Humana's YourPractice

Humana Updates Commercial Preauthorization and Notification List

On July 20, 2017, Humana will update its preauthorization and notification list (Humana.com/PAL) for all commercial plans.

Changes to commercial preauthorization requirements include:

- Expansion of medication preauthorization requirements to include Aloxi, Feiba NF, Granix, Mozobil, Nuwiq, NovoEight, Kanuma, Nucala, Strensiq, Tretten and Vidaza. All other blood-clotting factors still require preauthorization.

- Additions to the list of drugs that require site-of-care review for commercial fully insured plans and exchanges.

Important note: If a health care provider does not obtain preauthorization for a service, it could result in payment denials for the health care provider or reduced benefits for the member. Services or medications provided without preauthorization may be subject to retrospective medical necessity review. We recommend that a health care provider making a specific request for services or medications verify benefits and authorization requirements with Humana prior to providing services.

Addressing Food Insecurity to Improve Quality of Life

It has been two years since we kicked off our Bold Goal – to help make the communities we serve 20 percent healthier by 2020. In that time, we have learned a lot about how we can improve communities and health outcomes.

Food insecurity, which is the lack of access to enough nutrient-rich food for a healthy, active life, has emerged as one of the biggest barriers to health in many of our Bold Goal communities. In Broward County, we partnered with Feeding South Florida and worked closely with the physicians and clinical staff at Continucare Medical Centers to launch a food insecurity screening and referral pilot program.

The pilot was open to all patients, regardless of insurance coverage, at participating Continucare Medical Centers. About half of patients screened lacked appropriate access to food. This group experienced nearly twice as many unhealthy days* compared to patients with appropriate access. Of course, screening alone is not enough – we also want to make it easier for physicians to connect their patients to the resources they need. Patients who screened positive were offered consultation and an emergency food box from Feeding South Florida while in the physician's office. This is all about having the right intervention for the right population at the right time.

The Broward County food insecurity pilot was recently featured in an article for Yahoo! Finance (https://finance.yahoo.com/news/humana-continucare-team-feeding-south-181500022.html). You can find out more about this study and other peer-reviewed Humana research at our research site (http://research.humana.com).

Through our collaborations with community physicians, nonprofits and business and government organizations, we can make great progress lifting the health of our communities. See how far we have come in our Bold Goal 2017 Progress Report (populationhealth.humana.com/wp-content/uploads/2017/03/ Humana_BoldGoal_2017_ProgressReport-v2.pdf).

Sincerely,

Roy Beveridge, M.D.
Senior Vice President and Chief Medical Officer

*As measured by Healthy Days, a U.S. Centers for Disease Control and Prevention (CDC) tool that surveys individual mental and physical unhealthy days in a 30-day period.

Physicians and Humana-covered Patients Benefit from Close-the-Gaps Sweepstakes

Humana deemed its Close-the-Gaps Sweepstakes a success that benefitted both physicians and their patients with Humana coverage. From Oct. 17, 2016, to Jan. 2, 2017, participating physicians received entries for flu vaccines administered to their Humana-covered patients and for Healthcare Effectiveness Data and Information Set (HEDIS®) Stars measure gaps in care closed during the sweepstakes.

The results speak for themselves:

- Fifty individual physicians received $250 Amazon gift cards each week during the sweepstakes.

- Thirty physicians won $1,000 Amazon gift cards in a bonus drawing for those whose patients:

  - Took their medications regularly and for the prescribed duration, or

  - Were discharged from the hospital and avoided readmission within 30 days.

- The Humana Close-the-Gaps Sweepstakes awarded nearly $200,000 in Amazon gift cards – with many physicians sharing their winnings with their office staff.

- More than 1.8 million entries were earned during the sweepstakes drawing period, and the majority of the 11 HEDIS measures included showed improvement.

- The number of flu vaccinations increased significantly.

Watch for information about the 2017 Close-the-Gaps Sweepstakes here in Humana's YourPractice. If you have questions about the sweepstakes or would like copies of the Stars Quality Report materials, please call Humana Stars Quality Information at 1-866-723-2473, Monday through Friday, 8 a.m. to 5 p.m. Eastern time.

Sincerely,

George A. Andrews, M.D., M.B.A., F.A.C.P., F.A.C.C., F.C.C.P.
Corporate Medical Director, Quality Strategy Development

Try Humana's Updated Code Edit Simulator on the Availity Provider Engagement Portal

Coding issues can slow down claims processing. Physicians and clinicians can help avoid unnecessary delays by using Humana's updated code edit simulator app to quickly identify potential code edits before submitting a claim.

