



# Beth Israel Lahey Health Performance Network (BILHPN)

September 15, 2022

# Harvard Pilgrim Health Care and Tufts Health Plan Have Combined

- The name of our parent organization is **Point32Health**.
- Inspired by the 32 points on a compass, **Point32Health** represents the role the organization plays in helping people find their version of healthier living through a broad range of health plans and tools that make navigating health and wellbeing easier.
- While **Point32Health** is the name of our parent organization, the Harvard Pilgrim Health Care and Tufts Health Plan brands will continue to appear in the marketplace.
- **Continue to follow the existing processes for each heritage brand.**
- We are currently reviewing our payment policies to assess opportunities for consistency.

## Point32Health



# Point32Health

Our purpose is to guide and empower healthier lives for everyone, by working differently.



## Improved Access for All

Offering commercial, senior and public plans that deliver accessible and affordable quality care to everyone — no matter their age, health or income.



## Innovation

Improving health care by creating new concepts that improve health outcomes, increase affordability, impact policy and help more people.



## Enhanced Experiences

Rethinking existing standards to make every part of the health care experience simpler, smarter and more seamless from start to finish.



## Healthier Living

Holding an all-encompassing view of health and health care to help support and guide members and communities to their best version of well-being.

# Combination Information for Providers

An updated list of FAQs about the combination of Harvard Pilgrim Health Care and Tufts Health Plan will soon be available on the public Provider website and will include information about:

- Products
- Billing and Reimbursement
- Pharmacy
- Medical Management and Continuity of Care
- Behavioral Health
- Electronic Tools
- Contracting
- Provider Support and Training

## Point32Health



# OptumRx Will Be Point32Health's Pharmacy Benefit Manager - Effective January 1, 2023

- Point32Health has selected OptumRx as the pharmacy benefit manager for all products, effective January 1, 2023.
- OptumRx will offer convenient and affordable access to prescription medications to members through a comprehensive retail, specialty and home delivery pharmacy network.
- Point32Health will continue to manage its own pharmacy programs, including drug formularies and the development of utilization management criteria.
- For more information, please refer to this [press release](#).
- As the effective date nears, updated information will be available on each heritage brand's provider website and published in [Network Matters](#) and [Provider Update](#).

# Our Integrated Behavioral Health Program

We recognize the critical importance of behavioral health to the well-being of our members and how appropriate behavioral health care contributes to overall health.

- Both heritage organizations offer successful behavioral health programs by operating different models to meet our members' needs. Currently, Tufts Health Plan operates its own network of behavioral health providers, while Harvard Pilgrim Health Care offers behavioral health services through a contract with Optum/United Behavioral Health.
- To achieve our primary goal of creating a best-in-class program for our combined membership, Point32Health will offer an insourced behavioral health program.
- With an anticipated effective date of July 1, 2023, behavioral health coverage and programs, including utilization and care management, will be delivered through Point32Health's own internal functions and behavioral health team.
- There are no immediate policy or procedural changes for our behavioral health providers.

# Corporate Address and P.O. Box Changes

- The corporate address of Point32Health, the parent organization of Harvard Pilgrim Health Care and Tufts Health Plan is **1 Wellness Way, Canton, MA 02021-1166**
- Harvard Pilgrim Health Care's Wellesley, MA and Tufts Health Plan's Watertown, MA locations have closed. Correspondence that was previously mailed to these locations should now be directed to the Canton address.
- Harvard Pilgrim Health Care's paper claims submission addresses remain unchanged. View the [Claim Submission Guidelines](#) to obtain the mailing address for each type of claim.
- View Tufts Health Plan's paper claims submission mailing address the Claims Requirements, Coordination of Benefits and Payment Disputes chapter of the Commercial, Senior Plans and Tufts Health Public Plans [Provider Manuals](#).
- Mail forwarding will be available until December 1, 2022 to give providers time to make updates to their systems.

# Point32Health HEDIS Tip Sheets

- Harvard Pilgrim and Tufts Health Plan, under the parent organization Point32Health, are always looking for ways to support our valued provider network and make it as easy as possible for you to work with us in delivering exceptional patient care. To that end, we've developed a series of Point32Health HEDIS Tip Sheets to offer insight into specific HEDIS measures, one of health care's most widely used performance improvement tools.
- The tip sheets are available on the provider websites for each heritage brand:
  - Harvard Pilgrim Health Care: [Point32Health HEDIS Tip Sheets](#)
  - Tufts Health Plan: [Point32Health HEDIS Tip Sheets](#)
- The best practices and tips highlighted on these tip sheets are intended to help in identifying opportunities to improve patient care and aid your practice in optimizing HEDIS scores by ensuring that the data reported accurately and reflects your practice's performance.
- We hope these tip sheets prove to be a valuable clinical resource, and as always, we welcome your feedback. Please take a moment to fill out this [brief survey](#) and let us know what you think.



# New: Member Travel Benefit for Selected Services

- 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.
- 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.
- Members may contact the Member Services team listed on their health plan member ID cards for any questions.

