

PROVIDER NEWSLETTER

A newsletter for Senior Whole Health Providers

Fourth Quarter 2022



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Get Automatic Approval for Advanced Imaging Prior Authorization Requests

Senior Whole Health has partnered with MCG Health to offer Cite AutoAuth self-service for advanced imaging prior authorization (PA) requests.

What is Cite AutoAuth and how does it work?

By attaching the relevant care guideline content to each PA request and sending it directly to Senior Whole Health providers receive an expedited, often immediate, response. Through a customized rules engine, Cite AutoAuth compares Senior Whole Health's specific criteria to the clinical information and attached guideline content to the procedure to determine potential for auto authorization.

Self-services available in the Cite AutoAuth tool include, but are not limited to: MRIs, CTs, and PET scans. To see the full list of imaging codes that require PA, refer to the PA Code LookUp Tool at SWHMA.com.

How to Access and Learning More

Cite AutoAuth can be accessed via the [Availity Essentials portal](#) in the Senior Whole Health's Payer Spaces. It is available 24 hours per day/7 days per week.

This method of submission is strongly encouraged as your primary submission route, existing fax/phone/email processes are also available.

Additional information about Cite AutoAuth is available in the Quick Reference Guide on MolinaHealthcare.com.

New PsychHub Course Available, Offers CEUs

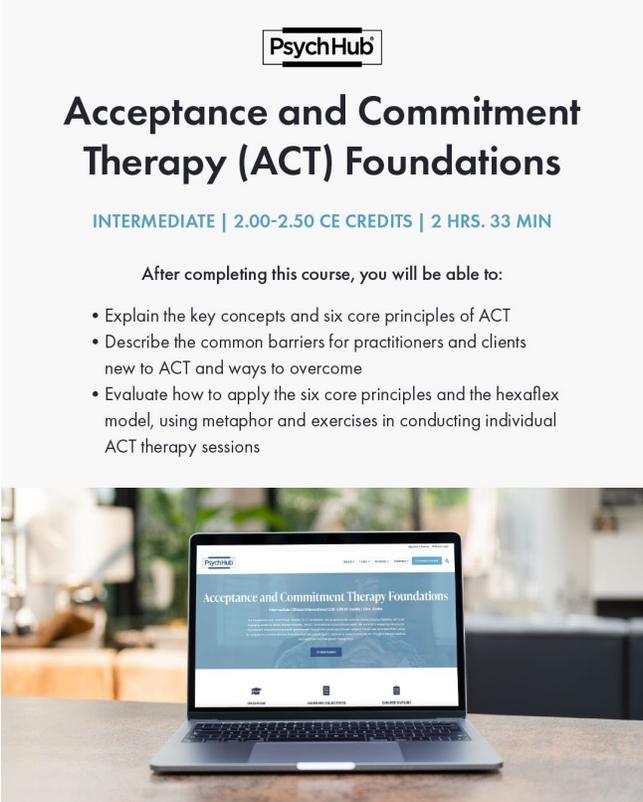
Our PsychHub partners have recently launched their newest online course, Acceptance and Commitment Therapy (ACT) Foundations.

The ACT Foundation's course explores the construct of psychological flexibility.

Learn the action-oriented, empirically based approach to therapy that invites clients to process their feelings while empowering and educating [#mentalhealth](#) practitioners.

PsychHub is an online platform for digital behavioral health education. Molina Providers are able to access PsychHub's online learning courses through their Learning Hub for FREE. Continuing Education opportunities are also available to select providers through a variety of courses.

Ready to get started? Senior Whole Health network providers can access this and other



The image shows a laptop displaying the PsychHub website. The course title 'Acceptance and Commitment Therapy (ACT) Foundations' is prominently displayed, along with the text 'INTERMEDIATE | 2.00-2.50 CE CREDITS | 2 HRS. 33 MIN'. Below this, a list of learning objectives is provided, and the PsychHub logo is visible at the top of the page.

courses that offer CEUs on the PsychHub platform by clicking this link:

<https://app.psychhub.com/signup/molina-mhp/>

Model of Care Training is Underway

Senior Whole Health is actively reaching out to providers who are required to complete the 2022 Model of Care training. In accordance with Centers for Medicaid and Medicare Services (CMS) requirements, Senior Whole Health PCPs and key high-volume specialists including cardiology, neurology, and gastroenterology must complete Senior Whole Health's Model of Care training each year. This quick training will describe how Senior Whole Health and providers work together to successfully deliver coordinated care and case management to members with both Medicare and Medicaid.

