 2020)

- New Exclusions: rhabdomyolysis or myopathy, pregnancy, lactation or fertility therapy, liver disease, pre-diabetes, polycystic ovarian syndrome
- **NOTE: When a member is turning 76 years in the measurement year, member should pick up statin medication a month before their birth month to be compliant, as an example: when a member's DOB is 12/31/21, they must fill their statin by 11/30/2021 to close the gap.**

2021 MDX HAWAII' I PROVIDER EDUCATION SESSIONS

MDX Hawaii'i is excited to offer education and training opportunities designed to support you, our providers and your staff. Topics include basic to advanced risk adjustment information, as well as overview and usage of MDX Hawaii'i provider tools.

Registration for Provider Education webinars is now open. 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

Wed, Sept 1, 2021 12:30 PM

[Register Here](#)

Topics to be discussed

- What is the burden of illness (BOI) program?
- Risk adjustment and hierarchy of diseases
- Compliance with documentation
- NEW! Coding pitfalls
- NEW! Member Information Profile (MIP)
- NEW! Introduction to Physician Medical Records Review (PMRR)
- NEW! 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

Wed, Nov 3, 2021 12:30 PM

[Register Here](#)

HOLOMUA 201: Optimization of Clinical Quality and Documentation

Wed, Aug 4, 2021 12:30 PM

[Register Here](#)

Topics to be discussed

- Information on prevalence data
- System specific review:
 - Cardiology
 - Respiratory
 - Vascular
 - Cancers
 - Diabetes
 - Psychology
 - Gastroenterology
 - Dermatology
 - 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

Wed, Oct 6, 2021 12:30 PM

[Register Here](#)

Wed, Dec1, 2021 12:30 PM

[Register Here](#)

Quality Education Sessions

ULU HOKU: Navigating the Stars

Wed, July 28, 2021 12:15 PM

Topics to be discussed

- Overview of CMS Stars quality measures & changes for 2021
- How to read your MDX Hawaii 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 Nurses, Coding/billing staff

[Register Here](#)

Deadline: July 26, 2021

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

Print your patient's Member Information Profile (MIP) at the point of care - now includes STAR gaps

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

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)

The fact that a service or procedure does not require authorization 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.