# Transforming Kidney Health Management

- Point32Health, the parent company of Harvard Pilgrim Health Care and Tufts Health Plan, is collaborating with Monogram Health for in-home chronic kidney disease (CKD stages 3b-5) and end-stage renal disease (ESRD) care management services for commercial fully insured members, effective September 1, 2022.
- Monogram Health is a leading value-based provider of in-home nephrology, primary care, and benefit management services for individuals with CKD and ESRD. To supplement the care provided by the member's nephrologist, Monogram provides high-touch, in-person care through an interdisciplinary care team.
- To learn more about the program, please refer to this [FAQ](#). Monogram Health will also be offering several webinars to provide an overview of the program. Webinar registration information is available in recent issues of [Network Matters](#) and [Provider Update](#).
- For more information about Monogram Health, visit [monogramhealth.com](https://monogramhealth.com).
- If you have questions, contact Monogram Health's Provider Services at 855-529-2778 or [PCPservices@monogramhealth.com](mailto:PCPservices@monogramhealth.com).

# Harvard Pilgrim Health Care

# COVID-19 Information and Resources

[harvardpilgrim.org/provider/news-center/covid-19-information-and-resources/](https://harvardpilgrim.org/provider/news-center/covid-19-information-and-resources/)

Visit the [COVID-19 Information and Resources](#) page to access valuable information on Harvard Pilgrim Health Care's adapted policies and business operations, aimed at supporting our providers through the COVID-19 public health emergency.

The screenshot shows the Harvard Pilgrim HealthCare website interface for providers. At the top left is the Harvard Pilgrim HealthCare logo. To its right is the text "For Providers". Further right are navigation links: "PROVIDER MENU", "PROVIDER DIRECTORY", and "PROVIDER LOGIN". Below the navigation is a "NEWS CENTER" section with the main heading "COVID-19 Information and Resources". Underneath the heading is a "Jump to" section with five buttons: "COVID-19 Vaccines", "COVID-19 Testing and Treatment", "Telemedicine/Telehealth", "Prior Authorization", and "Additional information". To the right of the "Jump to" section is an "Additional Resources" list with five items: "COVID-19 Testing, Treatment and Vaccine Coding Grid", "Interim Telemedicine and Telehealth Payment Policy", "COVID-19 Antibody Test Medical Policy", "Harvard Pilgrim Aid for Employers, Members & Providers", and "COVID-19 Information for Members". Below the "Jump to" section is a "Latest Updates" section with three entries: "7.1.22: Removed previously end dated policies related to prior authorization and concurrent review; streamlined existing COVID-19 Treatment information; added information regarding Harvard Pilgrim's new Telehealth/Telemedicine Payment Policy, effective for dates of service on or after September 1, 2022"; "05.09.22: Additional coverage updates made to over-the-counter COVID-19 testing for Medicare Advantage members"; and "04.15.22: Updated coverage information for over-the-counter COVID-19 tests for Medicare Advantage members". At the bottom of the "Latest Updates" section is an entry: "03.08.22 – Updated prior authorization flexibilities in accordance with Massachusetts Division of Insurance Bulletin 2022-03 Massachusetts Commercial products; updated COVID-19 treatment section with reference to the new COVID-19 Monoclonal Antibody Therapy policy". To the right of the "Latest Updates" section is a "Key Contacts" section with five items: "Provider Service Center (commercial): 800-708-4414"; "provider\_callcenter@point32health.org"; "Medicare Advantage Service Center: 888-609-0692"; "Care Management: 888-888-4742, ext. 31035"; and "eBusiness Services: 800-708-4414 (option 1, then 6)".

# Subscribe to *Network Matters*

[harvardpilgrim.org/provider/news-center/network-matters/](https://harvardpilgrim.org/provider/news-center/network-matters/)



For Providers

PROVIDER MENU

PROVIDER DIRECTORY

PROVIDER LOGIN

## Network Matters

### COVID-19 Vaccines and Boosters

We want to work with you to ensure patients are up to date with their COVID-19 vaccines and boosters. To that end, the states in which we do business, as well as the CDC, have helpful resources you can share with your patients.

[Read more >>](#)

Quickly access current news articles.

### Promoting the Flu Vaccine

The flu season runs from October through April each year, and given the ongoing COVID pandemic, it's particularly important to emphasize the importance of getting the 2022-2023 flu vaccine to your patients.

[Read more >>](#)

### Update on Pediatric Infant Formula

Because supply chain issues for pediatric infant formula remain, Harvard Pilgrim members may continue to obtain coverage for prescription infant formula, under their medical benefit, at a pharmacy without prior

### Transforming Kidney Health Management

We're pleased to announce that Point32Health is collaborating with Monogram Health for in-home chronic kidney disease (CKD stages 3b-5) and end-stage renal disease (ESRD) care management

### Subscribe to Network Matters for email delivery

SUBSCRIBE

Click [SUBSCRIBE](#) to register to receive *Network Matters* by email.

### — Network Matters Archives

- [September 2022](#)
- [August 2022](#)
- [July 2022](#)
- [June 2022](#)
- [May 2022](#)
- [April 2022](#)
- [March 2022](#)
- [February 2022](#)
- [January 2022](#)
- [December 2021](#)

View past issues of *Network Matters*.

# National Imaging Associates (NIA) Code Coverage and Prior Authorization Update

- Harvard Pilgrim Health Care will now provide coverage, with prior authorization, for the medically necessary use of magnetic resonance spectroscopy (CPT code 76390) for members of our Commercial plans.
- Clinical review and prior authorization requests for this service are managed by Harvard Pilgrim's partner, [National Imaging Associates, Inc.](#) (NIA).
- Our [NIA 2022 Utilization Review Matrix for Commercial Members](#), as well as our [Commercial Radiology Payment Policy](#) and [Non-Covered Services Payment Policy](#), have been updated to reflect this coverage.

