



## COVID-19

Due to the COVID-19 pandemic, the healthcare industry has had to make dramatic changes in the delivery of healthcare. As we continue to adjust to the current needs of our state, community, members, and your patients, we would like to maintain open communication with our provider partners and work together to meet the requirements of this evolving environment. We strive for the best member experience in collaboration with our providers.

During this unprecedented situation, Health Tradition Health Plan will continue to provide you with pertinent information surrounding our business continuity plan as well as additional helpful information and resources.

### Business Continuity

To ensure the safety of our employees, majority of Health Tradition employees are working remotely and continue to respond to all of our member and provider inquiries. Providers are encouraged to email inquiries to [CustomerService@HealthTradition.com](mailto:CustomerService@HealthTradition.com), as well as through our Maddy Portal, [www.MaddyPortal.com](http://www.MaddyPortal.com).

### Provider FAQ

A Provider FAQ that addresses concerns and questions you may have in the delivery of care has been placed on our website. As new information is available this FAQ will be updated: [www.healthtradition.com/providers/provider-covid-19/](http://www.healthtradition.com/providers/provider-covid-19/).

The circumstances surrounding COVID-19 are rapidly changing, and we continue to monitor its progression and the guidance being issued by state, federal and global healthcare agencies. We will continue to issue additional communications and updates as matters change. We are committed to keeping you and our members informed while providing necessary information as it becomes available.

Health Tradition staff are working hard to support our providers and we thank all of the healthcare staff working tirelessly for those in need. Your dedication and commitment are truly appreciated.

## MEDICAL MANAGEMENT

### Medical Policy Updates

#### Prophylactic Mastectomy

The medical criteria for a Prophylactic Mastectomy have been revised to align with the recommendation of the American Society of Breast Surgeons. The Prophylactic Mastectomy Medical Policy can be found on our website at [healthtradition.com/providers/medical-policies](http://healthtradition.com/providers/medical-policies).

### Preauthorization Updates

#### Inferior Turbinate Ablation

Effective April 1, 2020, Inferior Turbinate Ablation will no

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longer require preauthorization when performed intramurally or superficially. This applies to CPT Codes 30801 and 30802.

## PHARMACY

### Medintegrate - Medical Drug Copay Assistance Offset Program

Effective June 1, 2020, our medical specialty drug program is enhancing member access to copay assistance to help reduce medication costs. This is intended to lower the upfront cost to members. Our medical specialty drug copay assistance program is managed in partnership between MedImpact and Archimedes who offer the Medintegrate Medical Copay Assistance program.

An added benefit is many of the drug manufacturer programs will reimburse the member contribution directly to your office. This may offer you quicker reimbursement than waiting for payment by the member.

#### What does this mean to you?

- ★ Your office can continue to purchase and bill Health Tradition Health Plan for the specialty medication(s) administered in your office, just as you have been doing.
- ★ For members who have an existing authorization, Archimedes will identify and notify you of members who should be enrolled in this program.
- ★ For new authorizations, the member will be enrolled in the program at the time of approval and you will be notified as well.
- ★ You will receive information to assist the member to enroll in the copay assistance program and a copy of the member's letter.

## What happens next?

An Archimedes Member Service Coordinator will contact you as members are identified for this program. Our goal is to support you in member enrollment and ensure a smooth transition. If you do not receive a phone call from Archimedes, please call Archimedes at **888.533.6096** and they will assist you with any questions you have.

## Preauthorization Updates

### Pegfilgrastim

Effective May 15, 2020, Fulphila (Q5108), Udenyca (Q5111) and Ziextenzo (J3590) are the preferred biosimilars to Neulasta (J2505) and will require preauthorization.

Neulasta (J2505) and Neulasta OnPro (J2505) are non-preferred and will require preauthorization to be considered for use.

## Exclusion Updates

### Nexletol

Nexletol is a new FDA approved drug that will be excluded to determine efficacy and coverage policy.

