

# PROVIDER UPDATE

AUGUST 1, 2022

NEWS FOR THE NETWORK



*Provider Update* includes information for all Tufts Health Plan products: Commercial products, Tufts Medicare Preferred HMO, Tufts Health Plan Senior Care Options (SCO) and Tufts Health Public Plans products (Tufts Health Direct, Tufts Health RITogether, Tufts Health Together – MassHealth MCO Plan and Accountable Care Partnership Plans [ACPPs], and Tufts Health Unify). You will also see these products referenced as “All products.” Changes will apply to all those specified products unless product exclusions are specified for that particular change.

*Provider Update* is a monthly, online provider newsletter. We encourage you to [register](#) to receive *Provider Update* by email. If you have registered for email distribution but aren't receiving *Provider Update* at the beginning of each month, look in your spam folder or check with your organization's system administrator to ensure the organization's firewall is adjusted to allow for receipt of *Provider Update* from [providerupdate@email-tuftshealth.com](mailto:providerupdate@email-tuftshealth.com).

## 60-DAY NOTIFICATIONS

### AIM Specialty Health Genetic Testing Prior Authorization Program

#### Tufts Health Public Plans products

Beginning on Oct. 1, 2022, Tufts Health Plan is implementing a genetic testing prior authorization program for Tufts Health Public Plans members, which will be managed by AIM Specialty Health® (AIM).

The program — similar to what has been in place for Harvard Pilgrim's Commercial and Stride<sup>SM</sup> (HMO) Medicare Advantage members since 2018 — will require ordering providers to obtain prior authorization through AIM for the following genetic/genomic or molecular diagnostic testing services, and AIM will employ their evidence-based clinical guidelines to conduct medical necessity review and utilization management:

- Reproductive Carrier Screening
- Prenatal Testing
- Preimplantation Genetic Testing (PGT)
- Rare Disease Testing
- Whole Exome/Genome Sequencing
- Hereditary Cancer Testing
- Tumor Markers
- Hereditary Cardiac Testing
- Neurogenetic and Neuromuscular Testing
- Pharmacogenomics and Thrombophilia Testing
- Susceptibility Testing for Common Diseases

As of Sept. 12, 2022, ordering providers may begin making prior authorization requests for genetic/genomic and molecular testing occurring on or after Oct. 1, 2022. The ordering clinician is responsible for obtaining prior authorization through AIM Specialty Health. Any genetic/genomic and molecular tests performed on or beyond the Oct. 1 program launch date will not be reimbursed if a prior authorization was not obtained. To ensure that

these services are eligible for reimbursement, providers rendering the services should verify that the necessary prior authorization has been obtained prior to performing the test.

### **Submitting authorization requests**

Ordering providers can request prior authorization from AIM online (the preferred method for quick, convenient service) via the AIM [ProviderPortal](#), which is available 24 hours a day, 7 days a week. Alternatively, requests may be submitted by phone by calling AIM toll-free at 833-342-1255, Monday through Friday from 8 a.m. to 5 p.m. ET.

### **Provider education webinars coming soon**

Tufts Health Plan and AIM will be hosting provider education webinars in September for those who want to learn more about prior authorization for genetic/genomic and molecular testing. We'll be sharing more detailed information about these provider education webinars in next month's issue of *Provider Update*.

### **Additional information**

For more information, including the list of CPT codes applicable to the program, you can refer to the Prior Authorization Program for Genetic Testing section of the [Tufts Health Plan Vendor Information page](#) on our Provider website, as well as this provider [FAQ](#) document about the program. In addition, you can find prior authorization information, AIM's genetic testing clinical guidelines, and other resources on the [microsite](#) AIM has developed specifically for Point32Health, which includes Tufts Health Plan and Harvard Pilgrim Health Care.

Please refer to future issues of *Provider Update* for more information about this new genetic testing prior authorization program.

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## **Change in Address for Public Plans Paper Claim Submissions**

### **Tufts Health Public Plans products**

Tufts Health Plan wants to make our providers aware of a recent change in address for the submission of paper claim forms for Tufts Health Public Plans.

Previously, paper claim submissions for Massachusetts and Rhode Island Public Plans were sent to P.O. Box addresses located in Park Ridge, IL.

However, paper claims pertaining to Massachusetts and Rhode Island Public Plans should now be sent to the following respective addresses:

For **Massachusetts** paper claim submissions:

Tufts Health Public Plans — Paper Claims Submissions  
Manhattan Data LLC  
26741 Portola Pkwy. Ste 1E #926  
Foothill Ranch, CA 92610-1763

For **Rhode Island** paper claim submissions:

Tufts Health Public Plans — Paper Claims Submissions  
Manhattan Data LLC  
26741 Portola Pkwy. Ste 1E #925  
Foothill Ranch, CA 92610-1763

The [Claim Requirements, Coordination of Benefits and Dispute Guidelines](#) chapter of the Tufts Health Public Plans Provider Manual has been updated to reflect this change in address.