# Radiology Payment Policy Updates

- Harvard Pilgrim Health Care is updating our Commercial Radiology Payment Policy, effective for dates of service beginning November 1, 2022, to incorporate the following edits in support of correct coding practices.
- CPT codes 76885 and 76886 for infant hip ultrasound will be denied when they are billed with a screening or normal exam diagnosis as the only diagnosis on the claim line.
- Harvard Pilgrim Health Care will deny services in the CPT code range 70450-70553 for MRI and CT scans of the head and neck when they are billed and the only diagnosis on the claim line is benign paroxysmal positional vertigo (BPPV).
- For more information, please refer to Harvard Pilgrim's updated [Radiology Payment Policy](#).

# New Telehealth/Telemedicine Payment Policy

## - Effective For Dates of Service Beginning September 1, 2022

- In the early days of the COVID-19 pandemic, Harvard Pilgrim Health Care instituted the Interim Telemedicine/Telehealth Payment Policy (COVID-19 Pandemic), This policy was developed to temporarily expand the scope of coverage during the pandemic, and offer guidance on coverage and billing to address the unique needs of our providers and members during the unprecedented public health crisis.
- **For dates of service beginning September 1, 2022**, the interim policy has been retired, and Harvard Pilgrim's new Commercial Telehealth/Telemedicine Payment Policy is in effect.
- Please refer to the new [Telehealth/Telemedicine Payment Policy](#), effective for dates of service on or after September 1, 2022, for complete information.



# Updates Regarding OncoHealth Drugs

- Harvard Pilgrim Health Care and OncoHealth — our oncology and radiation oncology medical management vendor — have developed medical necessity criteria for the medication Opdualag (HCPCS J9999), which was approved by the FDA in March 2022 for the treatment of metastatic/unresectable melanoma and will require prior authorization for commercial members.
- Additionally, we have made some updates to our criteria for the medication Xgeva (HCPCS J0897) for commercial members, per FDA labeling and guidance from the National Comprehensive Cancer Network. These updates involve administration and monitoring of calcium and vitamin D as needed to treat or prevent hypocalcemia, as well as noting that denosumab/Xgeva may not be administered concurrently with bisphosphonate therapy.
- You can review the complete prior authorization criteria for Xgeva and Opdualag for oncology indications on the [Oncology Analytics website](#).
- To request authorization, contact OncoHealth by fax (800-264-6128), phone (877-222-2021), or online via [HPHConnect](#).

# Migration to 2022 InterQual SmartSheets

- Harvard Pilgrim Health Care utilizes InterQual criteria for clinical authorization review for a number of services/medical policies.
- The September 1, 2022, issue of [Network Matters](#) offers a list of policies that will be replaced with 2022 InterQual SmartSheets.
- To view InterQual SmartSheet criteria, please log into [HPHConnect](#).

# Reminder: Language Interpretation Services

- Harvard Pilgrim Health Care 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 interpretation services available to aid in the care of your patients.
- Providers can access our free languages interpretation services in more than 160 languages whenever you need them to support your patients by calling 800-264-1548.
- Teletypewriter (TTY) telephone technology is also available for communicating with deaf and hearing-impaired patients. Harvard Pilgrim Health care uses Telecommunications Relay Service (TRS), a public service, for TTY communications. To access TRS, please call 711.
- For more information, please refer to the [Member Rights and Responsibilities](#) chapter of the Harvard Pilgrim Health Care *Provider Manual*.

# Provider Appeals Overview

If a provider disagrees with Harvard Pilgrim Health Care's decision regarding the denial or reimbursement of a claim, the provider has the option to file an appeal for reconsideration.

Please view the appeals section of the [Provider Manual](#) for the following Provider Appeal Policies:

