

Provider Post

News and updates you need to know

September 1, 2016

Welcome to the first bi-monthly “Provider Post” from AmeriHealth Caritas Louisiana. For your convenience, we’ve gathered the latest provider updates below. Please share this information with others in your office or organization. Thank you!

In this issue:

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Changes to list of services requiring prior authorization

Effective October 1, 2016, AmeriHealth Caritas Louisiana’s list of services requiring prior authorization will be updated. The revised prior authorization list is available on our website.

What’s changing?

With this update, providers will be required to obtain prior authorization for all private/professional speech and occupational therapy services after the initial evaluation.

The requirements are not changing for outpatient facility-based speech and occupational therapy and also for private/professional and outpatient facility-based physical therapy. These services continue to require prior authorization after the initial evaluation and first 12 visits per calendar year.

Additionally, durable medical equipment (DME) previously required prior authorization for billable amounts greater than \$500. With this change, the threshold will increase; prior authorization will be required for billable amounts greater than \$750.

Requesting prior authorization

Please continue to submit requests for authorization to Utilization Management by:

- Telephone: 1-888-913-0350.
- Fax: 1-866-397-4522.
- Navinet – the free, online provider portal available at www.navinet.net.

A complete list of the new prior authorization requirements is also available on our website at www.amihealthcaritasla.com > **Providers** > **Clinical resources**.

Cultural Competency training requirements and opportunities

Federal regulations require Medicaid providers to deliver culturally competent services. Section 601 of Title VI of the Civil Rights Act of 1964 states that:

No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

As a provider of health care services who receives federal financial payment through the Medicaid program, you are responsible for making arrangements for language services for members who are either Limited English Proficient (LEP) or Low Literacy Proficient (LLP) to facilitate the provision of health care services to such members.

As an AmeriHealth Caritas Louisiana provider, you are required to complete at least three (3) hours of cultural competency training per year. AmeriHealth Caritas Louisiana offers the following live and online options to help you meet this requirement.

Credit	Training	Proof of Training	Additional Information
1 Hour	IN-PERSON (LIVE) Provider regional training (CLAS component)	Attest on-site; a copy of your attestation will be returned to you by email.	Watch for training opportunities announced via Network News; or check the advertised trainings on our website at www.amihealthcaritasla.com .
1 Hour	ONSITE (LIVE) New provider orientation	Your Provider Account Executive will document your training.	Request your training documentation by email to clastraining@amihealthcaritasla.com .
1.25 Hours	WEBINAR (ONLINE) "Closing the Gap: Delivering Culturally Competent Cardiovascular Care"	This program generates a certificate upon completion; return a copy of your completion certificate by email to clastraining@amihealthcaritasla.com or by fax to 1-225-300-9209.	Log on at: www.medconcert.com . This webinar will be available through March 31, 2017. Note: You must create a MedConcert account to participate.
3 Hours	ONLINE COURSE "A Physician's Practical Guide to Culturally Competent Care"	This program generates a certificate upon completion; return a copy of your completion certificate by email to clastraining@amihealthcaritasla.com or by fax to 1-225-300-9209.	Log in at: https://www.thinkculturalhealth.hhs.gov/education/physicians

Prior Training	If you've completed Cultural Competency training with a government agency or any other Healthy Louisiana health plan, please forward proof of attendance via email to: clastraining@amerihealthcaritasla.com or by fax to 1-225-300-9209 with ATTN: Cultural Competency to receive credit for training.
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Zika virus prevention and insect repellent coverage

About the Zika virus

Zika virus is a disease transmitted by mosquito bites and sexual contact. According to the Centers for Disease Control (CDC), approximately one in five people infected with Zika virus become symptomatic. Zika virus can be passed from a pregnant woman to her fetus and may cause birth defects.

Mosquito-borne cases have been reported in Florida. To help protect members of our community, AmeriHealth Caritas Louisiana will cover the following insect repellents for members who are (1) pregnant, or (2) between the ages of 14-44 and have unprotected sex.

Covered products:

Product Name	Ounces	Billed Amount	UPC	"NDC"
Cutter Backwoods 25% Spray	6 oz.	170 g	71121962805	71121-0962-80
Cutter Skinsations 7% Spray	6 oz.	177 mL	16500540106	16500-0540-10
OFF! Family Care 15% Spray	2.5 oz.	71 g	46500018428	46500-0710-37
OFF! Deep Woods Dry 25% Spray	4 oz.	113 g	46500717642	46500-0717-64
OFF! Deep Woods 25% Spray	6 oz.	170 g	46500018428	46500-0018-42
OFF! Active 15% Spray	6 oz.	170 g	46500018107	46500-0018-10
Repel Sportsmen 25% Spray	6.5 oz.	184 g	11423941375	11423-0941-37
Repel Sportsmen Max 40% Spray	6.5 oz.	184 g	11423003387	11423-0003-38
Natrapel 20% Picaridin	5 oz.	177 mL	44224068781	44224-0068-78
Sawyer Insect Repellent 20% Picaridin	4 oz.	118 mL	50716005448	50716-0005-44

Coverage criteria:

A prescription is required. Coverage is available for one product every 30 days.

For more information about the Zika virus, please refer to the LDH's Zika prevention plan at www.dhh.louisiana.gov or the CDC's Zika virus information at www.cdc.gov/zika. For Zika resources and information, please direct plan members to the AmeriHealth Caritas Louisiana website at www.amerhealthcaritasla.com.