Physicians and clinicians also can use the simulator to gain insight into coding issues that may have prevented a submitted claim from processing as expected.

Making the switch to Availity
The new app was added to the Availity portal as part of Humana's initiative to phase out the Humana.com secure provider portal. Although the older version of the simulator is still accessible through Humana's secure portal, using the Availity portal is recommended for access to the latest version of this and other tools. For more information on the portal transition, visit Humana.com/providerselfservice or send an email to eBusiness@Humana.com.

To use the code edit simulator, physicians and clinicians should:

1. Sign in to the Availity portal and select "Payer Spaces," then Humana.

2. Select the code edit simulator from the list of applications. (If the app is not shown, physicians and clinicians will need to contact their Availity administrator to request access.)

3. Enter basic claim information, such as member age and gender, plan type and the codes to be used when submitting the claim.

The app will immediately display code edits that Humana may apply if the claim is submitted.

Connected Scales Focus On Patient Care and Compliance

Humana At Home is offering a connected-scale service with a goal of enhancing a patient's compliance with his/her physician's treatment plan. Physicians may receive questions from their Humana-covered patients about the service or from Humana concerning a patient enrolled in the program.

Patients are identified as candidates for the program based on their management of a chronic condition, such as congestive heart failure. Humana will provide the patient with a cellular-connected scale and reinforce the importance of daily weight measurement. There is no cost to the physician and no additional cost to the Humana-covered patient.

Humana At Home staff will monitor the patient's connected scale remotely. If the patient experiences a daily weight change of plus or minus three pounds from baseline, Humana will review the data, reach out to the patient to understand symptoms and health status and facilitate connection to the physician's office during normal business hours Monday through Friday, if the situation warrants.

For questions about the connected-scale service, physicians can call 1-866-223-6732, Monday through Friday, 8 a.m. to 5 p.m. Eastern time.

Medical Record Submissions Support Patients

Requests for medical records can be a burden on physicians and other clinicians; however, Humana works to make submitting requested records as easy as possible for physician offices and facilities by offering online, fax and postal mail submission options. Find out more at https://www.humana.com/provider/support/clinical/medical-records.

When submitting an authorization request, it is especially important for physicians and other clinicians to supply all pertinent clinical information to support the medical necessity of the services requested. "Pertinent clinical documentation" includes, but may not be limited to, some or all of the following: explanation of relevant symptoms, treatment plan, history and physical exam, office notes, results of diagnostic testing, previous treatments/procedures and medications that have been tried.

If a physician or facility does not provide the necessary information, Humana may be required to deny the service(s) requested for lack of medical necessity, per established Centers for Medicare & Medicaid Services (CMS) guidelines. Please note that CMS expects health plans like Humana to obtain medical records and information from contracted physicians and clinicians in a reliable and timely manner, which ensures all parties operate with patients' best interests as their first priority.

The requirement to submit requested medical records is part of Humana's provider agreements with its participating physicians and clinicians. Additional details can be found in Humana's Provider Manual, which is posted on **Humana.com/publications**.

Clinical Practice Guidelines Provide Important Tips to Physicians, Staff

Humana adopts clinical practice guidelines based on guidance from national organizations generally considered expert in their fields. Humana's YourPractice features updates to established guidelines and introduces newly adopted guidelines. The goal of these updates is to provide timely information about evidence-based best practices to help improve patient care and adherence to quality measures. While many guidelines are updated annually, others may not change for several years. Humana encourages health care professionals to look for these clinical practice guideline notifications in Humana's YourPractice. Medical and behavioral health clinical practice guidelines are available here (https://www.humana.com/provider/support/clinical/clinical-practice).

Updated current clinical practice guidelines

- **Depression:** Agency for Healthcare Research and Quality National Guideline Clearinghouse (2012): Diagnosis and treatment of depression in adults, www.guideline.gov/summaries/summary/39432

New and Revised Pharmacy and Medical Coverage Policies Available

Humana's medical and pharmacy coverage policies are based on evidence published in peer-reviewed medical literature, technology assessments obtained from independent medical research organizations, evidence-based consensus statements and evidence-based guidelines from nationally recognized professional health care organizations.