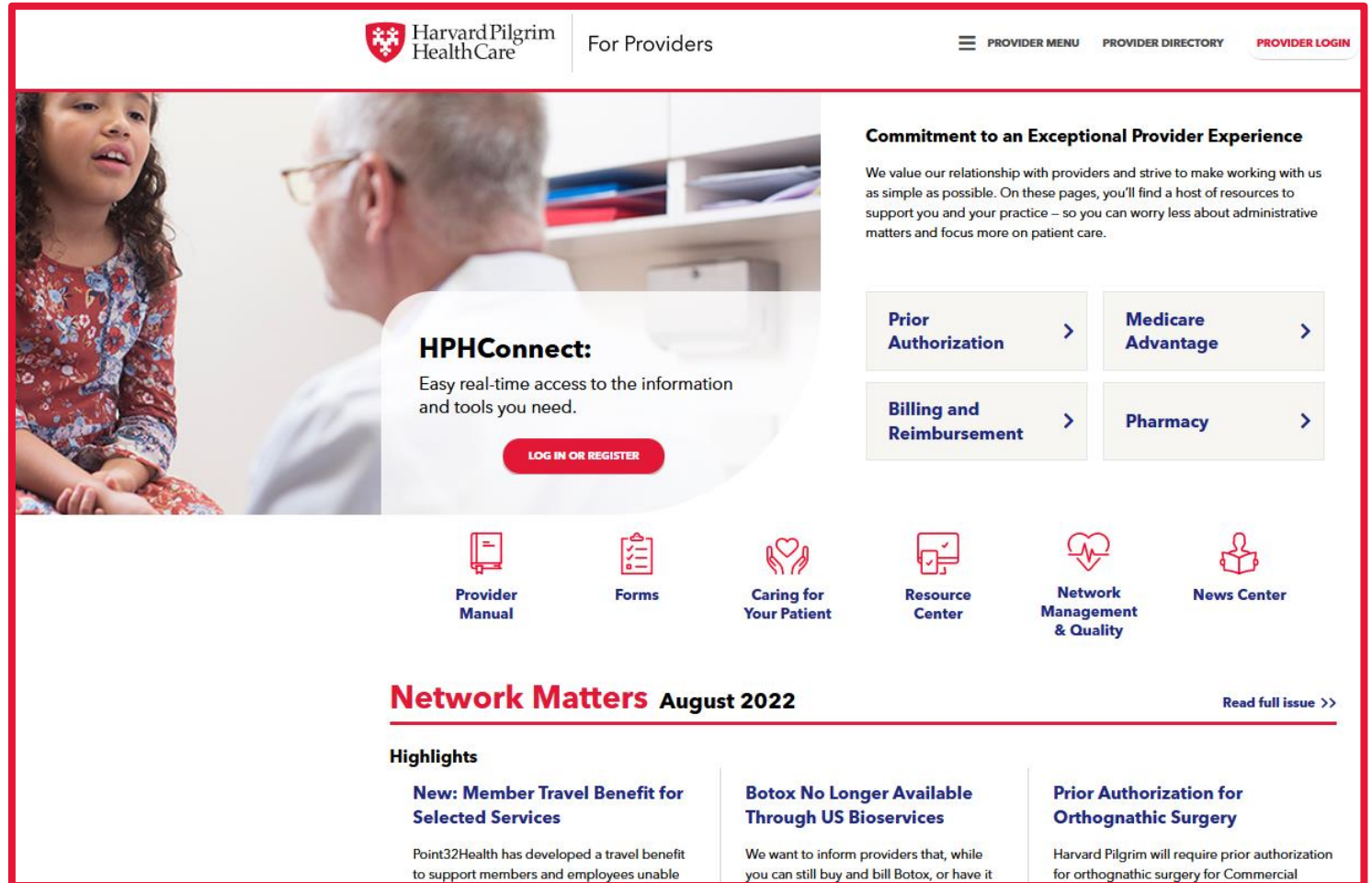
- [Filing Limit Appeals](#)
- [Referral Denial Appeals](#)
- [Duplicate Denial Appeals](#)
- [Notification or Prior Authorization Appeals](#)
- [Contract Rate, Payment Policy, or Clinical Policy Appeals](#)
- [Request for Additional Information Appeals](#)

# Provider Website

[harvardpilgrim.org/provider](https://harvardpilgrim.org/provider)

Our public Provider website features:

- Clean, easy-to-navigate design
- Filtering and search functionality
- Intuitive navigability
- Centralized information:
  - Payment Policies
  - Medical Policies
  - Provider Manual
  - *Network Matters*



The screenshot displays the Harvard Pilgrim HealthCare Provider website. At the top, the logo and 'For Providers' text are on the left, and navigation links for 'PROVIDER MENU', 'PROVIDER DIRECTORY', and 'PROVIDER LOGIN' are on the right. A large hero image shows a doctor and a young girl. A central callout box for 'HPHConnect' offers 'Easy real-time access to the information and tools you need' with a 'LOG IN OR REGISTER' button. To the right, a section titled 'Commitment to an Exceptional Provider Experience' includes a paragraph and four navigation buttons: 'Prior Authorization', 'Medicare Advantage', 'Billing and Reimbursement', and 'Pharmacy'. Below this is a row of six icons with labels: 'Provider Manual', 'Forms', 'Caring for Your Patient', 'Resource Center', 'Network Management & Quality', and 'News Center'. A 'Network Matters August 2022' banner with a 'Read full issue >>' link is positioned above a 'Highlights' section. The highlights section contains three items: 'New: Member Travel Benefit for Selected Services', 'Botox No Longer Available Through US Bioservices', and 'Prior Authorization for Orthognathic Surgery', each with a brief description.

# HPHConnect

Our secure provider portal is your primary tool to manage your Harvard Pilgrim Health Care patients.

## Enhanced Features:

- Quick access to the transactions you use the most
- Centralized resources
- Smooth search capabilities and time saving templates
- Increased usability
- Easy access to information
- PCP changes

Visit [harvardpilgrim.org/provider](https://harvardpilgrim.org/provider) to:

