



## Provider News

October 2022



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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



### *Members' Rights and Responsibilities section*

In line with our commitment to participating practitioners and members, Healthy Blue has a ***Members' Rights and Responsibilities section*** located within the provider manual. The delivery of quality healthcare requires cooperation between patients, their providers, and their healthcare benefit plans. One of the first steps is for patients and providers to understand their rights and responsibilities. Review this section in your provider manual **online**.

MOHB-CD-003859-22-CPN3784

# Monkeypox resources and recommendations for our care providers

We are carefully monitoring the recent outbreak of monkeypox infections in the U.S. and are working to support our members and our network care providers with information to help you respond appropriately in the context of your patient population.

The best source of up-to-date information is at the Centers for Disease Control and Prevention which has a dedicated [monkeypox page for healthcare professionals](#).

In addition to resources for care providers, the CDC has developed educational materials for the public, available for free download [online](#).

## FAQs

### How does monkeypox spread?

Monkeypox does not spread easily between people without close contact. Person-to-person transmission is possible by skin-to-skin contact with body fluids or monkeypox sores, or respiratory droplets during prolonged face-to-face contact, and less likely through contaminated items such as bedding, clothing, or towels. Patients are contagious until the scabs heal and are replaced by new skin.

### How dangerous is the disease?

Monkeypox virus belongs to the poxvirus family and infection is rarely fatal. Patients whose immune system is compromised are most at risk for severe disease, along with children younger than 8 years old, pregnant and breastfeeding people, and people with a history of atopic dermatitis or other active skin conditions.

### What are monkeypox symptoms?

Patients often have a characteristic rash (well-circumscribed, firm, or hard macules evolving to vesicles or pustules) on a single site on the body. Patients may also present with a fever and muscle aches. The rash may start in the genital and perianal areas. The lesions are painful when they initially emerge, but can become itchy as they heal, and then go away after two to four weeks. Symptoms can be similar or occur at the same time as sexually transmitted infections.

### Is there a monkeypox vaccine?

Yes, although at the time of this writing, availability is limited. Smallpox and monkeypox vaccines are effective at protecting people against monkeypox when given before exposure to monkeypox, and vaccination after a monkeypox exposure may help prevent the disease or make it less severe. You can access the CDC's vaccination updates [online](#).

### How can monkeypox be treated?

There are no treatments specifically for monkeypox virus infections. However, antiviral drugs and vaccines developed to protect against smallpox may be used to prevent and treat monkeypox virus infections.

### Do I need to report a case of suspected monkeypox?

Yes, contact your state health department if you have a patient with monkeypox. They can help with testing and exposure precautions. Find your state health plan department [online](#).

### What are the behavioral health impacts of monkeypox?

Studies reporting psychiatric symptoms have indicated that the presence of anxiety, depression, or low mood is common among hospitalized patients with monkeypox infection. Care providers can help by listening with compassion, understanding underlying behavioral health concerns that may be heightened during isolation, and refer patients to the appropriate level of support following a monkeypox diagnosis.

MOHB-CD-005167-22



# Policy Updates — Reimbursement Policies



## Reimbursement Policy Retraction

### Sexually Transmitted Infections Testing — Professional

(Policy 21-001, effective 01/01/2022)

In the October 2021 edition of the provider newsletter, we announced that a new reimbursement policy titled Sexually Transmitted Infections Testing — Professional would be effective for dates of service on or after January 1, 2022. We have made a decision to retract this reimbursement policy.

MOHB-CD-004029-22-CPN3670

# Products and Programs

## Getting tobacco users the help they need to quit

You play an influential role in helping patients overcome tobacco addiction, and we can help you make an even bigger impact. Tell your patients who are Healthy Blue members that they have access to a tobacco cessation program. Healthy Blue is working with the EX Program by Truth Initiative®,\* a digital program, for tobacco cessation built in collaboration with the Mayo Clinic.

### This is an excellent resource available to help patients quit for good. Participants in this program will receive:

- A personalized quit plan with interactive exercises, educational videos, and emails.
- Social support from a thriving online community of current and former tobacco users.
- Unlimited coaching from tobacco treatment experts via live chat.
- Interactive and tailored text messages based on how they engage with the program.
- Nicotine patches, gum, or lozenges delivered to their home.
- Tailored support for e-cigarette users and pregnant smokers.
- Optional content related to pregnancy, new motherhood, heart disease, diabetes, and parenting children who vape.

Members have access to the EX Program through any browser on their smartphone, tablet, or PC. Attached is a flier with information to print and share with your patients about the program. Thank you for helping your patients live healthier lives free from smoking, vaping, and nicotine.

*\* Truth Initiative® is an independent company providing tobacco cessation support services on behalf of Healthy Blue.*

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**Read more online.**