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# Pharmacy Coverage Changes

Commercial products, Tufts Health Direct, Tufts Health RITogether, Tufts Health Together

Updates to Existing Prior Authorization Programs			
Drug	Plan	Eff. date	Policy & Additional Information
Anti-Obesity Medications	Commercial products, Tufts Health Direct	10/1/2022	<a href="#">Pharmacy Medical Necessity Guidelines: Anti-Obesity Medications</a>
Opioid Analgesics	Tufts Health Together – MassHealth MCO Plan and ACPPs, Tufts Health RITogether	10/1/2022	<a href="#">Pharmacy Medical Necessity Guidelines for Opioid Analgesics (RIT)</a>  <a href="#">Pharmacy Medical Necessity Guidelines for Opioid Analgesics (Together)</a>
Xifaxan (rifaximin) 550 milligram tablet	Tufts Health Together – MassHealth MCO Plan and ACPPs	10/1/2022	<a href="#">Pharmacy Medical Necessity Guidelines for Xifaxan 550 milligram tablet</a>
New Prior Authorization Programs			
Drug	Plan	Eff. Date	Policy & Additional Information
Apretude	Commercial products, Tufts Health Direct, Tufts Health RITogether	10/1/22	Pharmacy Medical Necessity Guidelines: Apretude Policy to be updated prior to 10/1/22.
Omnipod DASH	Commercial products, Tufts Health Direct	10/1/22	Pharmacy Medical Necessity Guidelines: Omnipod Systems Policy to be updated prior to 10/1/22.
Drug Status Changes			
Drug	Plan	Eff. date	Policy & Additional Information

<ul style="list-style-type: none"> <li>•Ferriprox 500mg tablets</li> <li>•Ozobax solution</li> <li>•Bidil tablets</li> <li>•Esbriet tablets</li> <li>•Pentasa capsules</li> <li>•Targretin gel</li> <li>•Vimpat solution</li> <li>•Nexavar tablet</li> <li>•Viibryd tablet</li> <li>•Daytrana Patch</li> <li>•Diclofenac solution</li> </ul>	Commercial products, Tufts Health Direct	10/1/2022	Drugs moving to non-covered status
<ul style="list-style-type: none"> <li>•Deferiprone 500mg tablet</li> </ul>	Commercial products, Tufts Health Direct	10/1/2022	Drugs moving to Tier 2 status

## Whole Genome Sequencing and Whole Exome Sequencing Updates

### Commercial products

Tufts Health Plan is updating our Medical Necessity Guidelines for Whole Genome Sequencing and Whole Exome Sequencing, effective for dates of service beginning Oct. 1, 2022.

Updates include, among others, adding clarification related to our coverage and definition of developmental delay and intellectual disability and adding the following to the list of coverage limitations, as they will be considered not medically necessary/investigational:

- Isolated mild intellectual disability
- Isolated autism spectrum disorder
- Asymptomatic screening
- Whole genome sequencing of the transcriptome (RNA sequencing) and genome mapping
- Prenatal diagnosis/Fetal testing WGS

In addition, the following codes will be considered not medically necessary/investigational:

- 0094U – Genome (e.g., unexplained constitutional or heritable disorder or syndrome), rapid sequence analysis
- 0212U – Rare diseases (constitutional/heritable disorders), whole genome and mitochondrial DNA sequence analysis, including small sequence changes, deletions, duplications, short tandem repeat gene expansions, and variants in non-uniquely mappable regions, blood or saliva, identification and categorization of genetic variants, proband
- 0213U – Rare diseases (constitutional/heritable disorders), whole genome and mitochondrial DNA sequence analysis, including small sequence changes, deletions, duplications, short tandem repeat gene expansions, and variants in non-uniquely mappable regions, blood or saliva, identification and categorization of genetic variants, each comparator genome (e.g., parent, sibling)
- 0214U – Rare diseases (constitutional/heritable disorders), whole exome and mitochondrial DNA sequence analysis, including small sequence changes, deletions, duplications, short tandem repeat gene expansions, and variants in non-uniquely mappable regions, blood or saliva, identification and categorization of genetic variants, proband

- 0215U – Rare diseases (constitutional/heritable disorders), whole exome and mitochondrial DNA sequence analysis, including small sequence changes, deletions, duplications, short tandem repeat gene expansions, and variants in non-uniquely mappable regions, blood or saliva, identification and categorization of genetic variants, each comparator exome (e.g., parent, sibling)

For complete information, please refer to the [Medical Necessity Guidelines for Whole Genome Sequencing and Whole Exome Sequencing](#).

