Health Alliance

Utilization Management Changes Overview

July 2017

Agenda

- Decision Overview

- Utilization Management Program Changes
  - Expansions and modifications to preauthorization requirements
  - eviCore healthcare partnership
  - Review of August 2017 changes

- Network Education and Training
  - Development of training program for your health system.

- eviCore
  - Overview
  - Clinical Approach
  - Service Model
  - Case Initiation Process

Decision Overview

It is the expectation of Health Alliance that our members have access to medical care that results in the best outcomes possible.

To achieve this expectation, we must employ best practices in all areas of care management through;

- Addressing the needs of expanding complex patient populations
- Utilizing best practice clinical guidelines – with full transparency
- Deliver the customer service our members and providers deserve

Health Alliance
Utilization Management Opportunities

Expand Discharge Planning

Reduce Retrospective Review Volumes

Reduce Rate of 1-2 Day & Observation Stays

Streamline Admit, Discharge & Transfer Notifications

Modify & Expand PA

Health Alliance and eviCore Partnership

eviCore brings together the broadest range of integrated, innovative medical benefits management solutions across the entire healthcare continuum, enabling better outcomes for our patients, providers and Health Alliance.

Enhanced User Experience

Health Alliance's partnership with eviCore will provide:

- Robust, transparent evidence-based guidelines

- Responsive clinical review process — improved preauthorization decision turnaround times

- Specialty-specific medical directors supporting peer to peer discussions

- Seamless integration between the Health Alliance Provider Portal and the eviCore system

August 2017 Changes

Modify and Expand PA
Health Alliance Outpatient UM changes effective **August 1, 2017**

Change Type	What	Current Program	Program Beginning 8/1/17
New	**Outpatient Medical Oncology** Oncology Pathway Drugs		eviCore
New	**Outpatient Radiation Therapy**		eviCore
New	**Musculoskeletal** Joint/Spine Surgery, Pain Management		eviCore
New	**Outpatient Specialty Therapy** Physical, Occupational, Speech		eviCore
New	**Sleep Medicine**		eviCore
Transition	**Outpatient Specialty Therapy** Chiropractic	Clear Coverage	eviCore
Transition	**Lab/Genetic Testing**	HA Web Portal	TBD

REQUEST PREAUTHORIZATION	AUTHORIZATIONS	CLAIMS	CLAIM REPROCESSING INQUIRIES	ATTACH TO MEMBER

🔔 **Attention!**   ⚠ 3 Preauthorization Requests Need Action   ⚠ 1 Claim Reprocessing Inquiries Need More Information

Request Preauthorization

Do I Need to File?

Policies & Procedures Requiring Preauthorization

Look up the member to view Preauthorization Lists

Starting 1/22/2017 all Blepharoplasty, Eyebrow Lift Preauthorizations must be filed at Health Alliance.

Starting 1/25/2017 all Cosmetic and Reconstructive Surgery OR Breast Reconstruction; Breast Implant Removal & Replacement Preauthorizations must be filed at EviCore.

Starting 1/25/2017 all Cosmetic and Reconstructive Surgery OR Breast Reconstruction; Breast Implant Removal & Replacement Preauthorizations will no longer be filed at Health Alliance.

Starting 2/15/2017 all Endovenous Laser/RFA for Varicose Veins Preauthorizations must be filed at Clear Coverage.

Starting 2/15/2017 all Endovenous Laser/RFA for Varicose Veins Preauthorizations will no longer be filed at EviCore.

Starting 1/22/2017 all Home Services Preauthorizations must be filed at Clear Coverage.

Where Do I File?

Procedure / Service Category	Check

Show All Categories

If you aren't sure whether a pre-authorization is required, please check the lists above.

File at Clear Coverage

File Durable Medical Supplies

File Pharmacy

File at Evicore

Education and Training

In close collaboration with our health system partners, education and training will be delivered to all network providers and staff via one or more of the methods below.

- Email announcements
- Newsletter articles
- Phone calls
- On-site training sessions delivered by Health Alliance & eviCore
- Online resources

Please contact your provider relations specialist for additional training needs.

eviCore Company Overview

Scott Jarrett
Regional Provider Engagement Manager

eviCore Sleep PAP Compliance Program Overview

Health Alliance Medical Plans

eviCore
innovative solutions

What's Changing?

Monitoring PAP Compliance

- Beginning June 1, 2017, PAP compliance data will be monitored for Health Alliance Medical Plan members by eviCore healthcare.

- 90 day PAP compliance will need to be objectively validated to qualify for purchase authorization.

- For at least the first 90 days of usage, PAP machines must be equipped with a <u>modem</u> – can be wireless or wired.

- Data entry at setup will be critical to proper monitoring and payment.

- Fax of most recent 30 days' usage will be required for <u>all</u> resupply requests.

Current State of Compliance Tracking

Process for tracking patient compliance can be labor-intensive.

Comprehensive online databases from manufacturers are not fully utilized

Process = authorization of PAP → PAP set up → compliance monitoring → PAP purchase authorization → resupply

This workflow can be complicated and time consuming

DMEs vary in frequency, periodicity, and completeness of checks which results in greater variability in outcomes

TherapySupport^SM Focus

PAP Compliance Matters

PAP usage data <u>directly</u> from patient device via SleepLink

Standardizes compliance process across all DME providers

Sleep Educators support behavior change

Minimal additional work for DME providers

Enables DME provider reports

<u>Goal</u>: Improve patient outcome and reduce costs

TherapySupport^{SM} Workflow

Process for utilizing compliance data is very straightforward

| DME provider obtains pre-authorization for PAP device | → | DME enters information into manufacturer Database | → | eviCore healthcare receives Member information via SleepLink^{SM} | → | TherapySupport^{SM} supports PAP compliance |