## PHARMACOGENOMIC TESTING

Effective March 1, 2020, pharmacogenomic testing delivered by a provider system will no longer be covered.

All pharmacogenomic testing will need to be performed through the Personalized Medicine program offered by MedImpact. For more information about this program, you may visit their website at [www.medimpact.com/members/resources](http://www.medimpact.com/members/resources).

If you have any further questions, please contact MedImpact directly at **858.790.3021** or via email at [personalizedmedicine@medimpact.com](mailto:personalizedmedicine@medimpact.com).

## CODE COVERAGE

### Surgical Assist Reimbursement Policy

An Assistant-at-Surgery actively assists the Physician performing a surgical procedure. Reimbursement for Assistant-at-Surgery services, when reported by the same individual Physician or Other Qualified Healthcare Professional, is based on whether the assistant surgeon is a Physician (designated by modifiers 80, 81 or 82) or an Other Qualified Health Care Professional (designated by modifier

AS) acting as the surgical assistant. Only one Assistant-at-Surgery for each procedure with an Indicator of 2 on the National Physician Fee Schedule (NPPS) is a reimbursable service. Exceptions to this policy are not made for teaching hospitals or hospital bylaws.

Effective March 18, 2020, Health Tradition Health Plan updated our reimbursement policy regarding surgical assistants to align with Medicare. This policy will apply to Modifiers 80, 81, 82 and AS and will affect claims processed or reprocessed after the effective date.

The reimbursement will be as follows based on the contracted allowed amount:

- Physician: 16%
- Other Qualified Health Care Professional: 13.6%

### Multiple Surgery Reimbursement Policy

Effective May 1, 2020, Health Tradition Health Plan updated our reimbursement policy regarding multiple surgery reductions when three or more surgical procedures are performed as the same session to align with Medicare. This policy will apply to Modifier 51 and will affect professional claims with a date of service after May 1, 2020.

The reimbursement will be as follows based on the contracted allowed amount:

- Procedure with the Highest Contracted Rate or Base Maximum Amount Payable: 100%
- Procedure with the Second Highest Contracted Rate or Base Maximum Amount Payable: 50%
- All other Procedures: 25%

### Consultation Codes – Coverage Update

As of January 1, 2010, Medicare discontinued reimbursement for Consultation Codes. Medicare required providers to bill the appropriate Evaluation & Management codes when the services were being performed in a clinic setting. If the setting is a hospital or skilled nursing facility, then the appropriate hospital or nursing visit codes should be utilized.

Effective June 1, 2020, to align with Medicare policies, Health Tradition Health Plan will discontinue reimbursement for consultation codes. If consultation codes are submitted the service will deny as “provider responsibility” and the member may not be billed.

Pathology consultations are exempt from this policy and will continue to be covered utilizing the appropriate pathology consultation codes.

### Device-Dependent Procedures

As a reminder, Health Tradition Health Plan follows the guidelines from the Centers for Medicare and Medicaid Services (CMS) regarding device-dependent procedures. Reimbursement of a device-dependent procedure requires that a device be submitted on the same claim for the same date of service. As of January 1, 2015, the Integrated Outpatient Code Editor (IOCE) also supports this requirement.

## Let's Keep in Touch

Stay updated with Health Tradition news and reminders.



Follow us on social media

Stay connected with us on Facebook.



<https://www.facebook.com/HealthTradition>

## REMINDERS

### Breast Pumps and Supplies

Health Tradition Health Plan will cover manual or electric breast pumps. Hospital grade and hands-free breast pumps are not covered.

Replacement bottles and other supplies for covered breast pumps are not covered.