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## Medical Necessity Guidelines Update: Gender Affirming Services

### Commercial products, Tufts Health Public Plans products

Tufts Health Plan is updating the clinical coverage criteria in our Medical Necessity Guidelines for Gender Affirming Services, effective for dates of service beginning Oct. 1, 2022, to require that gender-affirming genital surgery has been recommended by **two** treating clinicians in order to be covered, and gender-affirming breast/chest surgery has been recommended by **one** treating clinician.

In addition, prior authorization will be required for CPT codes 55980 (Intersex surgery; female to male), 40799 (Unlisted procedure, lips) and 21282 (Lateral canthopexy). For more information, please refer to the [Medical Necessity Guidelines](#).

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## Commercial Physician and Outpatient Hospital Fee Schedules to Be Updated

### Commercial products

Commercial physician and outpatient hospital fee schedules are reviewed quarterly to ensure that they are current, comprehensive and consistent with industry standards. In most cases, changes involve adding fees for new or existing codes to supplement the fees already on the fee schedule.

Changes will occur on October 1, 2022 and may involve both new and existing CPT and HCPCS codes, as well as the planned quarterly update to physician immune globulin, vaccine and toxoid fees.

Detailed information about changes to existing fee schedules will be distributed to provider organizations and hospital leadership. Independent physicians who have questions about fee schedule changes should contact Tufts Health Plan's Network Contracting Department at 888-880-8699, ext. 52169.

## REMINDERS

## No Surprises Act Out-of-Network Provider Payment Disputes

### Commercial products, Tufts Health Direct

The No Surprises Act provides federal protections for patients by prohibiting surprise billing and balance billing for certain services, particularly in instances when patients have little or no choice when it comes to who provides their care. Out-of-network providers are generally prohibited from balance billing Commercial and Tufts Health Direct members for the following services:

- Out-of-network emergency care
- Certain non-emergent services by out-of-network providers during visits to in-network facilities
- Out-of-network air ambulance services

Out-of-network claims that qualify for No Surprises Act protections are priced by Tufts Health Plan at the Qualified Payment Amount (QPA). Out-of-network providers who disagree with the QPA may initiate a 30-

business-day open negotiation process by contacting Zelis, our delegate for pricing out-of-network claims, by calling 888-266-3053 or email [NSA@Zelis.com](mailto:NSA@Zelis.com).

If an agreement cannot be reached through the open negotiation process, the out-of-network provider may request an Independent Dispute Resolution (IDR) through the [CMS website](#) within 4 business days.

Visit our [No Surprises Act webpage](#) for more information.

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## New Member Travel Benefit for Selected Services

### Commercial products

Point32Health and its family of companies, including Harvard Pilgrim Health Care and Tufts Health Plan, has developed a comprehensive travel benefit to support its members and employees who are unable to obtain access to covered services in their state of residence due to state laws restricting or prohibiting providers from providing such covered benefits. This action is in response to the recent Supreme Court decision, *Dobbs v. Jackson Women's Health Organization*, which overturned the long-standing precedent of *Roe v. Wade*, as well as gender affirming surgeries prohibited by certain state laws.

The new travel benefit is available, for dates of service beginning June 1, 2022, to fully-insured commercial accounts with more than 50 members that have coverage for these benefits (pending regulatory approval), as well as offered to all self-funded commercial accounts. Self-insured accounts may also opt to offer this benefit to members.

In addition to the travel benefit, Point32Health is also developing a comprehensive care navigation program aimed at helping its members find access to reproductive health care services, gender affirming surgeries, and support. The program, when developed, will apply across the Company's product lines.

In [this article](#) from Boston nonprofit news organization WBUR, Dr. Claire Levesque, chief medical officer for commercial products at Point32Health — the parent company of Tufts and Harvard Pilgrim — said of our desire to provide equal coverage to members across the country: "It's a very important health equity issue. Vulnerable individuals are caught in this trap right now and have more difficulty finding a way to travel to get the services."

Dr. Levesque added, "I just feel that this is getting in the middle of physician-patient privacy. The physician and the patient should be able to make a private decision about treatment."

Locally governors in Massachusetts, Maine, and Rhode Island have signed executive orders protecting abortion access in their states and putting processes in place to limit actions against health care workers who provide abortion care to out-of-state individuals. On July 8, President Joe Biden signed an executive order aimed at safeguarding access to abortion and contraception, protecting patient privacy, and promoting the safety and security of those seeking and providing abortion services.

