

PROVIDER NEWSLETTER

September 2018

Health
CHOICE



WHAT'S NEW!

AHCCCS Complete Care Coming October 1, 2018

On October 1st, we will launch Steward Health Choice Arizona! This is an exciting time for us, our members and our providers. To support the launch, we will have dedicated member service representatives and provider performance representatives to speak to about the October 1st transition.

Members:

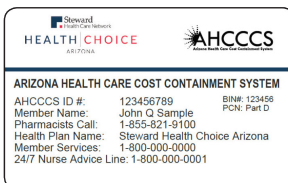
1-800-322-8670, available 6am-6pm.

Providers:

1-800-322-8670, available 7am-7pm
October 1st – 5th.

Tips about the Steward Health Choice Arizona Launch:

- We will have new member ID cards for our ACC, RBHA and Dual memberships.
- ACC and RBHA members will have the same card.



- Visit our website, www.stewardhealthchoiceaz.com, to view items such as:
 - Provider Portal Access

- Provider Manual, Provider Announcements, Newsletters, Forms, and other guides such as Prior Authorization Grid, Formulary and FAQs.
- For our members:
 - Member Handbooks;
 - Provider Search Tool; and

AHCCCS has many helpful resources on their website for providers as well: <https://www.azahcccs.gov/>

Change can be tough to navigate and we are here to help!

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WE'RE HERE TO HELP!

To help you and your staff stay informed and help address any questions about Steward Health Choice Arizona, we have established the following support services:

- Provider Services call center
 - 1-800-322-8670
 - Open Monday-Friday 6:00AM-6:00PM
 - Or email your questions to comments@healthchoiceaz.com
- Integrated SHC-AZ website – www.stewardhealthchoiceaz.com which will be updated to inform members on:
 - Health plan benefits
 - Providers in network
 - FAQs
 - Programs and information from SHC-AZ

If you have any questions, please contact your local Provider Performance Representative.

To better serve our providers, during the first week of ACC Transition, October 1st – 5th, Network service Provider Performance Representatives will be available from 7am – 7pm.

MEET THE CEO!

Are you a CEO in our Provider Network?



If so, please join Shawn Nau, CEO of Steward Health Choice Arizona, in our Provider CEO Meeting Series.

Please RSVP to Jane Scholes at Jane.Scholes@steward.org for additional details.

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Checking Member Eligibility:

It will be important for providers to check a member's eligibility as of 10/01/18.

AHCCCS provides a training on how to verify a member's eligibility and enrollment, please visit: <https://www.azahcccs.gov/Resources/Downloads/DFMSTraining/2018/MemberEligibility.pdf>

For members who are transitioning to Steward Health Choice Arizona from another AHCCCS health plan, Steward Health Choice Arizona will allow a member to continue with their current provider(s) on a non-contracted basis, if not currently contracted with Steward Health Choice Arizona, for up to 6 months, while we continue to identify additional network expansion needs.

October 1, 2018 Billing Considerations:

Please send Steward Health Choice Arizona ACC and Regional Behavioral Health Authority (RBHA) claims:

Dates Of Service Beginning October 1, 2018:

Steward Health Choice Arizona
Claims Department
410 N. 44Th St., Ste 500
Phoenix, Az 85008
Edi: 62179

Dates Of Service Prior To October 1, 2018:

For Physical Health/Acute Care:
Steward Health Choice Arizona
Claims Department
410 N. 44Th St., Ste 500
Phoenix, Az 85008
Edi: 62179

For Regional Behavioral Health Svcs:
Steward Health Choice Integrated Care
Behavior Health Claims Dept.
1300 S. Yale Street
Flagstaff, Az 86001
Edi: 22100

Additional guidance on submitting claims (physical health vs. behavioral health) for dates of service prior to 10/01/18, please see our August 2018 Tips & Tricks Communication on our website, www.stewardhealthchoiceaz.com under "Provider Notices."

October 1, 2018 Prior Authorization Considerations:

For members who are transitioning to Steward Health Choice Arizona from another AHCCCS health plan, Steward Health Choice Arizona will honor all Prior Authorizations for up to 90 days following 10/1, for Behavioral Health and Physical Health (non-pharmacy) services. All services that require prior authorization AND were not previously approved, will need to undergo the regular PA process.

Previously approved pharmacy Prior Authorizations for specialty pharmacy medications, orphan medications, and Steward Health Choice Arizona non-formulary drugs will be allowed for 30 days.

Restricted drugs that manage behavioral health conditions will be provided for at least a 60 day transition period. 60 days will be allowed for all other previously approved pharmacy PA medications. All medications that require prior authorization AND were not previously approved, will need to undergo the regular PA process.

The Steward Health Choice Arizona formulary has been expanded to accommodate medications for physical and behavioral conditions for all members which include members formerly covered by CRS programs and members formerly covered by HCA and HCIC integrated SMI populations. Steward Health Choice Arizona will be sending out letters to members informing them as to which of their medications will be covered during the transition period.

