

MO HealthNet Managed Care (Medicaid)

<https://provider.healthybluemo.com>

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Healthy Blue

Provider Newsletter

April 2021



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BMO-NL-0023-21

Healthy Blue is a Medicaid product offered by Missouri Care, Inc., a MO HealthNet Managed Care health plan contracting with the Missouri Department of Social Services. Healthy Blue is administered statewide by Missouri Care, Inc. and administered in the Kansas City service region by Missouri Care, Inc. in cooperation with Blue Cross and Blue Shield of Kansas City. Missouri Care, Inc. and Blue Cross and Blue Shield of Kansas City are both independent licensees of the Blue Cross and Blue Shield Association.



Social determinants of health

Addressing patients' social health needs • How to take action steps for your patients

Sixty percent of a person's health is impacted by behavioral, environmental and social conditions. Your patients' lifestyle choices often can put them at higher risks for health challenges like obesity, depression and heart disease, and sometimes can lead to multiple emergency department visits. By identifying and addressing social determinants of health (SDOH), you and your staff are taking a comprehensive approach to patient care.

These are conditions in the environments in which people live, learn, work, play, worship and age. They affect a wide range of health, functions and quality-of-life outcomes and risks. SDOH include, but are not limited to:

- Food insecurity.
- Loneliness and social isolation.
- Housing quality and instability.
- Transportation.
- Physical inactivity.
- Income and social status.
- Employment and working conditions.

The top three Missouri SDOH needs are: jobs, poverty and transportation.



Read more online.

BMOPEC-0509-21/BMO-NL-0025-21

LiveHealth Online — an alternative to emergency room visits

Healthy Blue is working to expand the quality care you provide for your patients' medical and behavioral health needs. Healthy Blue offers 24/7 non-emergent care for your patients through the virtual (telehealth) service LiveHealth Online* (LHO).

Common services managed through LHO apply to the below medical and behavioral health (BH) conditions.

Medical health conditions:

- Allergies
- Back pain
- Cough/cold
- Diarrhea
- Fever
- Headache
- Nausea
- Sinus infection
- And more

BH conditions:

- Anxiety
- Bipolar disorder
- Depression
- Grief
- Panic attacks
- Stress
- And more

Benefits of LHO:

- LHO will increase access to services for our members, particularly in our rural areas where provider availability and transportation are a challenge.
- LHO will also serve as an access alternative for urgent care and some emergency department visits in access-needs areas.

Signing up for LHO provides the member of Healthy Blue with live video access on their smartphone, tablet or computer to board certified physicians, psychologists and psychiatrists at no cost.

To participate, members must sign up with LHO.

Signing up is free at <https://livehealthonline.com> or by downloading the free LHO mobile app:

- LHO providers will have the capability to send some prescriptions to their pharmacy if needed.
- A summary of each visit can be created with the member's permission and forwarded to the member's PCP. This valuable ability supports continuity of care and collaboration among providers.
- Spanish speaking doctors are available seven days a week using Cuidado Médico on LHO through the free mobile app.

Members who need help using LHO can call **1-888-548-3432 (TTY 711)**. Members with questions about the health plan or who need translation services should call the Member Services number on the member ID card.

** LiveHealth Online is the trade name of Health Management Corporation, an independent company, providing telehealth services on behalf of Healthy Blue.*

BMOPEC-0461-21/BMO-NL-0026-21

Medical Policies and Clinical Utilization Management Guidelines update

The *Medical Policies, Clinical Utilization Management (UM) Guidelines* and Third-Party Criteria below were developed and/or revised to support clinical coding edits. Note, several policies and guidelines were revised to provide clarification only and are not included. Existing precertification requirements have not changed.

To view a guideline, visit <https://provider.healthybluemo.com>.

Notes/updates:

Updates marked with an asterisk (*) notate that the criteria may be perceived as more restrictive:

- * MED.00134 — Non-invasive Heart Failure and Arrhythmia Management and Monitoring System:
 - Revised Investigational and Not Medically Necessary indications
- *SURG.00156 — Implanted Artificial Iris Devices:
 - Revised Investigational and Not Medically Necessary indications
- *SURG.00157 — Minimally Invasive Treatment of the Posterior Nasal Nerve to Treat Rhinitis:
 - Revised Investigational and Not Medically Necessary indications
- *GENE.00055 — Gene Expression Profiling for Risk Stratification of Inflammatory Bowel Disease (IBD) Severity
 - Gene expression profiling for risk stratification of inflammatory bowel disease (IBD) severity, including use of PredictSURE IBD, is considered investigational and not medically necessary for all indications.
- *LAB.00037 — Serologic Testing for Biomarkers of Irritable Bowel Syndrome (IBS)
 - Serological testing for biomarkers of irritable bowel syndrome (for example, CdtB and anti-vinculin), using tests such as, IBSDetex, ibs-smart or IBSchek, is considered investigational and not medically necessary for screening, diagnosis or management of irritable bowel syndrome, and for all other indications.
- *CG-LAB-15 — Red Blood Cell Folic Acid Testing
 - RBC folic acid testing is considered not medically necessary in all cases.
- *CG-LAB-16 — Serum Amylase Testing
 - Serum amylase testing is considered not medically necessary for acute and chronic pancreatitis and all other conditions.
- CG-REHAB-12 — Rehabilitative and Habilitative Services in the Home Setting: Physical Medicine/Physical Therapy, Occupational Therapy and Speech-Language Pathology:
 - A new Clinical UM Guideline was created from content contained in CG-REHAB-04, CG-REHAB-05 and CG-REHAB-06.
 - There are no changes to the guideline content.
 - Publish date is December 8, 2020.
- SURG.00158 — Implantable Peripheral Nerve Stimulation Devices as a Treatment for Pain:
 - A new Medical Policy was created from content contained in DME.00011
 - There are no changes to the policy content.
 - Publish date is December 16, 2020.

Medical Policies and Clinical Utilization Management Guidelines update (cont.)

- CG-GENE-21 — Cell-Free Fetal DNA-Based Prenatal Testing:
 - A new *Clinical Guideline* was created from content contained in GENE.00026
 - There are no changes to the guideline content.
 - Publish date is December 16, 2020.

Medical Policies

On August 13, 2020, and November 5, 2020, the Medical Policy and Technology Assessment Committee (MPTAC) approved several *Medical Policies* applicable to Healthy Blue. These policies take effect June 6, 2021.

Clinical UM Guidelines

On August 13, 2020, and November 5, 2020, the MPTAC approved several *Clinical UM Guidelines* applicable to Healthy Blue. These guidelines were adopted by the Medical Operations Committee for Healthy Blue members on September 9, 2020, and November 19, 2020. These guidelines take effect June 6, 2021.



Read more online.

BMOPEC-0474-21