## PROVIDER CHANGES

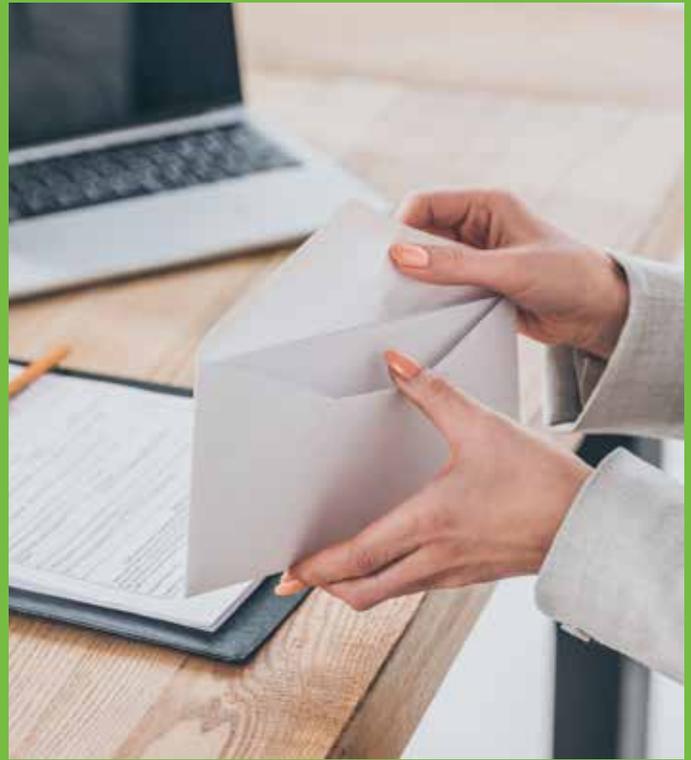
Network providers are responsible for notifying Health Tradition of any updates to their provider organization, business practice, or practitioners. Please use our Provider Update Form, found on our website at [healthtradition.com/providers/provider-forms](http://healthtradition.com/providers/provider-forms).

Please provide a minimum of 30 days prior notice for any such changes, including but not limited to:

- Change in ownership, operations, or incorporation status
- Change in Tax ID number or legal business name
- Acquisition of other medical practice or entity
- Change in accreditation, licensure or eligibility status
- Change in billing or other contact information
- Change in service location
- Practitioner joining or leaving your organization
- Change in practitioner name, credentials, or specialty

## CREDENTIALING

Contracted providers must complete the credentialing process and receive approval for network participation prior to rendering services to Health Tradition Health Plan members. Services provided before the successful completion of the credentialing process will be denied and may not be billed to the member.



## BUSINESS ADDRESSES

### Correspondence Mailing Address:

Health Tradition  
P.O. Box 21171  
Eagan, MN 55121

### Physical Address:

Health Tradition  
45 Nob Hill Road  
Madison, WI 53713

### Claims Mailing Address:

Health Tradition  
P.O. Box 21191  
Eagan, MN 55121

### Chiropractic Claims Address:

Magellan Healthcare  
7805 Hudson Road, Suite 190  
St. Paul, MN 55125

## HOURS OF OPERATION

**Hours:** Monday - Friday: 7:30 a.m. to 5:00 p.m.

### Provider Service

**Telephone:** 844.825.9319 or 608.395.6598

**Fax:** 608.781.9654

**HealthTradition.com**



P.O. Box 21191, Eagan, MN 55121  
608.395.6598 | [HealthTradition.com](http://HealthTradition.com)

*To sign up to receive this via email*  
• Go to [HealthTradition.com/Provider](http://HealthTradition.com/Provider)

- Tim Bartholow, M.D. - Chief Medical Officer  
608.661.6646
- Joe Weyer - Director of Provider Contracting  
& Network Management  
608.661.6762
- Traci Schaefer - Provider Relations Manager  
608.661.6666
- Lisa Hankel - Provider Contract Manager  
608.661.6603
- Chris Auger - Provider Contract Manager  
608.661.6754
- Nora Moses - Manager of Credentialing  
608.395.4090
- Provider Services  
844.825.9319

## Provider Network Contacts