3 units

7 units – Approval
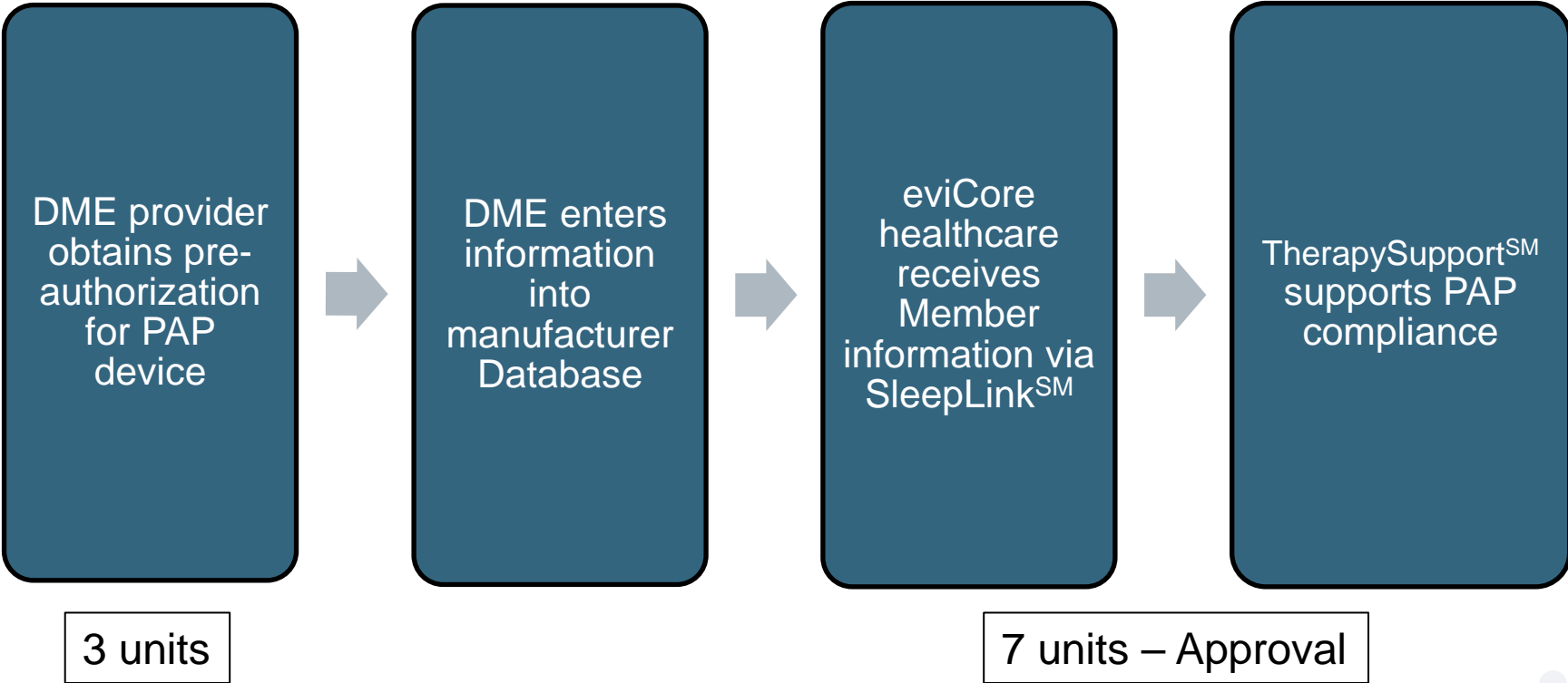
What does this mean for the DME Provider?

***eviCore healthcare will monitor member compliance with PAP machines <u>BUT</u> DME providers still need to work with their patients

<u>Non-compliant members</u>: eviCore healthcare will outreach to DME and physician periodically to support compliance

Support for non-compliant members will allow time for member to become comfortable with Therapy and will escalate as needed

<u>Compliant members</u>: eviCore healthcare interaction will be minimal

***Authorization for purchase will be sent to DME when member reaches the compliance goal – you will not need to contact eviCore healthcare for the compliance authorization!

<u>NOTES</u>: The program supports properly equipped machines from

<u>ResMed</u>, <u>Respironics</u>, and <u>Fisher & Paykel</u>.

<u>Respironics users</u>: Complete BAA and return to eviCore healthcare to be set up in system

The TherapySupport^{SM} Process

TherapySupport[SM]

The key to PAP compliance

The key to PAP compliance

SleepLink[SM] connects eviCore to the three largest manufacturers of PAP devices

PHILIPS RESPIRONICS
Fisher&Paykel HEALTHCARE
RESMED

SleepLink[SM]

eviCore Algorithms

Therapy Compliance

Once usage is detected, eviCore can ensure that members are compliant with their therapy, improving the quality of care for members

Health Alliance

Members

Physician

DME

eviCore Algorithms

eviCore Pathways

Sleep Educators
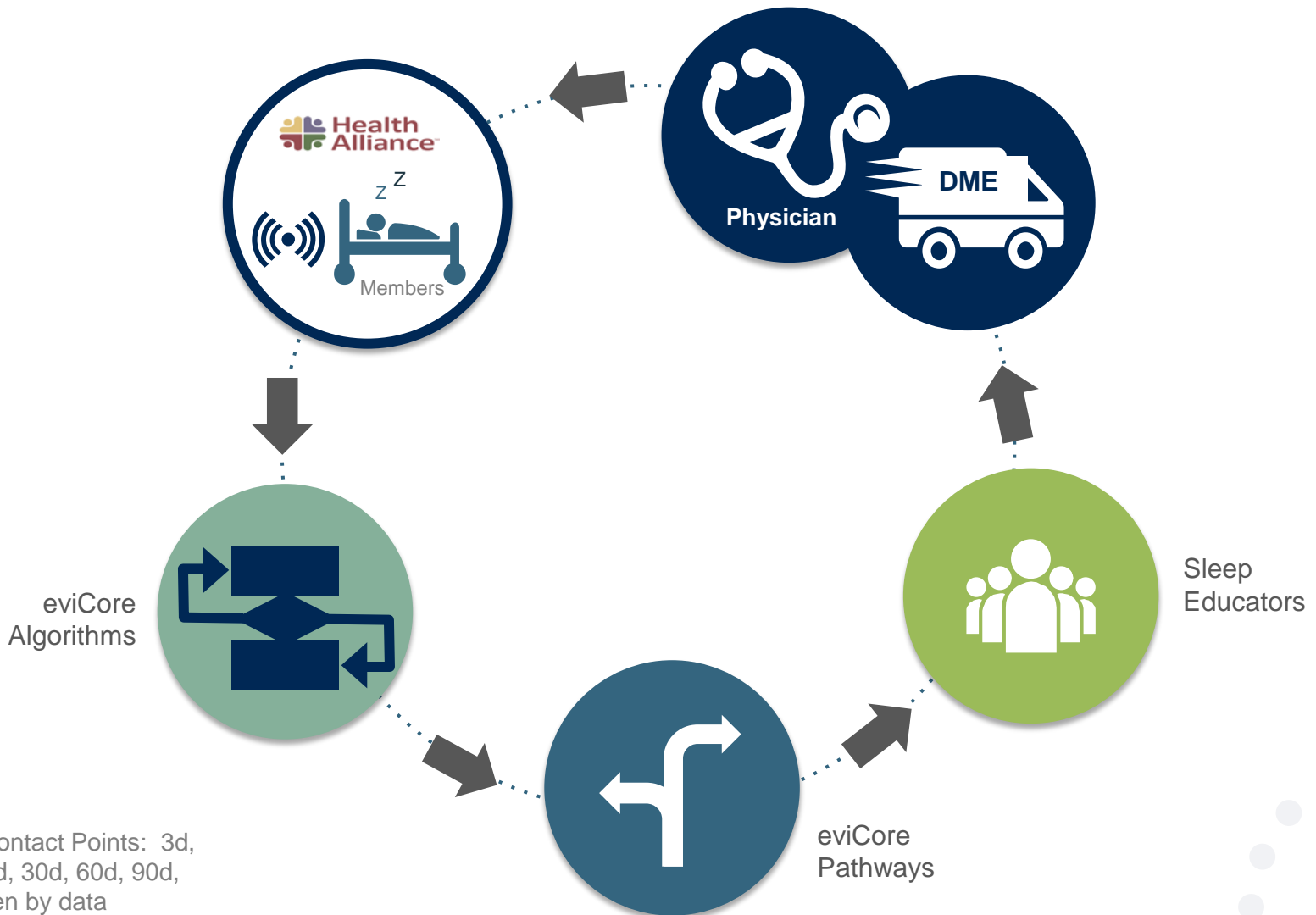
Outreach Contact Points: 3d, 7d, 14d, 21d, 30d, 60d, 90d, and as driven by data

Demonstrations of Online Systems

MANUFACTURER DEMOS

ResMed – www.airview.com

Respironics – www.encoreanywhere.com

Fisher & Paykel – www.fpinfosmart.com

Web Portal Services

Initiating a Case

Welcome to the CareCore National Web Portal. You are logged in as **UPPROTRIAL**.