October 1, 2018 Prior Authorization Grid Changes:

Effective 10/01/18, Steward Health Choice Arizona has made the following changes and/or revisions to the Prior Authorization Grid.

The following codes no longer require Prior Authorization

- 94640 - High Frequency Chest Wall Oscillation/Vests/Percussion Vest
- 95950, 95951, 95953, 95956, 95957 - Neuropsychology, Developmental & Psychological Testing and Therapy
- 97802, 97803, 97804, S9470, S9452 - Nutrition Counseling/Education
- 97597, 97598 – Wound Therapy

Providers and Procedures Requiring Prior Authorization

- Advanced Imaging through eviCore: Prior Authorization is required for all listed codes
- Ambulatory Surgery Centers (ASC/POS 24): Prior Authorization is NOT required for contracted ASC's unless the provider type or procedure code is listed on the PA grid
- High Frequency Chest Wall Oscillation/Vest/Percussion Vest: Prior Authorization is required for all codes listed on the PA grid
- Non Emergent Hospital Admissions: Prior Authorization is required for Level 1 Behavioral Health Inpatient Facility (RTC)
- Neurology Electroencephalogram (EEG): Prior Authorization is required for all procedure codes listed on the PA grid
- Spinal Cord Stimulators (including implants): Prior Authorization is required for all procedure codes (including implants) listed on the PA grid
- Spine Procedures (including Implants): Prior Authorization is required for all procedure codes (including implants) listed codes on the PA grid
- Medical Pharmacy / J Codes: Prior Authorization is required for all codes listed on the PA grid

Thank you for your continued commitment to serving our members and ensuring the provision of quality care and services.

PROVIDER ONLINE RESOURCES

Our team brings an open vision to Arizona. We believe that those who provide care should be the leaders in creating and constructing new, better and less invasive mechanisms for the delivery of the care they provide. We are provider-owned and we understand both the rewards and difficulties of managed care and health plan/provider relationships.

Visit us online for provider specific resources!

Steward Health Choice Arizona:
www.stewardhealthchoiceaz.com

Health Choice Generations:
www.hcgenerations.com

Resources include:
Provider Manual(s)
Prior Authorization Information
Provider Notices/Announcements
Provider Newsletters
Provider Portals

HAS ANY OF YOUR INFORMATION CHANGED?

We like to keep our records up to date!

Please contact your Network Provider Performance Representative if you have changes to your roster, address, and fax or phone number.

DID YOU KNOW?

Provider Portal Enhancements

We have continued to make upgrades to the provider portal for our Steward Health Choice Arizona plans.

Enhancements that took effect in September include:

- Ability to view Quality Measure reports for our members
 - Quality Report Card(s): Screenings, Medications, Blood pressure etc.
 - Quality Member Roster report
- Enhancements to the view of Member Vision and Dental Services rendered

Our portal is available under the Provider tab on our website at www.steward-healthchoiceaz.com.

If you already have an account, your existing credentials will work on the portal.

If you do not have an account, we have easy instructions for creating an account on the portal log in page.

Repeat Screening for Syphilis in the Third Trimester

Syphilis has increased 343% in Arizona since 2000. In fact, Arizona has the fourth highest rate of syphilis in the nation.

Although cases are predominantly in Maricopa and Pima Counties and among males who have sex with males (MSM), there has been a significant rise of syphilis in females (one in four cases). In rural Arizona, one of every two syphilis cases is female. Syphilis in rural Arizona females is especially prevalent among young-

er women (approximately 26 years old), those with substance abuse, and Native Americans.

Given the increase in syphilis cases in Arizona females, it is not surprising that the rate of congenital syphilis doubled in Arizona in 2017. Unfortunately, it is expected to double again in 2018. One-third of congenital syphilis cases could have been prevented by a third trimester screening and treatment. Arizona Administrative Code [R9-6-381(A)(2)] requires "a health care provider for a pregnant syphilis case shall order serologic testing for syphilis at 28 to 32 weeks gestation and at delivery." The Centers for Disease Control and Prevention (CDC) recommends that "women at high risk of syphilis be screened multiple times: at the first prenatal visit, at the beginning of the third trimester, and at delivery. That includes women with a history of syphilis, drug use or incarceration; women with multiple sex partners;

and those who live in areas with a high prevalence of the infection."

Universal repeat screening for syphilis in the third trimester of pregnancy is now recommended by the American College of Obstetricians and Gynecologists (ACOG) as a cost-effective method to improve maternal and neonatal outcomes.

Sources:

- CDC
- Arizona Health Care Cost Containment System (AHCCCS)
- Arizona Department of Health Services
- Hersh, BA, BS, A., Megli, MD, PhD, C. and Caughey, MD, PhD, A. (2018). September 2018 - Volume 132 - Issue 3 : Obstetrics & Gynecology. [online] Journals.lww.com. Available at: <https://journals.lww.com/greenjournal/Abstract/2018/09000/Repeat> [Accessed 7 Sep. 2018].