Information about medical and pharmacy coverage policies can be found at **Humana.com/provider** by selecting "Medical and Pharmacy Coverage Policies" under "Resources." Policies can be reviewed by name or revision date. Users also may search for a particular policy using the search box. More detailed information can be found by reviewing "How to Read a Medical Coverage Policy" and "Understanding the Medical Coverage Policy Development Process" under "Helpful Links."

Recent changes to medical and pharmacy coverage policies are listed below:

New pharmacy coverage policies

- Emflaza (deflazacort)
- Minocycline ER
- Rhofade (oxymetazoline)
- Siliq (brodalumab)
- Xermelo (telotristat ethyl)

Pharmacy coverage policies with significant revisions

- Abilify (aripiprazole)
- Afinitor (everolimus)/Afinitor Disperz (everolimus tablets for oral suspension)
- Cyramza (ramucirumab)
- Entresto (sacubitril/valsartan)
- epoetin alfa (Procrit, Epogen)
- Remicade (infliximab)
- Mozobil (plerixafor)
- Nexavar (sorafenib)
- Olysio (simeprevir)
- Opdivo (nivolumab)
- Solodyn (minocycline extended release)
- Technivie (ombitasvir, paritaprevir, ritonavir)

New medical coverage policies

- Autonomic nerve function testing
- Home births
- Liquid biopsy

Medical coverage policies with significant revisions

- Airway clearance devices

- Artificial intervertebral disc replacement

- Bone growth stimulators

- Continuous passive motion (CPM) and mechanical stretching devices

- Coronary artery calcium scoring and coronary computed tomography angiography

- Femoroacetabular impingement (FAI) and iliopsoas impingement hip surgery (open or arthroscopic)

- Gene expression profiling

- Genetic testing for colorectal cancer susceptibility

- Glaucoma – emerging treatments

- Hyperbaric oxygen therapy, topical oxygen therapy

- Intensity modulated radiation therapy (IMRT)

- Nerve conduction testing, somatosensory and visual evoked potentials, surface electromyography

- Prenatal invasive diagnostic genetic testing

- Skin and tissue substitutes

- Spinal cord stimulators

- Transcranial magnetic stimulation (rTMS) and cranial electrical stimulation (CES)

Online information Makes It Easier to Do Business with Humana

Humana's "Education on Demand" tool provides physicians, other practitioners and their office staff quick, easy-to-understand information on topics that help simplify doing business with Humana.

This tool can be accessed at https://www.humana.com/provider/support/on-demand/.

Available topics are as follows:

- Clinical Quality and Outcomes

- Commercial Risk Adjustment

- Commercial Risk Adjustment Model

- Consult Online (no audio available)

- HumanaAccess Visa Card

- Humana Member Summary

- Humana Overview

- Making It Easier for Health Care Providers

- Special Needs Plans (SNPs)

- Texas Deficiency Tool

Humana's Making It Easier page includes presentations that can help health care professionals better understand Humana's claims policies and processes. The presentations can be accessed at **Humana.com/MakingItEasier** (https://www.humana.com/provider/medical-providers/education/tools/making-it-easier).

The page, which will be updated with new content each month, has brief education-on-demand computer-based presentations that include a printable tip sheet with the most important information about each topic. Current topics include:

- Anatomical Modifiers
- Application of Medicare NCD/LCD Guideline
- Chronic Care Management Services
- Drug Testing and Codes
- Humana's Approach to Code Editing
- Humana's Maximum Unit Values
- Medicare Preventive Services
- Modifier 24
- Modifier 25
- Modifiers 59 and X {EPSU}
- Multiple Evaluation and Management (E/M) Services
- Primary Diagnosis Codes – Common Errors
- Procedure-to-Procedure Code Editing
- Professional Component and Technical Component (PC/TC)

Training Available for Web Portal Tools

Humana is phasing out its secure online portal and offering monthly training sessions for health care professionals and their administrative staff on how to use the Availity provider engagement portal instead.

Attendees will learn:

- How to register your organization for the Availity portal and set up other users.
- How to use multipayer tools for common tasks such as verifying eligibility and benefits, requesting authorizations and checking claim status.
- How to use Humana-specific tools on the Availity portal.

The overview sessions are led by a Humana eBusiness consultant and include time for questions. There is no cost to attend. Users can sign up at **Humana.com/providerwebinars** (https://www.humana.com/provider/medical-providers/education/provider-self-service/interactive/).