Save-the-date for Provider Training – October 3rd

Save-the-date! AmeriHealth Caritas Louisiana will host regional provider training in Baton Rouge on October 3, 2016. Training will cover various topics of importance to you – including billing/claims, health plan benefits, provider self-service tools, and other resources. Mark your calendars and watch for registration information to follow.

Billing updates

Home Health Services: 15-Minute Unit Billing Requirement

As a reminder, for dates of service on or after April 1, 2016, home health providers are required to bill Medicaid-covered skilled nursing visits in 15-minute units.

Skilled nursing services provided by a registered nurse (RN) or licensed practical nurse (LPN) in a home health setting were historically billed in one-hour per unit increments. However, national guidelines require these services to be billed in 15-minute units. The Louisiana Department of Health recently mandated this billing change to align with national guidelines.

In addition to the change in billing, provider documentation for each visit must reflect the arrival time and departure time of the nurse to support the number of 15-minute units billed on the claim for services provided. The documentation must be retained and made available for review by the provider according to Medicaid provider participation standards.

Process change for Private Third Party Liability (TPL) and Medicare Advantage update requests

Effective September 1, 2016, Medicaid will streamline the process for providing member Third Party Liability record updates. The following changes aim to increase access to care for Medicaid beneficiaries while providing a more administratively efficient and consistent process for providers.

Private Third Party Liability (TPL) and Medicare Advantage Plan Update Request Change

General Private TPL and Medicare Advantage Plan Update Requests

Effective September 1, 2016:

- Providers must submit all Private TPL and Medicare Advantage Plan General Update Requests to HMS at:
Fax: 877-204-1325
Email: latpr@hms.com
Phone: 877-204-1324
- HMS is available Monday through Friday, 8 am – 5 pm CT, excluding Louisiana state holidays. Questions concerning HMS updates should be addressed to HMS at 1-877-204-1324.

- General, Private TPL and Medicare Advantage Plan updates submitted to Healthy Louisiana Plans and Louisiana Department of Health (LDH) on or after September 1, 2016 will not be processed.

Urgent* Private TPL and Urgent* Medicare Advantage Plan Update Requests

Effective September 1, 2016:

- Providers must submit urgent private TPL and urgent Medicare Advantage update requests to the member's Healthy Louisiana plan for members who are currently enrolled with a Healthy Louisiana plan for pharmacy and medical benefits. **For AmeriHealth Caritas Louisiana members**, these requests may be directed to:
Fax: 1-215-863-5221
Email: TPL@amerihealthcaritas.com
Phone: 1-888-922-0007
- Providers must submit urgent private TPL requests for members who are enrolled with Fee-For-Service for Pharmacy and Medical Benefits to HMS, at the information above.

**Urgent TPL requests are those where a member's ability to have a prescription filled or to access immediate care has been impacted by the incorrect third party insurance coverage.*

Traditional Medicare Update Requests:

All TPL update requests for Traditional Medicare should continue to be faxed to LDH at 225-342-1376 using the appropriate form. Traditional Medicare Update Request forms can be found here: <http://www.lamedicaid.com/ProvWeb1/ProviderTraining/TraditionalMedicare.pdf>. Questions concerning Traditional Medicare updates should be addressed to the LDH TPL unit at 1-225-342-8662, Monday through Friday, 8 am – 4:30 pm CT, excluding Louisiana state holidays.

Clinical corner

Help us remind parents and guardians about vaccines for kids

With a new school year approaching, we need your help to remind parents and guardians about the importance of students receiving the vaccines required by state law.

As a reminder, Louisiana requires proof that children – ages 4 years or older and entering kindergarten, pre-kindergarten or Head Start programs – received the following vaccines:

- a booster dose of poliovirus vaccine (IPV);
- two doses of measles, mumps and rubella vaccine (MMR);
- three doses of hepatitis vaccine (HBV);
- two doses of varicella (chickenpox) vaccine (Var); and,
- a booster dose of diphtheria-tetanus-acellular pertussis vaccine (Tdap).

Children in daycare also need to be up-to-date with their age-appropriate immunizations.

For children 11 years or older and entering the sixth grade, Louisiana requires proof they received all the age-appropriate immunizations above, as well as the following:

- meningococcal (meningitis) vaccine; and,
- tetanus-diphtheria-acellular pertussis vaccine (Tdap).

Having kids vaccinated keeps them healthy and in school, protects other children and family members from getting sick, and allows children to lead longer, more productive lives. **Please join us in reminding AmeriHealth Caritas Louisiana members about the importance of vaccinations for kids!**

Updated Preventive Health and Clinical Practice Guidelines

AmeriHealth Caritas Louisiana's clinical practice and preventive health guidelines have been updated. The guidelines are reviewed and updated annually and are available on our website at www.amerhealthcaritasla.com >Providers > **Clinical Resources**.

The following preventive health guidelines were recently updated:

- Routine preventive services for adults ages 18 to 49
- Routine preventive services for adults ages 50 to 65-plus
- Routine preventive services for infants and children birth to 24 months
- Routine preventive services for children ages 2 to 21

The following clinical practice guidelines were recently updated:

- Cholesterol-Lipid Screening and Management (formerly Screening and management of hypercholesterolemia)

As a reminder, clinical practice guidelines are evidence-based recommendations.

Online resources

At AmeriHealth Caritas Louisiana we're always working to bring you the information you need. Here's a look at what's new or recently updated on our website at www.amerhealthcaritasla.com:

- Preventive Health and Clinical Practice Guidelines
 - Network Account Executive List
 - Provider Dispute Form
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Questions

If you have questions about any of the content in this Provider Update, please contact your Provider Account Executive or call Provider Services at 1-888-922-0007.