

PROVIDER DIGEST

## Provider Digest – April 2022

AmeriHealth Caritas North Carolina (ACNC) is committed to providing the support you deserve. You will find the following topics in this email:

- [State COVID-19 Flexibilities Extended](#)
- [COVID-19 Vaccination Eligibility and Overdue Report](#)
- [State Law Extends Maternity Benefits](#)
- [Prospective Claims Payment Review Process](#)
- [Prior Authorizations Reminder](#)
- [Credentialing Policy Update](#)
- [Updated Preferred Drug List Release: April 1, 2022](#)
- [Updates to ACNC Pharmacy Prior Authorization Criteria and Forms](#)
- [Provider Quality Enhancement Program \(QEP\) Launch](#)
- [NaviNet Resources](#)
- [Expanded Monthly Training Opportunities for Providers, Staff](#)
- [ACNC Supports Healthy Opportunities Pilot \(HOP\) Program](#)
- [ACNC Advisory Committees Seek Member and Family Involvement](#)
- [Mike Bridges Joins ACNC as Population Health Director](#)

COVERAGE UPDATES

### [State COVID-19 Flexibilities Extended](#)

On March 21, NC DHHS announced the extension of Emergency Temporary Flexibilities until June 30, 2022. Please see **SPECIAL BULLETIN COVID-19 #237: Extension of NC State of Emergency Temporary Flexibilities** [here](#).

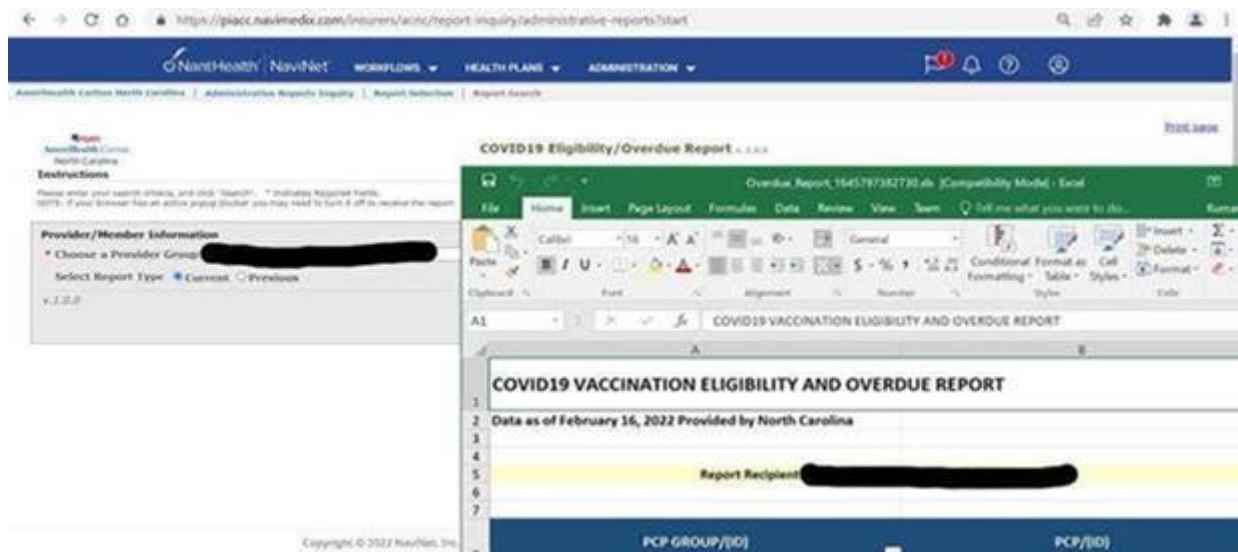
## [COVID-19 Vaccination Eligibility and Overdue Report](#)

AmeriHealth Caritas North Carolina (ACNC) is continuing to prioritize member vaccinations against COVID-19, offering [financial incentives](#) to our unvaccinated members and conducting direct member outreach via phone and text. We know that vaccines continue to be the most effective tool in preventing serious illness and hospitalization from COVID-19.