If not already completed, please take this training now, and return the Attestation Form to Senior Whole Health no later than 12/31/22. The training is available at:

<https://www.molinahealthcare.com/providers/ma/swh/resources/training.aspx>.

If you have additional questions, please contact your local Senior Whole Health Provider Services Representative at 855-838-7999 or SWHProviderRelations@MolinaHealthCare.Com.

Our Special Investigation Unit Partnering with You to Prevent Fraud, Waste and Abuse

The National Healthcare Anti-Fraud Association estimates that least three percent of the nation's health care costs, amounting to tens of billions of dollars, is lost to fraud, waste, and abuse. That's money that would otherwise cover legitimate care and services for the neediest in our communities. To address the issue, federal and state governments have passed a number of laws to improve overall program integrity, including required audits of medical records against billing practices. Senior Whole Health by Molina Healthcare, like others in our industry, must comply with these laws and proactively ensure that government funds are used appropriately. Our Special Investigation Unit (SIU) aims to safeguard Medicare and Medicaid, along with Marketplace funds.

You and the SIU

The SIU utilizes state-of-the-art data analytics to proactively review claims to identify statistical outliers within peer (specialty) groups and services/coding categories. Our system employs approximately 1,300 algorithms to identify billing outliers and patterns, over- and underutilization, and other aberrant billing behavior trends. The system pulls information from multiple public data sources and historical databases that are known to identify and track fraud, waste, and abuse. Our system allows us the ability to track provider compliance within correct coding, billing, and their provider contractual agreement.

As a result, providers may receive a notice from the SIU if they have been identified as having outliers that require additional review or by random selection. If your practice receives a notice from the SIU, please cooperate with the notice and any instructions, such as providing requested medical records and other supporting documentation. Should you have questions, please contact the Provider Service Center or your local Account Manager.

“Molina Healthcare appreciates the partnership it has with providers in caring for the medical needs of our members,” explains Scott Campbell, the Associate Vice President who oversees the SIU operations. “Together, we share a responsibility to be prudent stewards of government funds. It’s a responsibility that we all should take seriously because it plays an important role in protecting programs like Medicare and Medicaid from fraudulent activity.”

Senior Whole Health appreciates your support and understanding of the SIU’s important work, and we hope to minimize any inconvenience the SIU audit might cause you and/or your practice.

To report potential fraud, waste, and abuse, contact the Molina AlertLine toll-free at (866) 606-3889 24 hours per day, 7 days per week. In addition, use the website to make a report at any time at:

<https://MolinaHealthcare.Alertline.com>.

Biosimilars- What To Watch

Biological products are the fastest-growing class of therapeutic products in the United States. Similar to when a generic becomes available, biosimilar and interchangeable products can offer additional options with a potentially lower healthcare cost.

A biosimilar is a highly similar version of a brand name biological drug that meets strict controls for structural, pharmaceutical, and clinical consistency. A biosimilar manufacturer must demonstrate that there are no meaningful clinical differences (i.e., safety and efficacy) between the biosimilar and the reference product. Clinical performance is demonstrated through human pharmacokinetic (exposure) and pharmacodynamic (response) studies, an assessment of clinical immunogenicity, and, if needed, additional clinical studies. Biosimilars are not considered true generics because unlike traditional drugs, biologics are not synthetically derived but are derived from organic sources, so there are differences between the reference brand biologic and its biosimilars.

Several bodies of experts have published statements in support for the use of biosimilars and integration into clinical practice guidelines, such as the Crohn’s and Colitis Foundation, American College of Rheumatology, and the American Society of Clinical Oncology.

As costs for biological specialty drugs continue to rise, the growing biosimilar market will benefit providers and patients by broadening biological treatment options and expanding access to these medications at lower costs.

An anticipated launch of the first biosimilars for popular drugs such as Humira and Stelara are just around the corner in the first half of 2023. However, it is important to note that while the competition generated by these new launches can help lower healthcare costs—depending on pricing—biosimilars may not necessarily be the lowest cost option in all therapeutic categories. Other considerations that may affect the savings potential from a biosimilar launch include the reliability of supply, experience of the manufacturer, and patient or prescriber adoption.

Senior Whole Health continues to be committed to continually reevaluating preferred strategies and applying innovative cost-controls to ensure patients receive safe, effective, and quality healthcare.

This commitment includes potentially creating a preference for biosimilars when value can be added without compromising member satisfaction and safety.