Request a clinical certification/procedure >>

Resume a certification request in progress >> << Did you know? You can save a certification request to finish later.

Look up an existing authorization >>

Check member eligibility >>
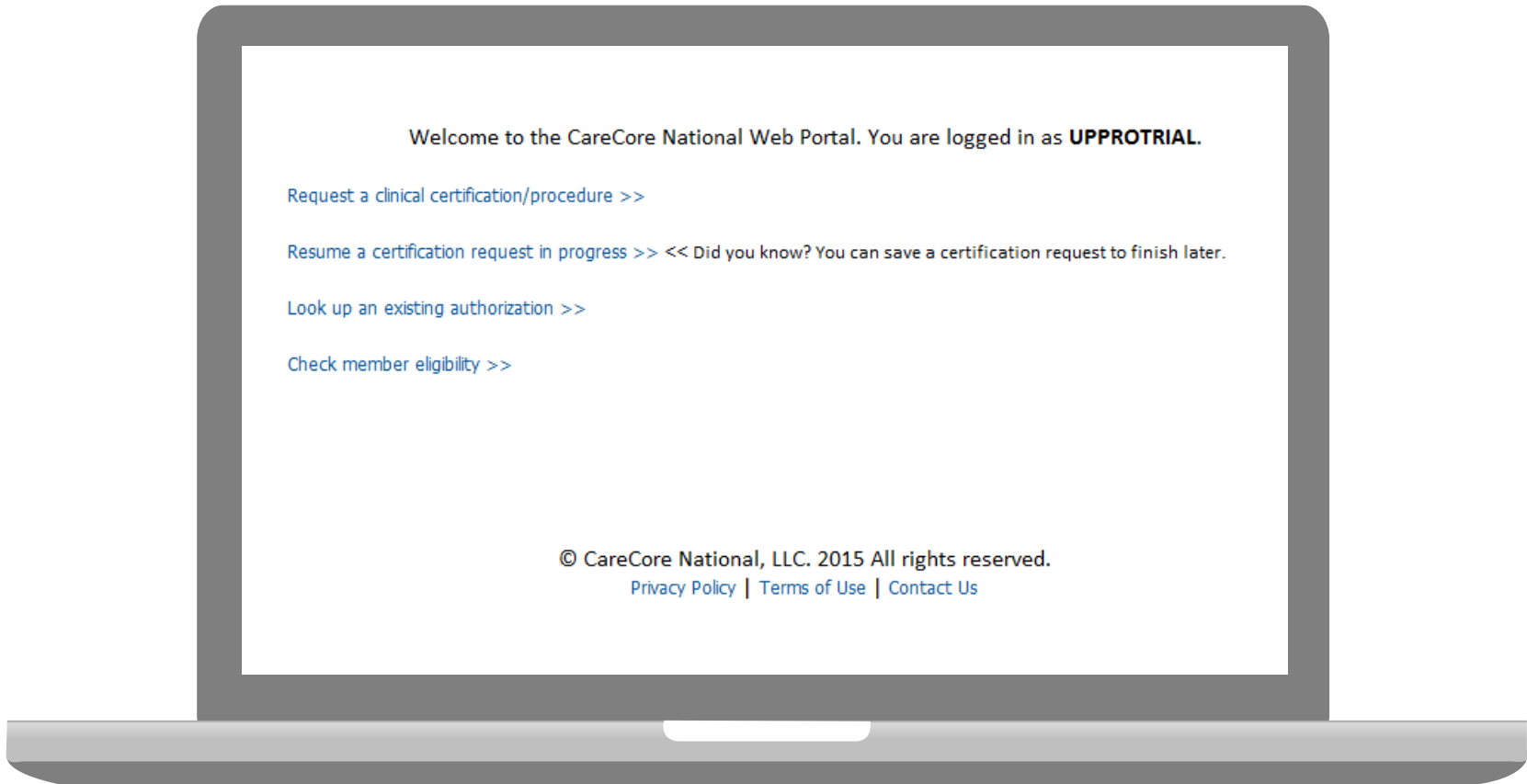
- **Choose "request a clinical certification/procedure" to begin a new case request.**

Select Program
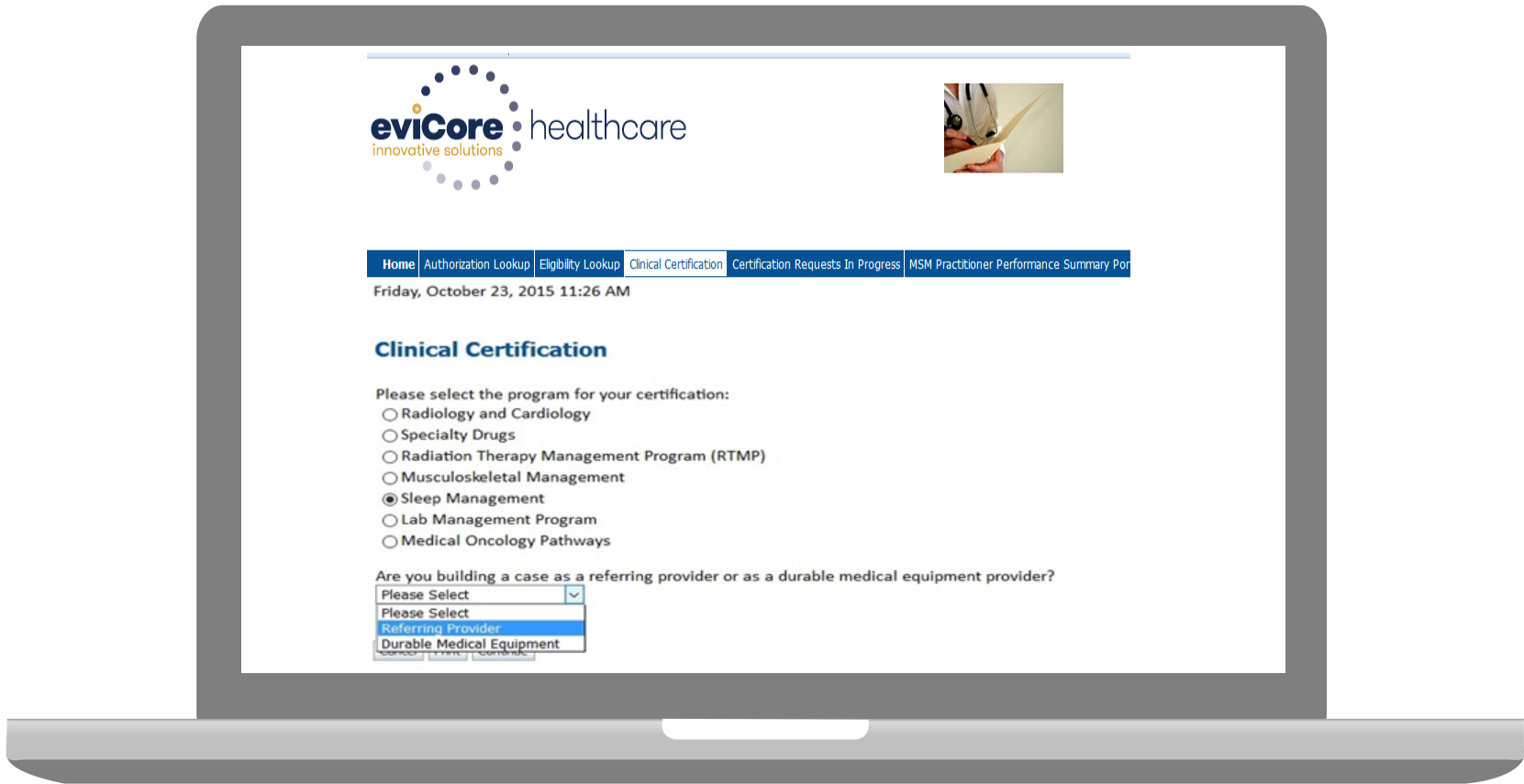
Select Sleep Management then Referring or DME Provider.