Trusted provider partners play a vital role in this effort. Two important reminders:

- **NC Medicaid covers vaccine counseling encounters if face-to-face, telehealth, or telephonic**  
[Special Bulletin COVID-19 184](#)
- **NC Medicaid increased the COVID Vaccine Administration fee to \$65 earlier this year**  
[Special Bulletin COVID-19 210](#)

To help you in identifying those members who are not yet vaccinated, we are posting weekly updates to our **COVID-19 Eligibility/Overdue Report** [in our provider portal, Navinet.](#)



## [State Law Extends Maternity Benefits](#)

Effective April 1, 2022, NC Medicaid coverage for pregnant beneficiaries will extend to the last day of the month in which the 12-month postpartum period ends. The change is made pursuant to NC Senate Bill 105 Session Law 2021-180 Section 9D.13 and the American Rescue Plan Act of 2021. Please see [NC DHHS guidance here](#).

## **CLAIMS AND BILLING**

### [Prospective Claims Payment Review Process](#)

AmeriHealth Caritas North Carolina leadership has completed an evaluation of our prospective claims payment review process and has made the following changes, effective April 15, 2021.

- The claims threshold for prospective payment claims review has been increased to \$100,000 from the previous threshold of \$40,000.
- Per Centers for Medicare and Medicaid Services guidelines, Diagnosis Related Group (DRG) facility claims with a paid value of more than \$100,000 and a specific cost outlier of \$1,000 and greater will be referred to our medical claim review vendor, Equian, for evaluation.
- NOTE\* If your inpatient claim will pay greater than \$100,000 and has cost outliers it is recommended that you include your itemized bill with your claim submission to avoid a denial for an itemized bill.

If you have any questions about this change, please contact your dedicated [Provider Network Account Executive](#).

### [Prior Authorizations Reminder](#)

Beginning May 1, ACNC will no longer accept claims submitted without required prior authorizations. ACNC had implemented selected prior authorization flexibilities to allow providers time to adjust to Medicaid managed care and to learn ACNC authorization processes. We believe sufficient time has passed to end these flexibilities.

Please use our [Prior Authorization Lookup Tool](#) to find out if a service requires prior authorization.

- Fax prior authorization requests to **1-833-893-2262**.
- Fax admission notification, concurrent review and discharge planning requests to **1-833-894-2262**.

If you have any questions or need assistance, please contact your dedicated [Provider Network Account Executive](#).

## PHARMACY NEWS

### [Updated Preferred Drug List Release: April 1, 2022](#)

Mark your calendars: The preferred drug list is updated twice yearly, in April and October. Please note the following updates to the NC Medicaid Preferred Drug List (PDL):

- Brand-name Invega tablets will now be preferred, generic paliperidone ER tablets will not be non-preferred.
  - To prevent any delays in treatment: If you have a patient currently prescribed generic paliperidone ER tablets and do not want them to switch to the preferred brand, please make sure to submit a [Pharmacy Prior Authorization Request](#) as soon as possible.
- The Dexcom G5 Transmitter/Receiver and the Dexcom G4/G5 Platinum Sensor 4 Pack are being discontinued by the manufacturer and will no longer be on the PDL or covered as a pharmacy benefit.
  - Supplies may still be available through DME providers while they last.
  - Consider switching your patient to Dexcom G6 – review Clinical Coverage Criteria and submit the Continuous Glucose Monitor Pharmacy Prior Authorization Form found [here](#).

Visit the [DHB website](#) to download the updated PDL.

### [Updates To ACNC Pharmacy Prior Authorization Criteria And Forms](#)

Please note the following updates:

- Hepatitis C Treatment Criteria and Forms – Added expanded indication for Zepatier to include pediatric patients  $\geq 12$  years old or weighing  $\geq 30$  kg for the treatment of chronic HCV genotype 1 or 4 infection.
- Hetlioz Criteria and Form – Removed requirement the patient must have a diagnosis of blindness.
- Nexletol and Nexlizet – New clinical coverage criteria established.
- PCSK9 Criteria and Form – Updated age limits for Repatha.

For more information on pharmacy prior authorizations and all drug- and indication-specific request forms, please see the ACNC Pharmacy Prior Authorizations page of our website located [here](#).

## PROVIDER RESOURCES

### [Credentialing Policy Update](#)

ACNC has updated our **Network Provider Credentialing/Recredentialing Policy**, effective 3/24/2022. You can find this and other policies [here](#).

### [Provider Quality Enhancement Program \(QEP\) Launch](#)

At ACNC, we are committed to helping you deliver the best care to your patients. To improve health outcomes, we created the Provider Quality Enhancement Value-Based Compensation Program.