- Access HPHConnect
- Register for an account
- Access user guides and resources

The screenshot shows the HPHConnect provider portal interface. At the top, there is a navigation menu with the following items: HOME, PATIENT MANAGEMENT (with a dropdown arrow), OFFICE MANAGEMENT (with a dropdown arrow), ADMINISTRATION (with a dropdown arrow), and REFERENCES (with a dropdown arrow). Below the navigation menu, the main content area is divided into several sections. The top section is a welcome message: "Welcome back, Helen!". Below this, there are two main promotional cards. The first card is titled "Tell Us What You Think!" and contains the text: "We recently updated this page with a new design and would like to hear how we did. Complete our brief survey and be entered into a drawing for a \$25 gift card!". Below this text is a red button labeled "TAKE THE SURVEY". The second card is titled "Network Matters" and contains the text: "Receive our monthly newsletter by email to stay informed about updates to clinical and payment policies, claims and billing procedures, product news, and much more.". Below this text is a red button labeled "SUBSCRIBE". To the right of this card is a photograph of a man and a young boy smiling. Below the promotional cards, there are three main functional sections. The first section is titled "Member Eligibility" and contains the text: "Verifying eligibility is essential to determine coverage. Conduct a search by member name or ID number to find information on member's PCP, eligibility for certain dates of service, benefits, copayments, and coinsurance.". Below this text is a red button labeled "SEARCH". The second section is titled "Submit Referrals & Authorizations or Verify Status" and contains a form with a "Create a request" dropdown menu, a "Search Status for" section with "Patient" and "Last Name" dropdown menus, and a "Last Name" text input field with a red "SEARCH" button. Below this section is a link for "Additional Search Options". The third section is titled "Submit or Check Claims" and contains a "Submit Professional Claim" section with a "Member ID" text input field and a red "SEARCH" button, and a "Check Status" section with a "Claim ID" text input field and a red "SEARCH" button. Below this section is a link for "Additional Search Options".

# Access HPHConnect Regularly to Keep Your Account Active

To ensure that your account remains active and that you can continue to access [HPHConnect's](#) convenient electronic tools and transactions, we recommend logging in regularly.

The screenshot shows the HPHConnect Provider Portal. At the top left is the Harvard Pilgrim HealthCare logo and the text "For Providers". At the top right are navigation links: "PROVIDER MENU", "PROVIDER DIRECTORY", and "PROVIDER LOGIN". A red arrow points to the "PROVIDER LOGIN" button. Below the navigation is a large image of a man in a white lab coat. Overlaid on the bottom left of this image is a white box with the text "HPHConnect: Easy real-time access to the information and tools you need." and a red "LOG IN OR REGISTER" button. A red arrow points to this button. To the right of the image is a section titled "Commitment to an Exceptional Provider Experience" with a paragraph of text and four buttons: "Prior Authorization", "Medicare Advantage", "Billing and Reimbursement", and "Pharmacy", each with a right-pointing chevron.

Accounts that have not been logged into for over 120 days are routinely frozen, requiring the user to contact [Harvard Pilgrim Health Care's eBusiness team](#) to unlock the account.

# Provider Training and Events


[harvardpilgrim.org/provider/resource-center/provider-trainings-and-events/](https://www.harvardpilgrim.org/provider/resource-center/provider-trainings-and-events/)

- Register for upcoming webinars and events.
- View recordings of recent meetings and events in case you missed them.
- Access a collection of short training videos for common transactions.



RESOURCE CENTER

## Provider Training and Events



**Supporting Providers and Office Staff**

Harvard Pilgrim is committed to delivering a best-in-class experience for providers and office staff. We aim to be a health plan that's easy for you to do business with – and our provider tools and presentations are designed to support you in working with us. You'll find upcoming provider events, recordings of recent provider meetings and events, and short training videos to guide you through common transactions.

**Have a suggestion for a training?** We value your feedback, so please take a moment to pass along suggestions for tools and training videos you would like to see developed.

[SHARE YOUR SUGGESTION](#)

### Quick Clips: View our Short Webinars

- [How to Register for HPHConnect](#)
- [Checking Eligibility on HPHConnect](#)
- [Checking Claims Status on HPHConnect](#)
- [How to Check Referral or Authorization Status in HPHConnect](#)
- [The Role of the Main Office Contact in HPHConnect](#)
- [Searching for In-Network Providers](#)
- [Getting Started with Electronic Funds Transfer](#)
- [PCP Changes in HPHConnect](#)

### Missed a Meeting? Catch Up Here

- [Claims and Appeals Webinar \(6.18.21\)](#)

### Access HPHConnect Reference Materials

- [HPHConnect FAQ](#)
- [HPHConnect User Guides](#)



# Provider Contact Information

Harvard Pilgrim Health Care Provider Website: [harvardpilgrim.org/provider](https://www.harvardpilgrim.org/provider)

## Provider Service Center

- Phone: 800.708.4414
- Email: [provider\\_callcenter@point32health.org](mailto:provider_callcenter@point32health.org)\*

## Medicare Advantage Provider Service Center

- Phone: 888.609.0692

## Behavioral Health Access Center

- Phone: 888.777.4742

## E-Services/HPHConnect Service Center

- Phone: 800.708.4414 (Option 1; then 6)
- Email: [Provider\\_eBusiness\\_Services@point32health.org](mailto:Provider_eBusiness_Services@point32health.org)\*

## E-Services/EDI-Direct

- Phone: 800.708.4414 (Option 1; then 3)
- Email: [EDI\\_Team@point32health.org](mailto:EDI_Team@point32health.org)\*

\* Please note our new email addresses.

# Tufts Health Plan

# Coronavirus (COVID-19) Updates for Providers

<https://tuftshealthplan.com/covid-19/provider/coronavirus-updates-for-providers>

The Coronavirus (COVID-19) Updates for Providers page contains the most up-to-date information about Tufts Health Plan's policies and coverage pertaining to COVID-19. Please visit the page regularly.



# Reminder: Telehealth/Telemedicine Payment Policy

- The [Telehealth/Telemedicine Payment Policy](#) applies to Tufts Health Plan contracting providers who render telehealth services effective for dates of service on and after **September 1, 2022**.
- All telehealth services will continue to be reimbursed at parity.