Select Referring Physician

Select the Practitioner/Group for whom you want to build a case.

Member Information

Patient Information

Clinical Certification

30% Complete

Physician
DOE, JOHN   EDIT

Patient ID: [   ]

Date Of Birth: [   ] MM/DD/YYYY

Patient Last Name Only: [   ] [?]

DO NOT INCLUDE ALPHA PREFIX. ENTER NUMERIC DIGITS ONLY.

ELIGIBILITY LOOKUP

Cancel   Back   Print

Enter the **member information** including the Patient ID number, date of birth, and patient's last name. Click **"Eligibility Lookup."**

Clinical Details
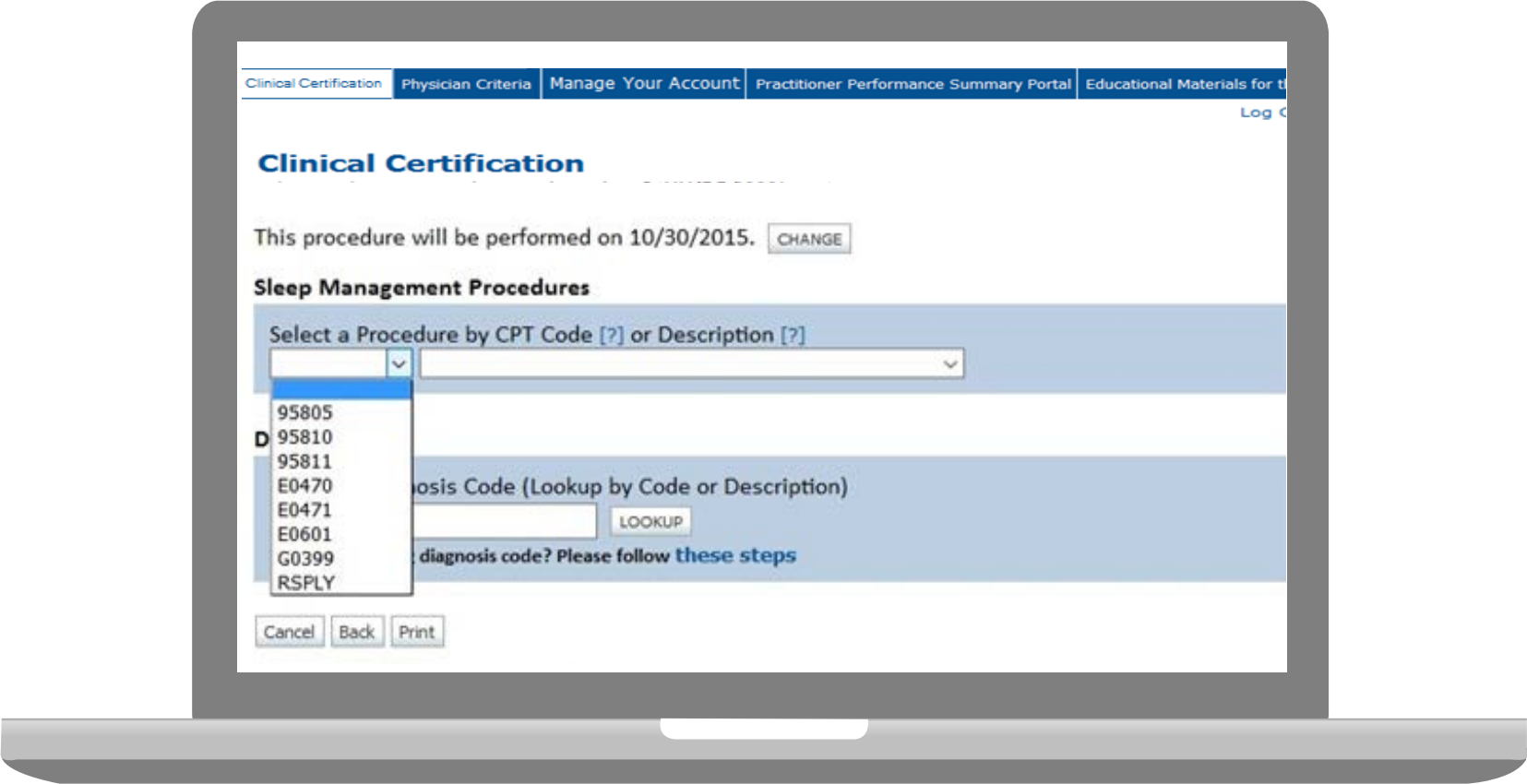
Enter the appropriate CPT Code.