Food and Drug Administration. Biosimilar and Interchangeable Products. Retrieved from:

<https://www.fda.gov/drugs/therapeutic-biologics-applications-bla/biosimilars>

<https://www.nccn.org/docs/default-source/clinical/nccn-pharmacy-directors-forum-white-paper-operationalizing-the-safe-and-efficient-use-of-biosimilars.pdf>

<https://www.rheumatology.org/portals/0/files/biosimilars-position-statement.pdf>

https://www.crohnscolitisfoundation.org/sites/default/files/2019-06/biosimilars-statement-needs_0.pdf

Balance Billing



Balance billing Senior Whole Health members for covered services is prohibited other than the member's applicable copayment, coinsurance, and deductible amounts. The provider is responsible for verifying eligibility and obtaining approval for those services that require prior authorization. Providers agree that under no circumstance shall a Senior Whole Health member be liable to the provider for any sums owed that are the legal obligation of Senior Whole Health to

the provider. Examples of balance billing include:

1. Holding members who are dually eligible for Medicaid and Medicare liable for Medicare Part A and B cost sharing.
2. Requiring Senior Whole Health members to pay the difference between the discounted and negotiated fees, and the provider's usual and customary fees.
3. Charging Senior Whole Health members fees for covered services beyond copayments, deductibles, or coinsurance.

2022-2023 Flu Season

The Advisory Committee on Immunization Practices (ACIP) continues to recommend annual influenza vaccinations for everyone who is at least six months of age and older and who does not have contraindications. It's especially important that certain people get vaccinated, either because they are at high risk of having serious flu-related complications or because they live with or care for people at high risk for developing flu-related complications. Additionally, flu vaccinations can reduce the prevalence of flu symptoms that might be similar to and confused with COVID-19.

A licensed, recommended, and age-appropriate vaccine should be used. Inactivated influenza vaccines (IIV4s), recombinant influenza vaccine (RIV4), and live attenuated influenza vaccine (LAIV4) are expected to be available for the 2022–23 season.

Senior Whole Health will be partnering with local pharmacies to conduct flu clinics in various housing complexes where our members live. Bringing flu shots to members will help improve vaccination rates for SWH members. When reminding your SWH patients to get the flu shot, please support our efforts, and encourage patients to watch for notices posted in their buildings about SWH flu clinics!

Important 2022-2023 Updates from the Advisory Committee on Immunization Practices:

1. The composition of the 2022–23 U.S. seasonal influenza vaccines includes updates to the influenza A(H3N2) and influenza B/Victoria components. For the 2022–23 season, U.S.-licensed influenza vaccines will contain hemagglutinin (HA) derived from an influenza A/Victoria/2570/2019 (H1N1)pdm09-like virus (for egg-based vaccines) or an influenza A/Wisconsin/588/2019 (H1N1)pdm09-like virus (for cell culture–based and recombinant vaccines); an influenza A/Darwin/9/2021 (H3N2)-like virus (for egg-based vaccines) or an influenza A/Darwin/6/2021 (H3N2)-like virus (for cell culture–based or recombinant vaccines); an influenza B/Austria/1359417/2021 (Victoria lineage)-like virus; and an influenza B/Phuket/3073/2013 (Yamagata lineage)-like virus.
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For a complete copy of the ACIP recommendations and updates or for information on the flu vaccine options for the 2022-2023 flu season, please visit the Centers for Disease Control and Prevention at <https://www.cdc.gov/mmwr/volumes/71/rr/rr7101a1.htm>.

Senior Whole Health will cover the following flu vaccines during the 2022 – 2023 flu season:

- Injectable Seasonal Influenza Vaccine (Quadrivalent) - Available from August-April or per state requirements
- Intranasal Seasonal Influenza Vaccine (FluMist) - Available from August-April or per state requirements
- Intradermal Influenza Vaccine Quadrivalent (Short Needle) and Flublok - Available from August-April or per state requirements
- Injectable Seasonal Influenza - Vaccine High-Dose - Available from August-April or per state requirements.

Clinical Policy Updates Highlights from Third Quarter 2022

Molina Clinical Policies (MCPs) are located at www.molinaclinicalpolicy.com. The policies are used by providers as well as medical directors and internal reviewers to make medical necessity determinations. MCPs are reviewed annually and approved bimonthly by the Molina Clinical Policy Committee (MCPC). The third quarter 2022 updates are noted below. Please continue to review for upcoming policy changes.