The screenshot shows the 'Resource Center' page for providers. The navigation bar includes 'Home', 'Resource Center', 'Pharmacy', 'Behavioral Health', 'Training', and 'Provider News'. The breadcrumb trail is 'Provider / Resource Center / Resource Center'. On the left, there are filter sections: 'Filter By Product' (with checkboxes for Commercial, Tufts Medicare Preferred HMO, Tufts Health Plan Senior Care Options, Tufts Health Public Plans, Tufts Health Direct, Tufts Health RITogether, Tufts Health Together, and Tufts Health Unify), 'Filter By Category' (with 'View All' checked), 'Provider Manuals' (with 'View All'), and 'Guidelines' (with checkboxes for Online + Electronic Services, Clinical Resources, Behavioral Health, and Medical Necessity Guidelines). The main content area is titled 'Resources for Providers' and 'Essential forms and documents in one place'. It contains text about finding information for business, a link to 'Coronavirus Updates for Providers', and a link for 'Credentiaing and Contracting'. A search bar contains the text 'Telehealth' and a 'SEARCH' button. Below the search bar, it says 'Showing: Commercial, Tufts Medicare Preferred HMO, Tufts Health Public Plans (1)'. Under the 'Payment Policies' section, the link 'Telehealth/Telemedicine Payment Policy' is highlighted with a red arrow.

# Allergy Testing Professional Payment Policy - Renamed

- Tufts Health Plan has updated the name of our Allergy Testing Professional Payment Policy for Commercial products and Tufts Health Public Plans products.
- It will now be referred to as the [Allergy Testing and Treatment Professional Payment Policy](#), to more accurately reflect the nature and scope of the information contained in the policy and to align with the Harvard Pilgrim Health Care payment policy of the same name.



## **Allergy Testing and Treatment Professional Payment Policy**

Applies to the following Tufts Health Plan products:

- Tufts Health Plan Commercial<sup>1</sup>
- Tufts Medicare Preferred HMO (a Medicare Advantage product)<sup>2</sup>
- Tufts Health Plan Senior Care Options (SCO) (a dual-eligible product)<sup>2</sup>

Applies to the following Tufts Health Public Plans products:

- Tufts Health Direct (a Massachusetts Qualified Health Plan [QHP]; a commercial product)
- Tufts Health Together (a MassHealth MCO Plan and Accountable Care Partnership Plans)
- Tufts Health RITogether (a Rhode Island Medicaid Plan)
- Tufts Health Unify (OneCare Plan; a dual-eligible product)

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The following payment policy applies to Tufts Health Plan contracting providers.

# AIM Specialty Health Genetic Testing Prior Authorization Program

On October 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<sup>®</sup> (AIM).

The program will require ordering providers to obtain prior authorization through AIM for the following genetic/genomic or molecular diagnostic testing services:

- 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 September 12, 2022, ordering providers may begin making prior authorization requests through AIM for genetic/genomic and molecular testing occurring on or after October 1, 2022. The ordering clinician is responsible for obtaining prior authorization through AIM.

# AIM Genetic Testing Prior Authorization Program (continued)

Any genetic/genomic and molecular tests performed on or after October 1, 2022 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 [Provider Portal](#), 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.

## Additional Information

For more information, including the list of CPT codes applicable to the program, refer to the Prior Authorization Program for Genetic Testing section of the [Tufts Health Plan Vendor Information page](#) on the Provider website, as well as this provider [FAQ](#) document about the program.

Additional prior authorization information, including AIM's genetic testing clinical guidelines and other resources are available on the [microsite](#) AIM has developed specifically for Point32Health, which includes Tufts Health Plan and Harvard Pilgrim Health Care.

# 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 by calling the following phone numbers:
  - Tufts Health RITogether: [844-301-4093](tel:844-301-4093)
  - Tufts Health Together and Tufts Health Direct: [888-257-1985](tel:888-257-1985)
  - Tufts Health Unify: [855-393-3154](tel: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.



# Change in Address for Public Plans Paper Claim Submissions

Paper claims for to Massachusetts and Rhode Island Public Plans should be sent to the following respective addresses:

**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

**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 reflects these updated addresses.

# Payspan for Tufts Health Public Plans

- The transition from Change Healthcare to Payspan Health for electronic funds transfer (EFT) and distribution of paper checks for Tufts Health Public Plans started in August.
- 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.
- Additionally, explanations of payment (EOPs) will only be available electronically through Payspan. To access Payspan for EOPs and 835s, you must select the Electronic Payment Services option from the Claims dropdown menu in the secure Provider portal. EOPs will no 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.

# Supporting Pediatric Patients with Autism Spectrum Disorder and Other Neurodevelopmental Conditions

- Commercial Products, Tufts Health Direct, Tufts Health Together
- Tufts Health Plan has partnered with Cortica, Inc. to offer convenient access to services for pediatric members with autism spectrum disorder (ASD) and other neurodevelopmental conditions.
- Cortica offers a unique approach to care that integrates behavioral health care, medical care, and therapies through an interdisciplinary team of employed pediatric neurologists, developmental pediatricians, nurse practitioners, therapists, and counselors who specialize in neurodevelopment.
- As of September 6, 2022, PCPs and other providers can refer Commercial and Tufts Health Direct patients to Cortica. Cortica's services are expected to be available for Tufts Health Together members starting in December 2022.
- To refer a patient to Cortica, [visit their website](#) and click the “Make a Referral” button in the top right corner to access an [online referral form](#). Alternatively, you can make a referral by calling Cortica at **858-251-7901** or by emailing [enroll@corticacare.com](mailto:enroll@corticacare.com). If you choose to submit a referral by email, include your name/the provider's name, the patient's name and contact information, and the reason for the referral.