Clinical Details
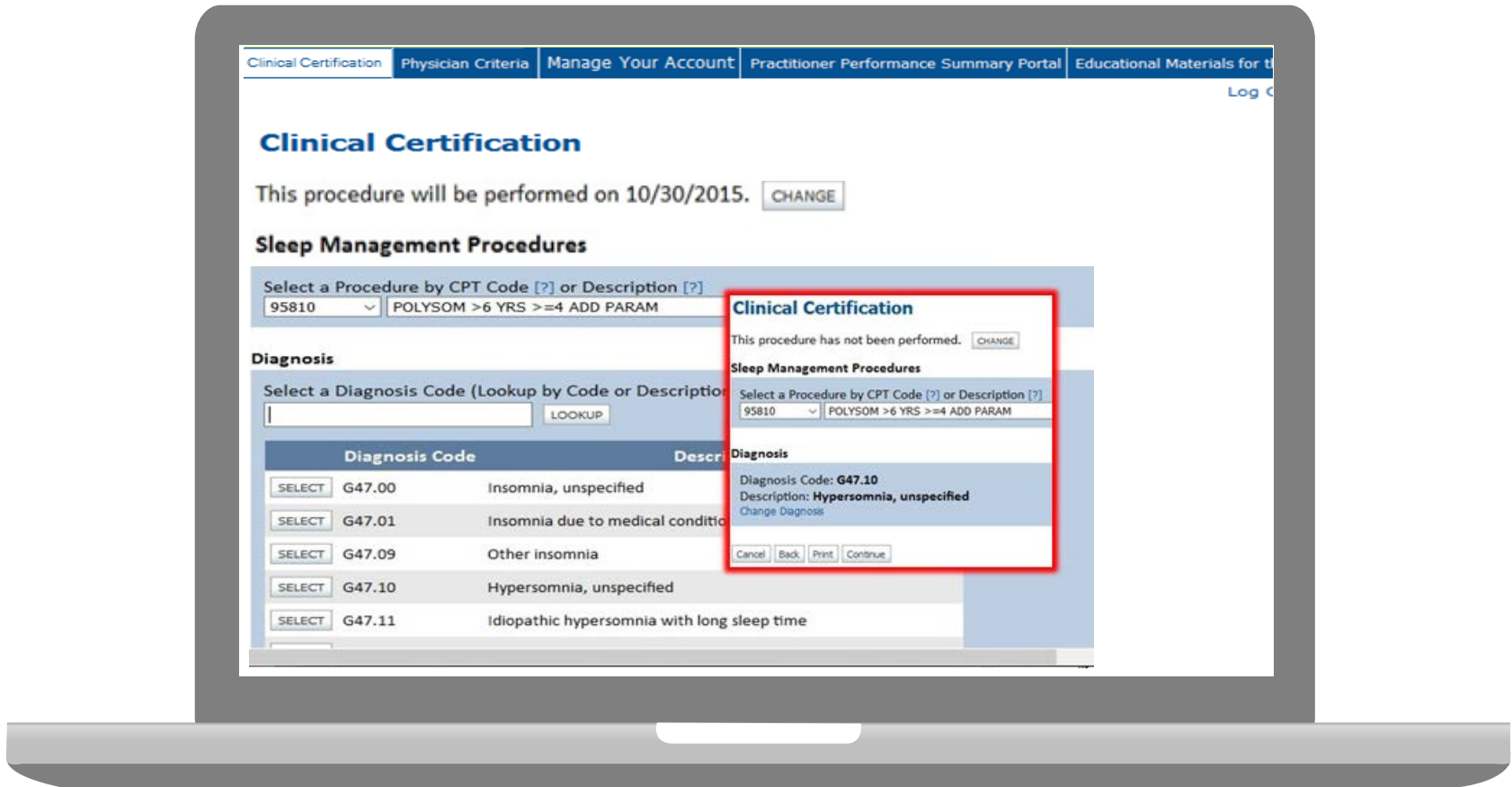
Enter the appropriate ICD-10 Diagnosis Code.

