

# Provider News

March 2023



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## Contact Us

If you have questions or need assistance, visit the *Contact Us* section at the bottom of our provider website for up-to-date contact information and self-service tools or call Provider Services.

**Provider website:**

<https://provider.healthybluemo.com>

**Provider Services:**

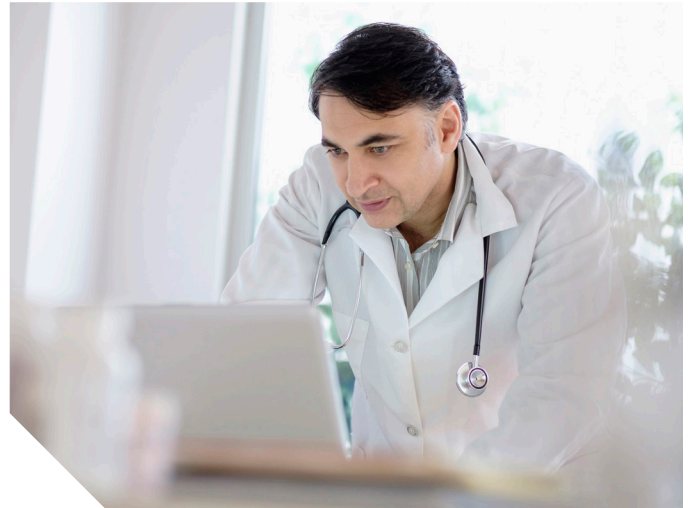
833-405-9086

# Administrative

## Remittance advice message enhancements: providing clear descriptions and actionable next steps

It can be difficult to understand why a claim has been denied, particularly when the descriptions aren't as understandable as they can be. We want to make it easier to understand why your claim denied and how to update your claim with the information needed for processing.

We're phasing in clear, concise, and simplified denial descriptions that explain in greater detail why the claim or claim line has denied and what to do next. We've even included details about how to provide us with information digitally, to move the claim further along faster in the claims process.



### Continuing to improve

The new denial descriptions will be phased in over the next few months. We're starting with those claim descriptions that have caused the most confusion based on your feedback. If new denial reasons are added, those descriptions will be expanded as well.

Save time. Increase efficiency. Go digital. If you're not enrolled in Availity Essentials,\* [register online](#). There is no cost for our providers to use the applications through [Availity.com](#).

*\* Availity, LLC is an independent company providing administrative support services on behalf of the health plan.*

MOHB-CD-014711-22-CPN14593

## Introducing the Provider Learning Hub

You can learn about many of our digital capabilities through a new educational platform called the Provider Learning Hub.



**The Provider Learning Hub will include helpful information related to:**

- Availity Essentials\* registration and onboarding.
- Electronic medical attachments.
- Administrative transactions.

You can access the Provider Learning Hub without a username or password. Access the [Provider Learning Hub](#) today from the [provider website](#) under Availity Essentials.

Our first featured training will focus on attachment applications — with special emphasis on new processes that will make submitting attachments much more efficient.

*\* Availity, LLC is an independent company providing administrative support services on behalf of the health plan.*

MOHB-CDCR-013003-22-CPN10343

## Advancing Mental Health Equity for Youth & Young Adults

Register today for the *Advancing Mental Health Equity for Youth & Young Adults* forum hosted by Healthy Blue and Motivo\* for Healthy Blue providers on Wednesday, March 15, 2023, from 4 to 5:30 p.m. ET.

Healthy Blue is committed to making healthcare simpler and reducing health disparities for youth and young adults. We believe that advancing health equity for young people is critical to not only improving their experience, but also ensuring the mental health system is a safe and trusted resource. Authentic conversations lead to reducing implicit bias and improving the health and wellbeing of all Americans and the communities in which we live and serve.

Please join us to hear from a diverse panel of experienced professionals from Motivo and Healthy Blue as we discuss the intersection of mental health, race, sexual orientation, gender identity, disability, and supporting youth and young adults on their mental health journey.

Each quarterly forum will continue the exploration of ways we can reduce disparities in healthcare, demonstrate cultural humility, address and deconstruct bias, have difficult and productive conversations, learn about valuable resources, and increase diversity equity and inclusion in healthcare.

