



## Provider News

May 2022



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## COVID-19 information from Healthy Blue

Healthy Blue is closely monitoring COVID-19 developments and how the novel coronavirus will impact our customers and provider partners. Our clinical team is actively monitoring external queries and reports from the Centers for Disease Control and Prevention (CDC) to help us determine what action is necessary on our part.

For additional information, reference the *COVID-19 Updates* page on our [website](#).



# Administrative

## Provider coding education webinars are now available

You can access all provider-coding education events for Healthy Blue with one easy link. We will add new topics to the training page, so please check it often. Enjoy informative webinars designed specifically for network providers, coders, billers, and office staff. A variety of helpful and educational topics relating to coding and documentation, claims and billing issues, member care, quality measures, and more are available.

Live events: Each live training webinar event offers awards one unit of continuing education.

### Upcoming topics include:

- Social drivers of health.
- 2022 coding updates.
- Cultural competency.
- Additional topics forth coming.

Register today. You will not want to miss these exciting opportunities.

Please reserve your place at least 24 hours prior to the start of the event.

### There are two easy ways to register:

- Access the Healthy Blue training page [online](#).
- You may also access the page using the QR code:
  - Use the camera on your device to capture the QR code. A link will appear. Tap the link to open the training page.



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# Screening for alcohol use disorder in high-prevalence demographics



## High-prevalence demographics

The lifetime prevalence of AUD in the U.S. population is approximately 29.1%. However, only 19.8% of people with AUD receive treatment. Prevalence of AUD is high in white and Indigenous people, younger men (age < 65), unmarried people, and those with low incomes.<sup>1</sup>

22.8 million people over the age of 12 reported having a substance use disorder (SUD) in 2019; AUD accounted for 63% of this population. An additional 12% presented with AUD and another SUD (excluding nicotine) according to the National Survey on Drug Use and Health (NSDUH).<sup>2</sup>

## AUD and COVID-19

Evidence suggests that alcohol consumption increased during the COVID-19 pandemic. One study found that 60% of respondents reported increased alcohol-intake.<sup>3</sup> In 2020, alcohol sales increased by 262% online and 21% in stores, which participants reported was due to increased stress, alcohol availability, and lockdown boredom.<sup>4</sup> This increase was most substantial between March to April 2020. The study suggests those most affected by COVID-19 (job loss, friend loss, family loss, and isolation) may be more at risk of AUD.<sup>3</sup>

## AUD co-occurring with mental health conditions

People with a variety of mental health conditions are at increased risk of developing an AUD or have an existing co-occurring AUD.<sup>5</sup> While the rates are higher for co-occurring disorders with mental health conditions, there is also a higher risk of greater severity and a worse prognosis for both the mental condition and AUD.

Trauma, including adverse childhood events (ACEs) and post-traumatic stress disorder (PTSD), are often precursors for AUD.<sup>6</sup> Traumatic brain injuries (TBI) are also associated with AUD. Alcohol intoxication is one of the strongest predictors of a TBI. In addition, people with a TBI are more likely to abuse alcohol.<sup>7</sup>

In most co-occurring disorders, the mental health condition preceded the AUD. This indicates that people diagnosed with a mental health condition should be screened for AUD. Preventive work should begin at the onset of symptoms of a mental health condition.<sup>5</sup>

1 Recovery Research Institute, 2019 <https://www.recoveryanswers.org/addiction-101/epidemiology>

2 Substance Abuse and Mental Health Services Administration, 2020 Results from the 2019 National Survey on Drug Use and Health

3 Pollard, Tucker, and Green (2020) <https://doi.org/10.1001/jamanetworkopen.2020.22942>

4 The Nielsen Company (2020) <https://www.nielsen.com/us/en/insights/article/2020/rebalancing-the-covid-19-effect-on-alcohol-sales>

5 Glantz et al., (2020) <https://doi.org/10.1016/j.addbeh.2019.106128>

6 Brady and Back (2012) <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC3860395>

7 Weil, Corrigan, and Karelina (2018) <https://pubmed.ncbi.nlm.nih.gov/31198656>



## New Strategic Provider System implementation May 2022

### Strategic Provider System to launch in May

In May 2022, Healthy Blue will replace the current data management system with the new and significantly improved Strategic Provider System (SPS). The SPS data portal will increase website data accuracy, transparency, and timeliness, creating an enhanced provider experience.

SPS offers robust support features that will improve the ability of Healthy Blue to match submitted claims, resulting in more accurate pricing and processing.

### The easy-to-use website will allow you to:

- Digitally submit demographic data to one location.
- Maintain, update, and verify demographic data using a single website.
- Receive clear on-screen alerts and guidance as you maintain your data.
- Obtain access to a simplified quick verification process that will allow you to complete required verifications online, eliminating the need to fax, email, or use separate online forms.
- Receive periodic reminders to help you keep your information current.

### What you need to do to get ready for the change

If already enrolled in Availity,\* no further action is needed. If you are not enrolled, go to [availity.com](https://www.availity.com) and select the orange *Register* button. Availity is a secure provider website where you can enjoy the convenience of digital transactions, including prior authorization and claims submission, as well as benefit and eligibility look-up.

*\* Availity, LLC is an independent company providing administrative support services on behalf of Healthy Blue.*

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## Connect with Show-Me ECHO to help improve quality of care

Show-Me ECHO (Extension for Community Healthcare Outcomes) connects community members to specialists and resources to improve quality of care. An interdisciplinary team collaborates via videoconferencing through interactive, case-based sessions to learn about specific topics and grow knowledge networks. Show-Me ECHO is a state, MO HealthNet Managed Care, and grant-funded telehealth project operated by the Missouri Telehealth Network at the University of Missouri School of Medicine. Learning sessions offer free continuing education and are provided at no cost to participants.

For more information or to register for the next ECHO, visit [showmeecho.org](https://showmeecho.org). If you have questions about this communication or need assistance with any other item, contact your assigned Provider Experience associate or call Provider Services at **833-405-9086**.

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# Policy Updates — Prior Authorization

Federal and state law, as well as state contract language and Centers for Medicare & Medicaid Services guidelines, including definitions and specific contract provisions/exclusions, take precedence over these PA rules and must be considered first when determining coverage.

**Non-compliance with new requirements may result in denied claims.**

## To request PA, use one of the following methods:

- Web: Log into [Availity](#),\* then select Patient Registration > Authorizations & Referrals. Then select Authorization Request or Auth/Referral Inquiry, as appropriate.
- Phone: **844-521-6942**
- Fax: Inpatient: **888-822-5595**; Outpatient: **888-822-5658**

Not all PA requirements are listed here. PA requirements are available to providers by accessing the Precertification Lookup Tool at website on the Resources tab or for contracted providers on the [Availity Portal](#). Providers may also call Provider Services at **844-521-6942** for assistance with PA requirements.

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## Prior authorization requirement change for HCPCS code K1022

Effective June 1, 2022, prior authorization (PA) requirements will change for HCPCS code K1022. The medical code below will require PA for Healthy Blue members.

### PA requirements will be added to the following:

- K1022: Addition to lower extremity prosthesis, endoskeletal, knee disarticulation, above knee, hip disarticulation, positional rotation unit, any type

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