Verify Service Selection
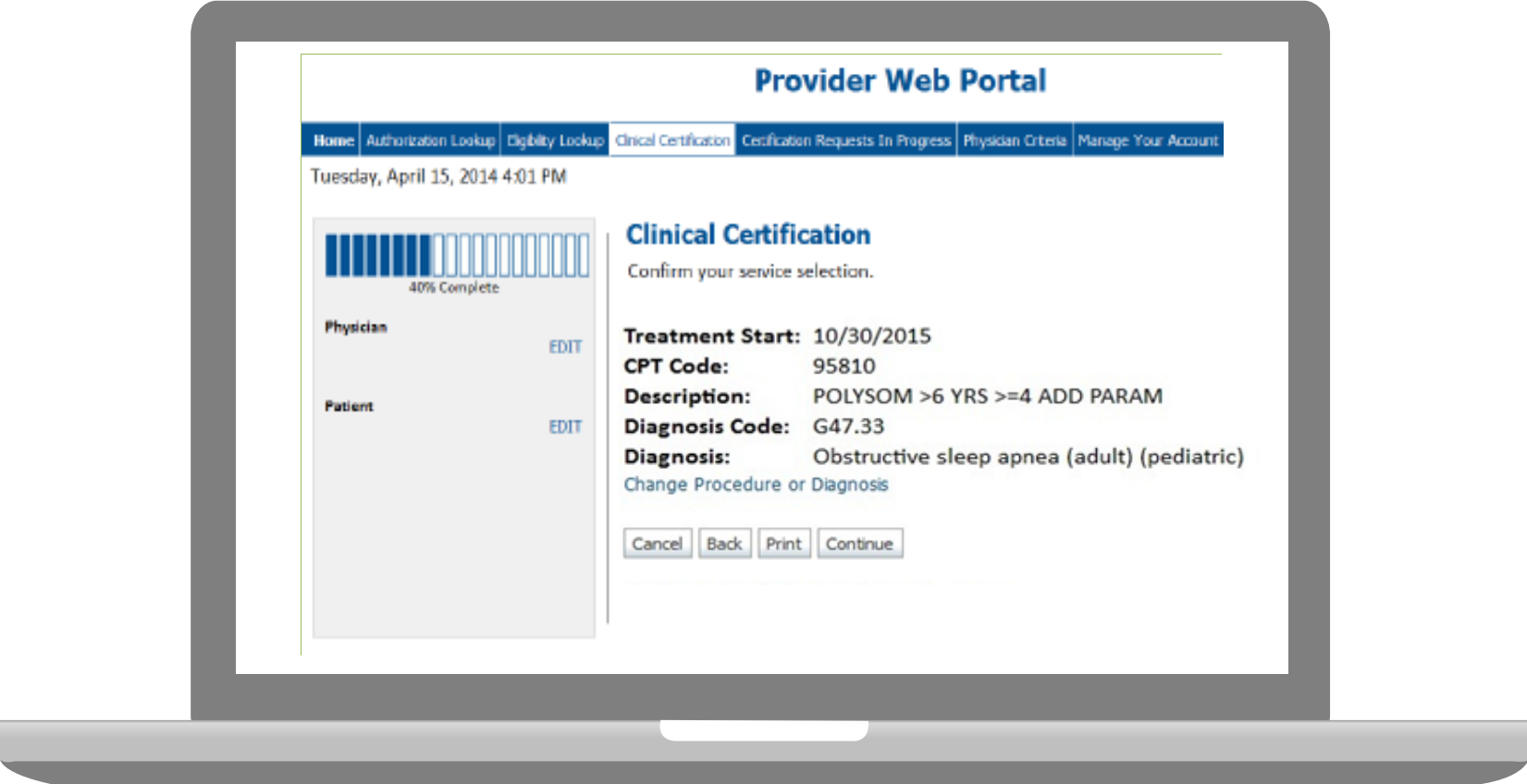
Confirm selected procedure and ICD-10 diagnosis code.
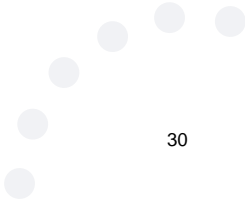
Site Selection
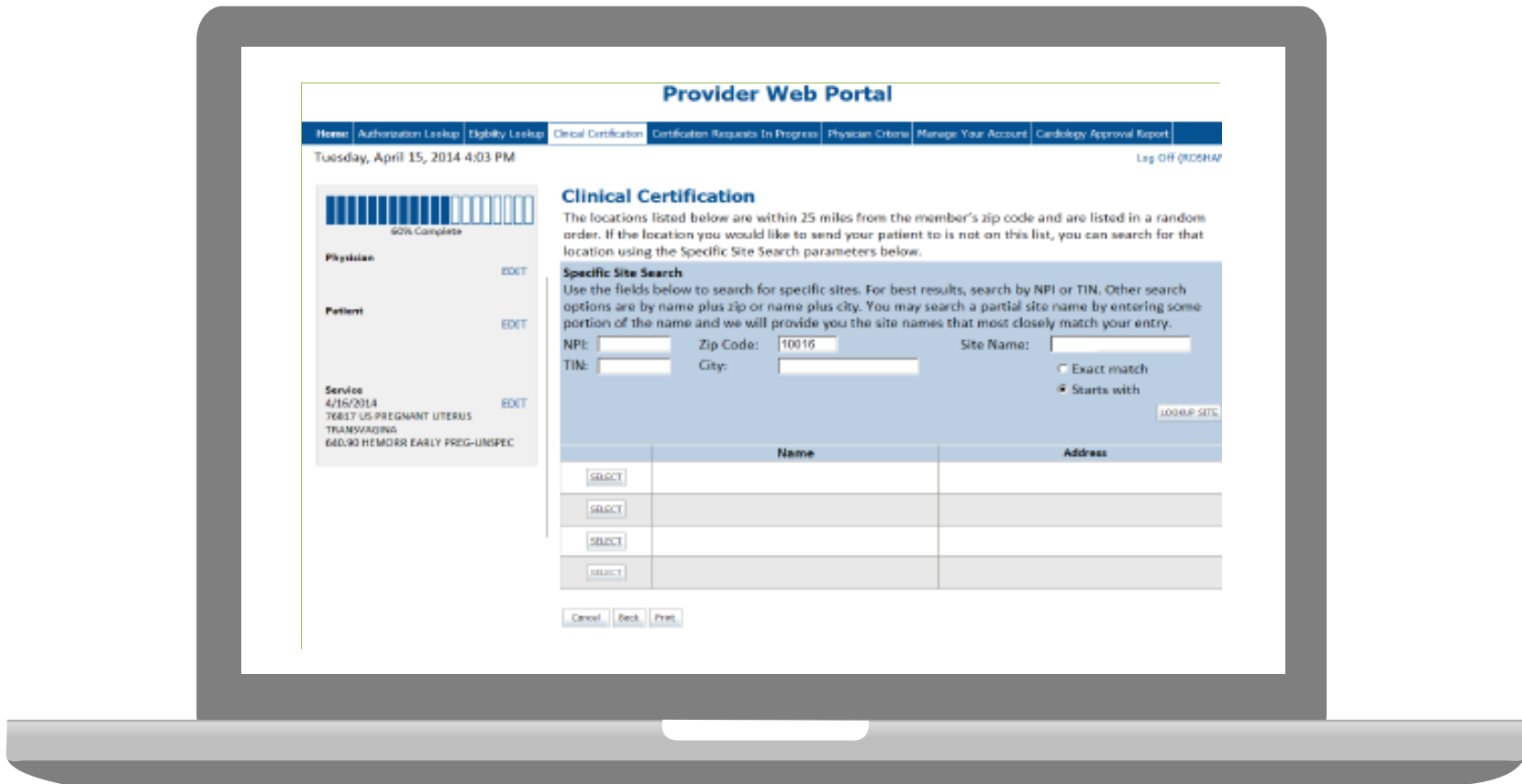
▶ **Select the site. Verify all information entered and make any needed changes prior to moving into the clinical collection phase of the prior authorization process.**
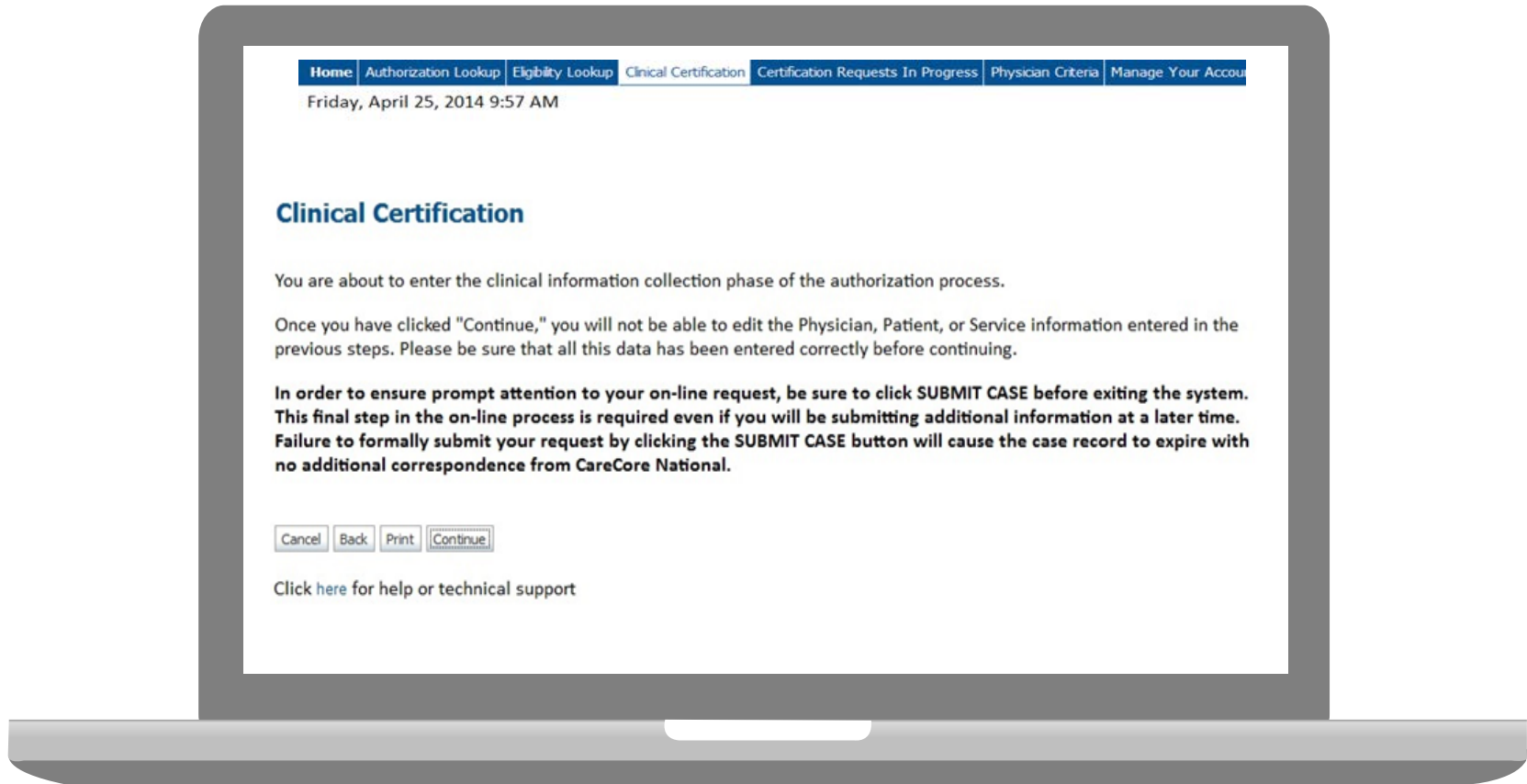
You will not have the opportunity to make changes after that point.