Please register for this event [online](#).

*\* Motivo is an independent company providing a virtual forum on behalf of the health plan.*

MOHB-CDCR-017482-23-CPN17407

# Policy Updates — *Medical Policies and Clinical Guidelines*

## *Carelon Medical Benefits Management Radiology Clinical Appropriateness Guidelines CPT Code List update*

Effective for dates of service on and after June 1, 2023, the following code updates will apply to the *Carelon Medical Benefits Management Radiology Clinical Appropriateness Guidelines*.



**Read more online.**

MOHB-CD-013591-22-CPN12763

## *Updates to Carelon Medical Benefits Management Cardiac Clinical Appropriateness Guidelines — Material adverse change*

Effective for dates of service on and after April 9, 2023, several updates will apply to the *Carelon Medical Benefits Management Cardiology Clinical Appropriateness Guidelines*.



**Read more online.**

MOHB-CD-012492-22-CPN11939

## *Update: Carelon Medical Benefits Management Cardiology Clinical Appropriateness Guidelines CPT Code List update*

As previously communicated in the December 2022 edition of *Provider News*, Carelon Medical Benefits Management, Inc. will apply additional code updates to the *Carelon Medical Benefits Management Diagnostic Coronary Angiography and Percutaneous Coronary Intervention Clinical Appropriateness Guidelines*. That code update expansion has been delayed. The codes listed below will go into effect April 1, 2023, not February 1, 2023, as originally communicated.



**Read more online.**

MOHB-CD-015069-22-CPN14827

*Carelon Medical Benefits Management, Inc. is an independent company providing utilization management services on behalf of the health plan.*

# Policy Updates — Reimbursement Policies

## Policy Update

### Modifiers 25 and 57

*Policy G-06003, effective May 1, 2023*

Beginning with dates of service on or after May 1, 2023, Healthy Blue will update the *Modifiers 25 and 57* policy to not allow reimbursement for CPT® code 99211 when appended with Modifier 25.

Based on the descriptions of both Modifier 25 and CPT 99211, the Evaluation and Management must be separately identifiable, and CPT 99211 is not a separately identifiable service.

In addition, the policy titled *Modifiers 25 and 57: Evaluation and Management with Global Procedures* will be renamed to *Modifiers 25 and 57*.

For additional information, please review the Modifier 25 and 57 reimbursement policy at <https://provider.healthybluemo.com/missouri-provider/claims/reimbursement-policies>.

MOHB-CD-015700-22-CPN15299

# Quality Management

## Time to prepare for HEDIS medical record review

Each year, Healthy Blue performs a review of a sample of our members' medical records as part of the HEDIS® quality study. HEDIS is part of a nationally recognized quality improvement initiative and is used by Centers for Medicare and Medicaid Services (CMS), the National Committee for Quality Assurance (NCQA), and several states to monitor the performance of managed care organizations.

For 2022, Healthy Blue will begin requesting medical records in January 2023. No special authorization is needed for you to share member medical record information with us since quality assessment and improvement activities are a routine part of healthcare operations.



### We complete medical record retrieval based on minimum necessary guidelines:

- **Remote electronic medical records (EMR) access service:** As we published in the Provider Newsletter, we now offer EMR access to providers to submit member medical record information to Healthy Blue. If you are interested in more information, please contact us at [Centralized\\_EMR\\_Team@healthybluemo.com](mailto:Centralized_EMR_Team@healthybluemo.com).
- **Upload:** Medical records can be uploaded to the Healthy Blue secure website using the instructions in the request document.
- **Fax:** Medical records can be faxed to Healthy Blue using the instructions in the request document.
- **U. S. Postal Service:** Medical records can be mailed to Healthy Blue using the instructions in the request document.
- **Onsite:** Medical records can be pulled by an Healthy Blue representative at your office where medical records are located.
- **Secure File Transfer Protocol (SFTP):** Medical records can be uploaded via secure website set up by Healthy Blue.

HEDIS review is time sensitive, so please submit the requested medical records within the time frame indicated in the initial HEDIS request document.

We appreciate the care you provide our members. Your assistance is crucial to ensuring our data is statistically valid, auditable, and accurately reflects quality performance.

*HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).*

MOHB-CD-007878-22-CPN7161