The following policies were revised:

- Epidural Steroid Injections for Back and Neck Pain (previously *Epidural Steroid Injections for Chronic Back Pain*)
- Radioembolization for Primary and Metastatic Tumors of the Liver
- Spinraza (nusinersen)

The following policies have been retired and are no longer available on the website:

- Abecma (idecabtagene vicleucel)
- Breyanzi (lisocabtagene maraleucel)
- Carvykti (ciltacabtagene autoleucel)
- Intensity Modulated Radiation Therapy (IMRT)
- Kymriah (tisagenlecleucel)
- Lutathera (lutetium Lu 177 dotatate)
- Proton Beam Radiation Therapy
- Proton Beam Therapy for Prostate Cancer
- Provenge (sipuleucel-T)
- Tecartus (brexucabtagene autoleucel)
- Yescarta (axicabtagene ciloleucel)

SWH MA Website Updates

Please be advised there has been a claim reconsideration form added under the [provider forms](#) section of the website. Please submit this form via the Provider Portal or fax when requesting a review or change to a claim. Examples would include duplicates, overpayments, timely filing, cob, eligibility, etc.

The [Contact Us](#) section has been updated with a new mailbox. [SWH Credentialing](#) has been added for providers to submit HCAS. Please follow instructions on the [Join Our Network](#) section about adding a provider to a group or requesting to be contracted as a new provider. Please be advised in order to request to contract with us the provider must be in practice 2 plus years and have treated members age 65 plus effective 11/1/22.

For delegated providers please remember to submit rosters monthly or quarterly to the delegated [contact box](#). Please do not submit on an individual provider basis.

SWH Quality Diabetes Update

SWH would like to work collaboratively with our providers to enhance care of our members with Diabetes. Please support us in our efforts by encouraging your patients to stay on track and focus attention on routine eye exams, kidney monitoring, and HbA1c testing for managing their Diabetes. By offering reminders and sharing educational resources, this condition can be managed to avoid complications and unnecessary hospital visits. Please see additional resources from the Centers for Disease Control promoting self-management at:

<https://www.cdc.gov/learnmorefeelbetter/programs/diabetes.htm>

CMS Star Rating Program

Senior Whole Health, LLC (SWH) participates in the Star Rating program from the Centers for Medicare and Medicaid Services (CMS). The Star Rating program is a 5-Star quality rating system that collects data and survey information on quality measures to determine the quality of care for our members. Quality measures include things like breast and colorectal cancer screenings, annual diabetic eye exams, customer service, care coordination, medication adherence, as well as many others. Higher star ratings demonstrate high quality services and member satisfaction and fall into 5 categories:

- Staying Healthy
- Managing Chronic Conditions
- Member Satisfaction
- Customer Satisfaction
- Plan Operations

Star ratings for the measures are determined from data sources that include:

- Health Effectiveness Data Information Set (HEDIS) measures
- Health Outcomes Survey (HOS) and Consumer Assessment of Healthcare Providers and Systems (CAHPS) annual member/patient experience surveys
- Prescription Drug Events/Medication Reviews
- Administrative data
- Improvement from prior year measure scores

Benefits to providers for SWH high star ratings include:

- Active screening of your patients for early detection of disease
- Greater focus on preventive care activities to help your patients manage and maintain health
- Potential for enhancements to provider Quality Incentive programs
- Improved health benefits for your patients due to bonus payments to health plans
- Knowledge that your patients are actively screened for needed testing related to chronic disease conditions

SWH would like to share current HEDIS and CAHPS Tip Sheets with our network providers to help support quality care for our members. You may find the 2022 Tip Sheets by logging in to the Provider Availability portal and clicking on Resources under the Payer Spaces SWH tab.

The SWH Quality webpage at SWHMA.com also has several other tools available for practitioners regarding best practices, clinical and preventive practice guidelines, and other resources. Please feel free to review and utilize the available information for the care of our members!

We appreciate your dedication and the care you provide to our members. Please contact your Provider Services Representative with any questions about SWH programs.

Enhanced Benefit Changes

Please see below for updates to Enhanced Benefit Revenue Codes for Skilled Nursing Facilities.