Site Selection

Clinical Certification

Selected Site:

[FIND NEW SITE]

Site Email (optional) [   ]

[Cancel] [Back] [Print] [Continue]

Click here for help or technical support
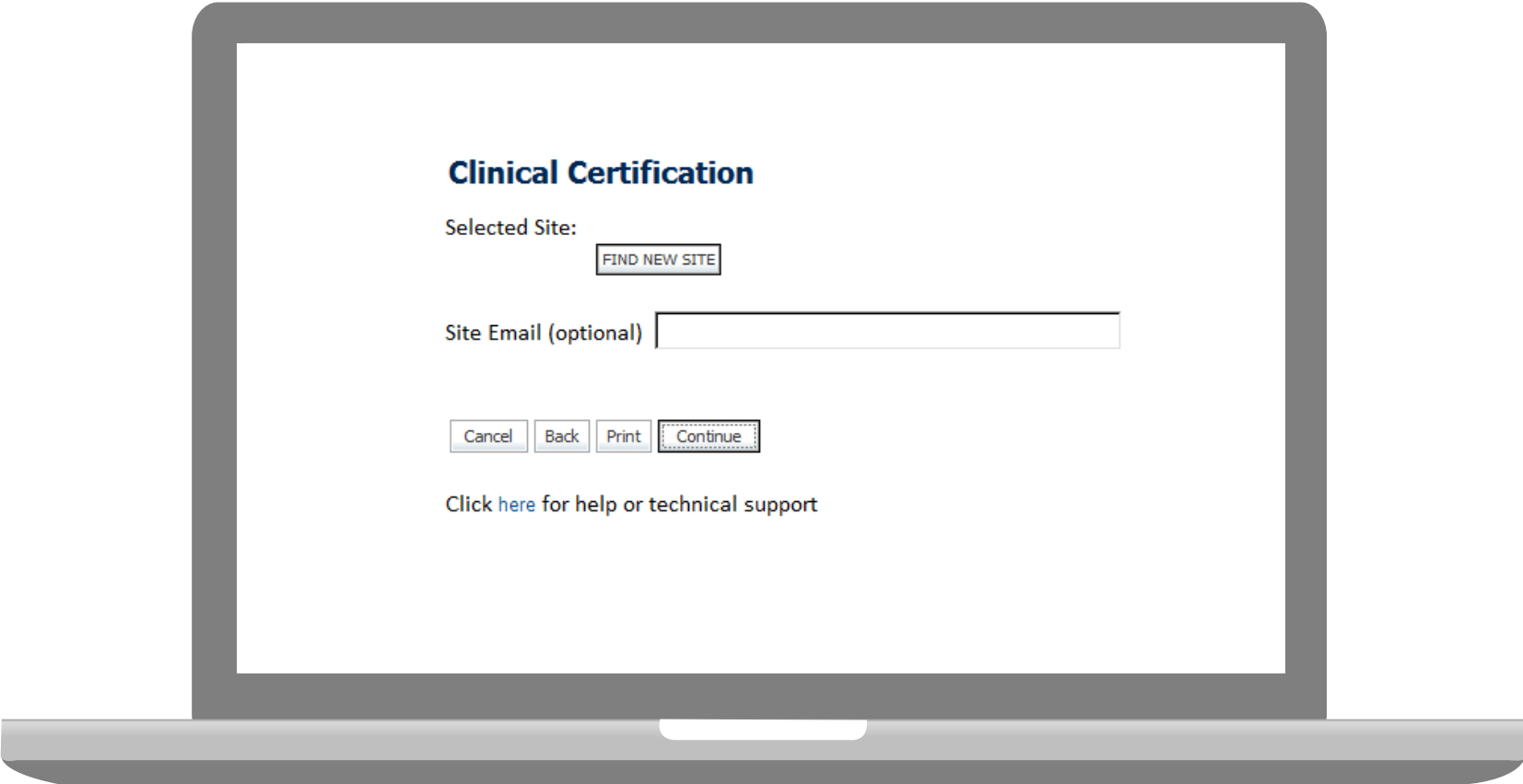
Confirm the site selection.
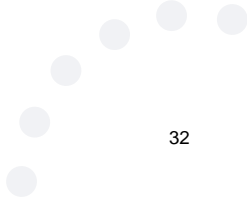
Clinical Collection

Home | Authorization Lookup | Eligibility Lookup | Clinical Certification | Certification Requests In Progress | Physician Criteria | Manage Your Account

Friday, April 25, 2014 9:57 AM

Clinical Certification

You are about to enter the clinical information collection phase of the authorization process.

Once you have clicked "Continue," you will not be able to edit the Physician, Patient, or Service information entered in the previous steps. Please be sure that all this data has been entered correctly before continuing.

In order to ensure prompt attention to your on-line request, be sure to click SUBMIT CASE before exiting the system. This final step in the on-line process is required even if you will be submitting additional information at a later time. Failure to formally submit your request by clicking the SUBMIT CASE button will cause the case record to expire with no additional correspondence from CareCore National.

Cancel | Back | Print | Continue

Click here for help or technical support

Clinical Collection

Home | Authorization Lookup | Eligibility Lookup | Clinical Certification | Certification Requests In Progress | Physician Criteria | Manage Your Accoun

Friday, April 25, 2014 9:57 AM

Clinical Certification

ⓘ What are the patient's complaints?

☐ excessive daytime sleepiness (EDS) ☐ non-restorative sleep
☐ disturbed or restless sleep ☐ no complaints

Other (specify) [   ]

ⓘ What symptoms do you have documented evidence of?

☐ choking during sleep
☐ witnessed apneas during sleep
☐ gasping during sleep
☐ retrognathia, tonsillar hypertrophy or other physiologic abnormalities compromising respiration
☐ disruptive snoring
☐ hypertension
☐ morning headaches

☐ decreased concentration during the daytime
☐ memory loss
☐ decreased libido
☐ irritability
☐ nocturia
☐ none of these symptoms

ⓘ How many weeks has the patient experienced these symptoms (if there are no symptoms enter "0")?

[   ]

ⓘ What medications is the patient currently taking? (Please write "none" if the patient is not taking any medication)

[   ]

ⓘ What is the patient's BMI?

[   ]

ⓘ Do you know the patient's Epworth Sleepiness Score (ESS)?