The program features a unique reimbursement model intended to reward providers for delivering high-quality and cost-effective care. Providers are rewarded for each member who is attributed to the practice and receives the recommended wellness or preventive care outlined in each of the quality metrics. Use these links to download a copy of the [Primary Care Physician Provider Quality Enhancement Program Manual \(PCP QEP\)](#) or the [Behavioral Health Quality Provider Quality Enhancement Program Manual \(BH QEP\)](#).

Visit the [Provider Training webpage](#) to register for a QEP Training offered on May 17 and May 31, 2022 from Noon – 1 p.m.

### [NaviNet Resources](#)

To keep the provider community informed about Prepaid Health Plan (PHP)-identified system issues and to provide transparency around issue mitigation, as well as provider impact, the NC DHHS Division of Health Benefits is requiring PHPs to make a Known System Issues Tracker available to providers. We have posted the tracker on our provider portal, [NaviNet](#). It is updated weekly.

### [Expanded Monthly Training Opportunities for Providers, Staff](#)

Building on the success and convenience of our Zoom-based training opportunities, ACNC will expand our training schedule beginning in April 2022. Our new trainings will help you and your teams enroll in our Electronic Funds Transfer payment system, learn about our Quality Enhancement Programs, and show you how to access helpful tools and resources. Our Provider Network Management team will host these trainings and be available to answer your questions. Visit the [Provider Training](#) page to see topics, dates and to register. Trainings are offered on Tuesdays from 12:00 – 1 p.m.

In addition to live trainings, specific behavioral health training modules are available for download and designed to be self-paced.

- Anxiety Disorders: Behavioral Health Training

- Attention Deficit Hyperactivity Disorder: Behavioral Health Training
- Depression: Behavioral Health Training
- Opioid Use Disorder: Behavioral Health Training

And don't forget the [Trauma-informed Care Education Series](#) offered through May in collaboration with Project ECHO®. This no-cost training where participants can earn CEUs and may attend one or all of the sessions.

### [ACNC Supports Healthy Opportunities Pilot \(HOP\) Program](#)

ACNC has created [a dedicated page on our member website](#) with more information about resources available to Prepaid Health Plan (PHP) members through the Healthy Opportunities Pilot (HOP) program. The pages also includes a link to a secure contact form for providers to refer eligible patients who are ACNC members for services offered through HOP, including food, housing and transportation support as well as assistance in addressing personal safety concerns.

### [ACNC Advisory Committees Seek Member and Family Involvement](#)

The ACNC Member Engagement and Population Health teams are looking for members and families interested in joining our Member Advisory Committees (MAC). Committees have been set up in each of our six regions across the state. During quarterly meetings, the MACs will discuss medical, pharmacy, and mental health benefits available to members and how to make them better. If you are working with an individual who likes to participate in the community as a member advocate, please connect them to [Brenda Radford, Director of Member Engagement](#), for more information on dates, times, roles and responsibilities.

## GET TO KNOW OUR TEAM

### [Mike Bridges Joins ACNC as Population Health Director](#)



Mike Bridges joined ACNC as the Director of Population Health in February 2022. He oversees a team of 60 individuals supporting more than 300,000 members in North Carolina.

Bridges has 21 years of experience in Medicaid services and managed care, all of them in North Carolina. He has worked in leadership roles both with provider organizations and health plans.

Prior to joining ACNC, Bridges spent the last 11 years with LME/MCOs leading teams in Care Management, Social

Determinants of Health, Transitions to Community Living, Call Center/Member Engagement, Community Engagement, Public Relations, Housing and Wellness Center development. Prior to that, Bridges served as a Clinical Director for a Critical Access Behavioral Health Agency and the Director of Outpatient and Community Based Services for a clinic in North Carolina.

QUICK REFERENCE RESOURCE LINKS	<a href="#">NCDHHS Taxonomy Enrollment Reminders</a>	<a href="#">Medication Look Up Tool</a>
	<a href="#">Member Rights and Responsibilities</a>	<a href="#">NaviNet Provider Portal</a>
	<a href="#">Prior Authorizations Reference Guide</a>	<a href="#">Region Map and Account Executive Contact</a>

Visit the Provider section of the AmeriHealth Caritas North Carolina website for more information, news and resources for providers. If you need assistance regarding this email or other issues, please contact your Account Executive. *If you would like to be removed from this newsletter digest, please click [Remove Me](#) to submit a request.*