# Metabolic Monitoring for Patients on Antipsychotic Medications

## - Commercial and Tufts Health Public Plans

- Primary care physicians play an essential role in coordinating care for patients taking antipsychotic medications.
- While these medications are effective in treating schizophrenia and bipolar symptoms, they can also lead to and or worsen other health conditions such as diabetes, weight gain, obesity as well as increased LDL cholesterol and triglyceride levels and decreased HDL cholesterol levels.
- Annual screening and ongoing metabolic monitoring of blood glucose levels and LDL-C or cholesterol is important to ensure appropriate management of antipsychotic medications, especially in children and adolescents.
- PCPs and behavioral health providers can help ensure patients taking antipsychotic medications are getting annual diabetes screenings using an HbA1c test or fasting glucose test and regular cholesterol monitoring.

Refer to the September issue of [Provider Update](#) for additional information.

# Reminder: Email Box for Provider Appeals

- Tufts Medicare Preferred HMO, Tufts Health Plan SCO

As part of our ongoing efforts to improve efficiency and enhance provider experience, an email box has been established for providers to submit their appeals for certain claim denials for **Senior Products**.

- Disputes for Senior Products claims that have denied for lack of prior authorization or notification and for compensation/reimbursement appeals may be submitted by email. Providers may email the [Request for Claim Review Form](#), a copy of the EOP and appropriate documentation to [SP\\_Provider\\_Appeals@point32health.org](mailto:SP_Provider_Appeals@point32health.org).
- For all other disputes, providers should continue to mail to the appropriate address listed on the [Request for Claim Review Form and Mailing Information](#) page.
- View to the [Claims Requirements, Coordination of Benefits and Payment Disputes](#) chapter of the [Senior Products Provider Manual](#) and the [Provider Payment Dispute Policy](#) for additional information.

# Provider Payment Dispute Overview

Providers have the right to file a payment dispute if he or she disagrees with the denial or compensation of a claim. Providers may submit disputes and corrected claims online through the [secure Provider portal](#) or by using the [Request for Claim Review Form](#).

- Commercial: [Provider Payment Dispute Policy](#)
- Tufts Health Public Plans: [Provider Payment Dispute Policy](#)
- Tufts Medicare Preferred HMO and Tufts Health Plan Senior Care Options: [Provider Payment Dispute Policy](#)

# Register to Receive *Provider Update* by Email

The registration form can be accessed on the [Provider News](#) section of the website. Click "[Register Now](#)" to complete and submit the short online form.

The screenshot displays the 'Provider News' section of a website. The navigation bar at the top includes links for Home, Resource Center, Pharmacy, Behavioral Health, Training, and Provider News (highlighted with a red box). On the left, there are filter sections: 'Filter By Year' (with 2022 selected), 'Filter By Product' (with View All selected), and 'Filter By Category' (with View All selected). The main content area is titled 'Provider News' and features a 'Current issue: September 1, 2022 Provider Update' section. Below this is a dark blue banner with the text 'Register for Provider Update' and a 'Register Now' button, which is pointed to by a red arrow. A search bar and a 'Showing: 2022' indicator are also visible. At the bottom, there is a date filter for 'September 01, 2022' and a link for 'Provider Update - September 2022'.

**Note:** Email addresses are only used for required notifications and other pertinent business communications. It will not change or grant login credentials to the secure Provider portal.

# Office Managers Meetings

[tuftshealthplan.com/provider/training/office-managers-meetings](https://tuftshealthplan.com/provider/training/office-managers-meetings)

Navigation: Home, Resource Center, Pharmacy, Behavioral Health, **Training**, Provider News

Sub-navigation: Overview, **Office Managers Meetings**, Training Videos, Webinars, Guides and Resources

Office Managers Meetings by livestream are designed to assist providers and office staff in doing business with Tufts Health Plan. These interactive sessions offer opportunities for questions and are customized to fit each audience. Office Managers Meetings occur several times a year.

**Registration required**

Because space is limited, please register in advance by clicking the appropriate link below.

Location	Date
<b>Office Managers Meeting by Livestream</b>	September 20, 2022
<b>Behavioral Health Administrative Updates (formerly known as Behavioral Health Office Managers Meeting) by Livestream</b> Interactive session designed to assist Behavioral Health office managers, office staff, and providers in doing business with Tufts Health Plan, including administrative updates, and an opportunity to ask questions about operational topics important to your practice.	September 27, 2022