In addition, [this letter from the Department of Health and Human Services](#) addresses enforcement of the federal Emergency Medical Treatment and Active Labor Act (EMTALA), which protects health care providers' clinical judgement and the action you take to provide stabilizing medical treatment to your pregnant patients, regardless of the restrictions in the state where you practice.

Members may contact the Member Services team listed on their health plan member ID cards for any questions. Commercial employer groups and brokers should contact their sales executive and/or account manager for additional details on these enhancements.

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## Language Services Reminders

### Tufts Health Public Plans products

Tufts Health Plan knows how important it is for our providers to meet the needs of patients and provide the most culturally appropriate care possible. To that end, we would like to remind you that we have language services available to aid in the care of your patients. Providers can access our language services whenever you need them to support your patients — or you can refer members here directly — by calling the following phone numbers:

- Tufts Health RITogether: 844-301-4093
- Tufts Health Together and Tufts Health Direct: 888-257-1985
- Tufts Health Unify: 855-393-3154

For more information, please refer to the [Providers](#) chapter of the Tufts Health Public Plans Provider Manual, which is available in the [Resource Center](#) of the public Provider website.

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## Payspan for Tufts Health Public Plans

### Tufts Health Public Plans products

The transition from Change Healthcare to Payspan Health for electronic funds transfer (EFT) and distribution of paper checks for Tufts Health Public Plans begins this month. As a reminder, you may initially receive a paper check for Tufts Health Public Plans reimbursement unless you currently receive EFT through Payspan for other Tufts Health Plan products.

You can begin receiving electronic payment for Tufts Health Public Plans — once you register for Payspan or update your account. The information you need will be included on your first paper check.

In addition, EOPs will only be available electronically through Payspan. To access Payspan for EOPs and 835s, you must access the Electronic Payment Services option from the Claims dropdown menu in the public Provider portal. EOPs will not longer be displayed in the Claims Inquiry tool.

For more information, including a [Quick Reference Guide](#), please visit the EFT section of the [Electronic Services](#) page on Tufts Health Plans public Provider website.

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## Register for Upcoming Provider Trainings

### All products

This August, join Tufts Health Plan for one of our upcoming webinars and trainings to ensure you have the most-up-to-date information on working with us. Register for any of the following events by selecting the links below:

- Telehealth Overview: [Tuesday, Aug. 2, 11 a.m.-12 p.m.](#)
- Referral, Prior Authorization and Inpatient Notification Overview: [Wednesday, Aug. 3, 1-2 p.m.](#)
- Tufts Medicare Preferred HMO Overview: [Wednesday, Aug. 10, 11 a.m.-12 p.m.](#)
- Pharmacy Overview: [Wednesday, Aug. 17, 10-11 a.m.](#)
- Provider Payment Dispute Overview: [Thursday, Aug. 18, 11 a.m.-12 p.m.](#)
- Behavioral Health Overview: [Tuesday, Aug. 23, 12-1 p.m.](#)
- Navigating the Provider Website: [Tuesday, Aug. 30, 11 a.m.-12 p.m.](#)

Please also save the date for our [Office Managers Meetings](#) that will be held in September.

- Office Managers Meeting by Livestream: [Tuesday, Sept. 20, 10:30 a.m. - 11:30 a.m.](#)
- Behavioral Health Administrative Updates (formerly known as Behavioral Health Office Managers Meeting) by Livestream: [Tuesday, Sept. 27, 10:30 a.m.- 11:30 a.m.](#)



Be sure to visit the [Training](#) section of our provider website for a variety of self-service resources, including training videos and printable guides.

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## Helpful Information for Providers

- **Avoid Printing:** For the most current information, providers should view all documentation [online](#) and avoid printing.
- **Browser Note:** For the best experience in accessing the newsletter, we recommend upgrading your browser to the latest version of Mozilla Firefox or Google Chrome.

**Secure Provider Portal Self-Service Tools:** We encourage providers and office staff to use our secure Provider portal to perform a variety of transactions quickly and easily — electronically submit transactions and access information related to claims submission, claims status, referrals, prior authorizations, electronic remittance advice, member eligibility, panel information and more. For more information, log on to the secure Provider [portal](#) or refer to the [Electronic Services](#).

## FOR MORE INFORMATION

### PUBLIC PROVIDER WEBSITE

- [Tufts Health Plan](#)

### SECURE PROVIDER PORTAL

- [All Tufts Health Plan Products](#)

### CONTACT INFORMATION

- [Tufts Health Plan](#)

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