Former Rev Code	New Rev Code	Description (update)
0195	0110	Skilled enhanced (w/out therapy)
0196	0118	Skilled enhanced therapy (w/therapy 0-1.5)
0197	0100	Skilled enhanced complex (w/therapy 1.5-3)
0199	No Change	In Lieu of Hsp / Diag Day

2023 PA Code Changes

- We will be **allowing up to 4 hours of psych/neuropsych testing** annually without prior authorization.
- Several NOS codes are being removed from PA but will be tracked on the back end for fraud/waste/abuse.
- Therapy codes (PT/OT/ST) will be aligned for Medicaid as PA required after 12 visits. This limit will be listed at the code level in the PA Lookup Tool for the identified codes. Evaluations and individual modalities will not have a limit at the code level or be included in the accumulator, as the modalities have been found to almost always accompany a visit code.
- A list of surgical procedures was added to prior authorization but will not require authorization when associated with a cancer diagnosis. Many of these codes can be used for transgender services and required authorization.
- New HCPCS codes will be released by AMA/CMS in December. Please continue to use the PA lookup tool available on the [website](#).

Brand Transition

SWH is rebranding the current logo. Our mission, benefits, services, and care remain the same—excellent as always! Members will get a new member ID card in October 2022. All 2023 member materials will have the new logo. A new OTC card will be sent to all members before 1/1/2023 with the new logo.

	Current	Rebrand	Go live date
Corporate entity/ legal name	Senior Whole Health, LLC	No change	1/1/2023
Plan names	Senior Whole Health NHC (HMO D-SNP) Senior Whole Health Medicare Choice Care (HMO) Senior Whole Health (HMO D-SNP)	No change	
First mention	Senior Whole Health NHC (HMO D-SNP) Senior Whole Health Medicare Choice Care (HMO) Senior Whole Health (HMO D-SNP)	No change	
Subsequent Mention	SWH	No change	
Logo			
Web URL	SWHMA.com	No change	

Product names remain the SAME:
 Senior Whole Health NHC (HMO D-SNP)
 Senior Whole Health Medicare Choice Care (HMO)
 Senior Whole Health (HMO D-SNP)

Mobile Health Center

SWH is getting a mobile health center in the market!

- **Goals of Mobile Health Center**
- To increase healthcare accessibility and improve health outcomes
- To help alleviate health disparities in vulnerable populations and individuals with chronic diseases
- To travel to the communities where people live, work, and socialize to provide prevention and healthcare services in order to overcome barriers of access, time, and money
- To demonstrate Senior Whole Health’s commitment to Massachusetts
- The Mobile Health Center can be driven to destinations throughout the state

- **Partnerships and Services**
- Care Management
- Local Providers (in-network)
- ASAP’s
- Community Based Organizations
- Housing

- SWH Member Q & A and/or Information
- Care Management/Community Connectors
- General Health Education (materials and classes)
- Healthier Lifestyle Demonstrations (i.e., cooking, etc.)
- Immunization Drives
- Awareness Events (i.e., diabetes month, breast cancer month, etc.)
- If you are interested in partnering, please contact Milena.Couto@MolinaHealthcare.com or your Provider Service Account Manager



Senior Whole Health 2022 Provider Satisfaction Survey

In an ongoing effort to meet the needs of our provider partners and measure provider satisfaction, Senior Whole Health is administering its annual Provider Satisfaction Survey, using an independent third party, SPH Analytics, a NCQA certified survey vendor. Based on responses received from last year's survey, over the past year we have initiated:

- Enhanced Availity Essentials portal payer spaces functionality
- Improved the provider website user experience with a more accessible provider home page
- Launched a new Provider Online Directory with enhanced search and filter capabilities

The 2022 Provider Satisfaction Survey, while still focusing on providers' experiences with Finance Issues, Utilization and Quality Management, Network/Coordination of Care, Pharmacy, Call Center Service Staff, Provider Relations, and overall satisfaction, has been shortened from prior years. *In addition, a new feature has been added to the 2022 survey - a QR code, which, when scanned with your digital device, allows you to take the survey right on your device.*

The survey will be mailed in October. If you receive the survey, please complete, and return it as your feedback is important to us. On average, the survey takes approximately fifteen (15) minutes to complete.

Senior Whole Health is dedicated to providing quality health care to our members. Your valuable feedback will assist us in identifying areas where enhancement may be needed within the organization in areas such as operational efficiencies and how we partner with our provider network. Moreover, we will use this information to determine how we can better assist you on a day-to-day basis and more importantly, how we can work with you to better serve our members.

We want to thank you in advance for taking the time to share your feedback with us.

If you have any questions regarding this notification, please contact your Molina Provider Services Representative via email at SWHProviderRelations@MolinaHealthCare.Com.