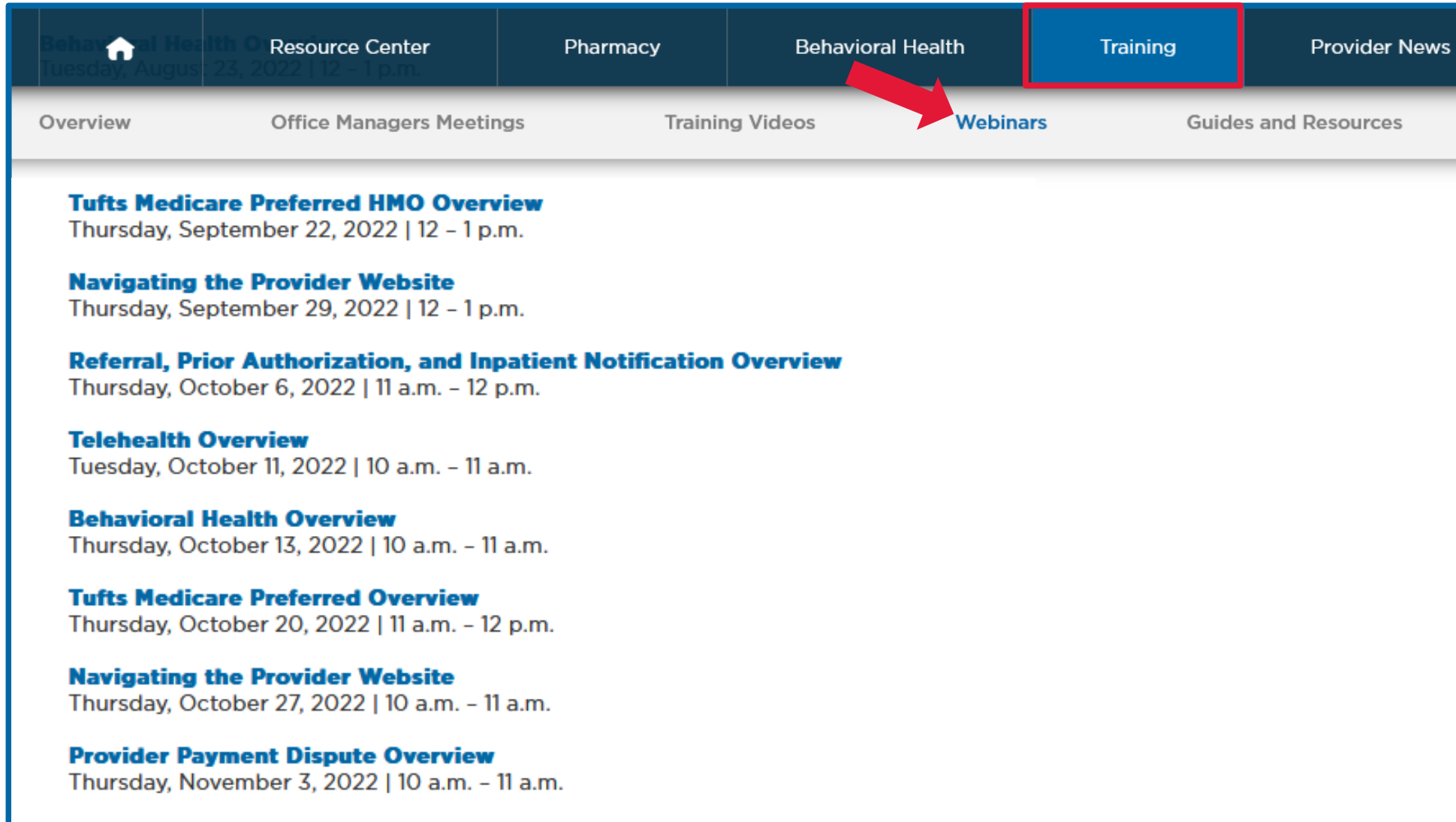
**Questions or Feedback?**

[Email Us](#)



# Webinars

[tuftshealthplan.com/provider/training/webinars](https://tuftshealthplan.com/provider/training/webinars)



The screenshot shows the navigation menu of the Tufts Health Plan provider training website. The 'Training' menu item is highlighted with a red box, and a red arrow points to the 'Webinars' sub-menu item. Below the navigation, a list of webinars is displayed, each with a title and a date and time.

Webinar Title	Date and Time
<b>Tufts Medicare Preferred HMO Overview</b>	Thursday, September 22, 2022   12 - 1 p.m.
<b>Navigating the Provider Website</b>	Thursday, September 29, 2022   12 - 1 p.m.
<b>Referral, Prior Authorization, and Inpatient Notification Overview</b>	Thursday, October 6, 2022   11 a.m. - 12 p.m.
<b>Telehealth Overview</b>	Tuesday, October 11, 2022   10 a.m. - 11 a.m.
<b>Behavioral Health Overview</b>	Thursday, October 13, 2022   10 a.m. - 11 a.m.
<b>Tufts Medicare Preferred Overview</b>	Thursday, October 20, 2022   11 a.m. - 12 p.m.
<b>Navigating the Provider Website</b>	Thursday, October 27, 2022   10 a.m. - 11 a.m.
<b>Provider Payment Dispute Overview</b>	Thursday, November 3, 2022   10 a.m. - 11 a.m.

# Provider Contact Information

Tufts Health Plan Provider Website: [tuftshealthplan.com/provider](https://tuftshealthplan.com/provider)

## Provider Services:

- Tufts Health Plan Commercial Provider Services: 888-884-2404
- Tufts Health Public Plans Provider Services (MA): 888-257-1985
- Tufts Health Public Plans Provider Services (RI): 844-301-4093
- Tufts Health Plan Medicare Preferred HMO and Tufts Health Plan Senior Care Options Provider Relations: 800-279-9022

**Commercial and Senior Products Behavioral Health Department:** 800-208-9565

**Technical Inquiries:** [Tufts\\_Health\\_Plan\\_Provider\\_Technical\\_Support@point32health.org](mailto:Tufts_Health_Plan_Provider_Technical_Support@point32health.org)\*

**Provider Education:** [Provider\\_Education@point32health.org](mailto:Provider_Education@point32health.org)\*

\*Please note our new email address