○ Yes ○ No

Clinical Collection
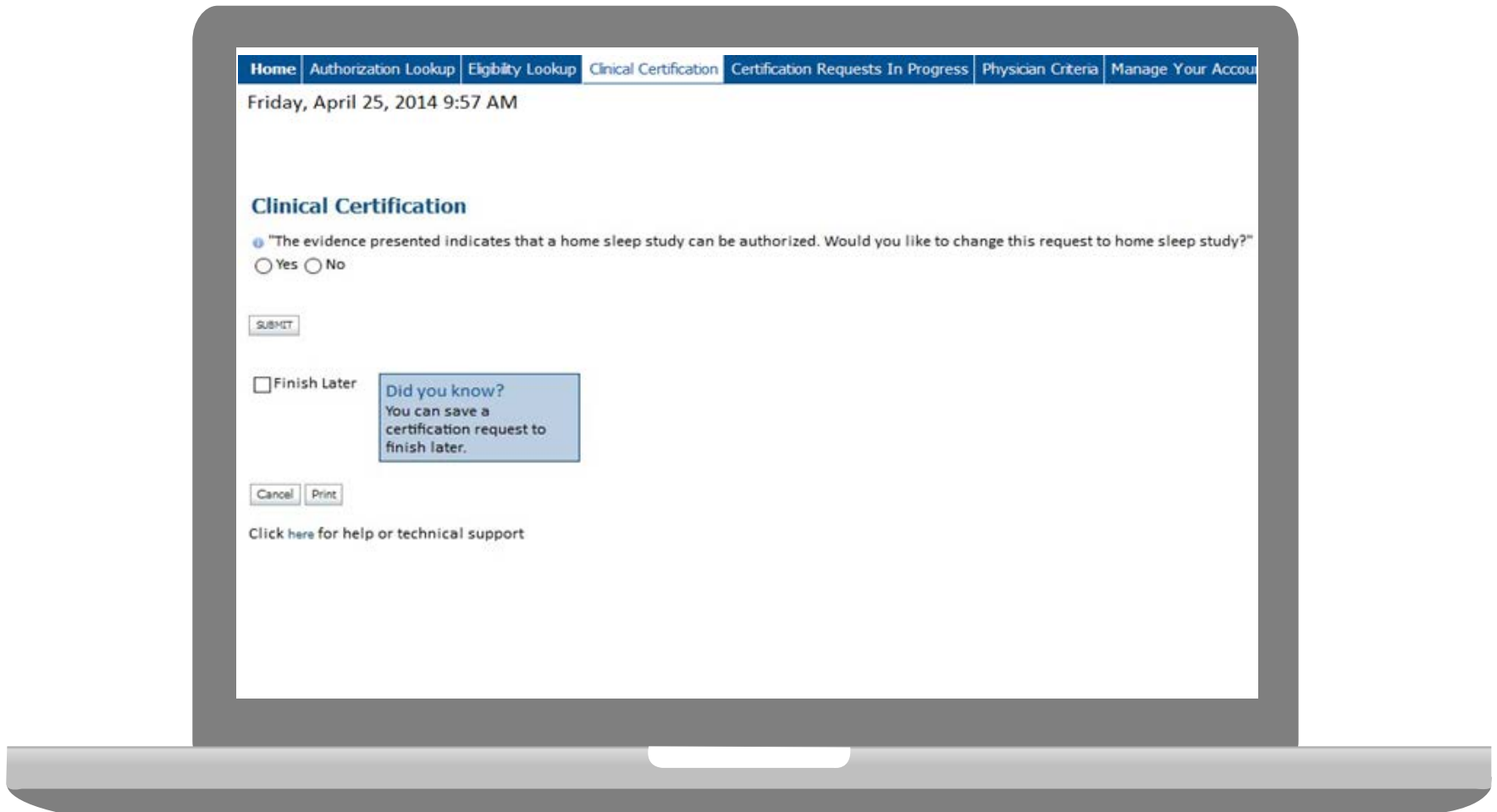
Offer of HST redirection is made on the web.

Case Submittal

Acknowledge the Clinical Certification statements, and hit "Submit Case."

Approval

Clinical Certification

Your case has been Approved.

Provider Name:		**Contact:**	
Provider Address:		**Phone Number:**	
		Fax Number:	

Patient Name:		**Patient Id:**	
Insurance Carrier:			

Site Name:		**Site ID:**	
Site Address:			

Primary Diagnosis Code: **Description:**

Secondary Diagnosis Code: **Description:**

CPT Code: **Description:**

Modifier:

Authorization Number:

Review Date:

Expiration Date:

Status: Your case has been Approved.
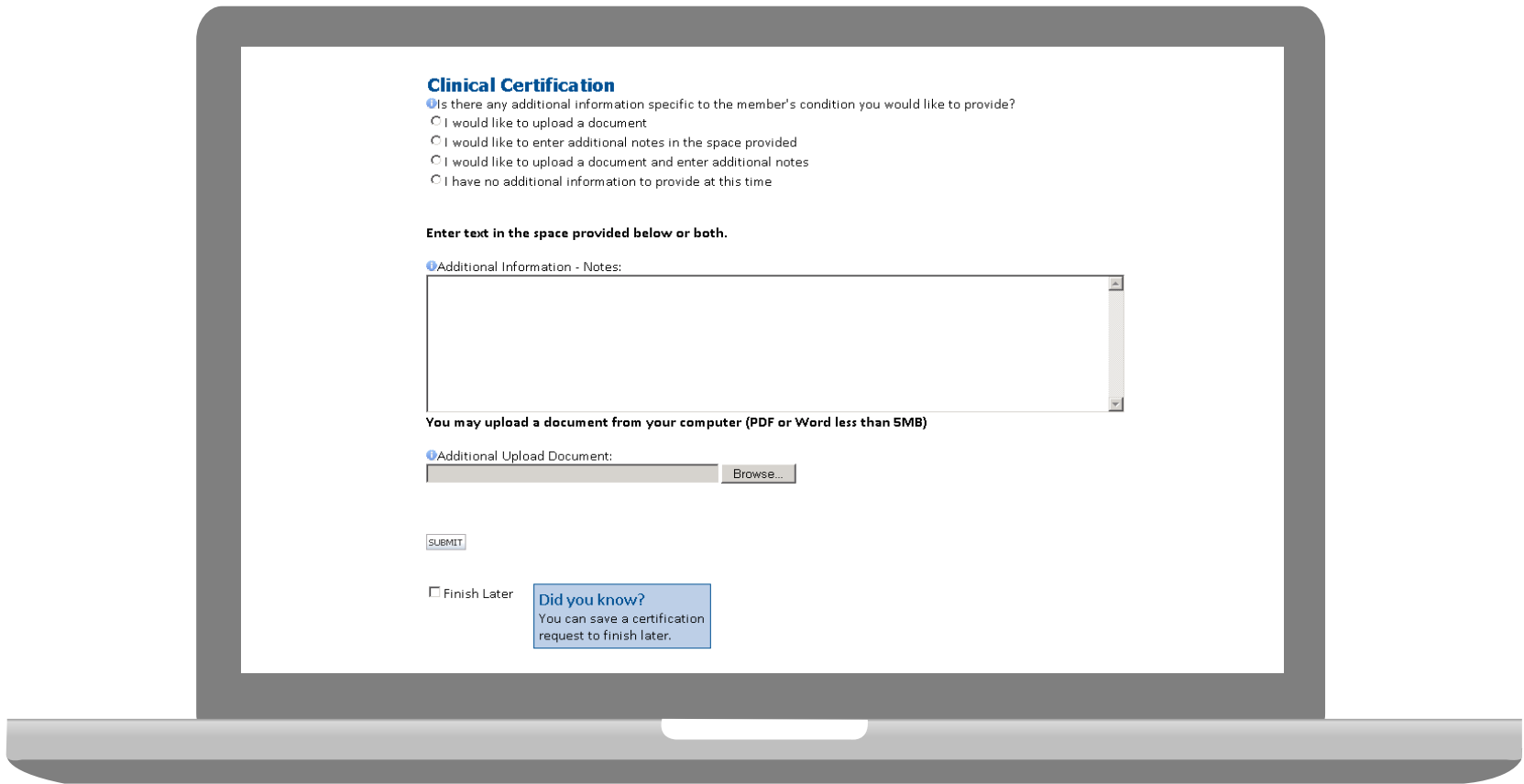
Print   Continue

Determination at the end of the pathway is given to the provider.

A case number and next steps will be listed.

Medical Review

Clinical Certification

Is there any additional information specific to the member's condition you would like to provide?

○ I would like to upload a document
○ I would like to enter additional notes in the space provided
○ I would like to upload a document and enter additional notes
○ I have no additional information to provide at this time

Enter text in the space provided below or both.

Additional Information - Notes:

You may upload a document from your computer (PDF or Word less than 5MB)

Additional Upload Document:

Browse...

SUBMIT

☐ Finish Later

Did you know?
You can save a certification request to finish later.

If **additional information** is required, you will have the option to either upload documentation, enter information into the text field, or contact us via phone.

38

Building Additional Cases
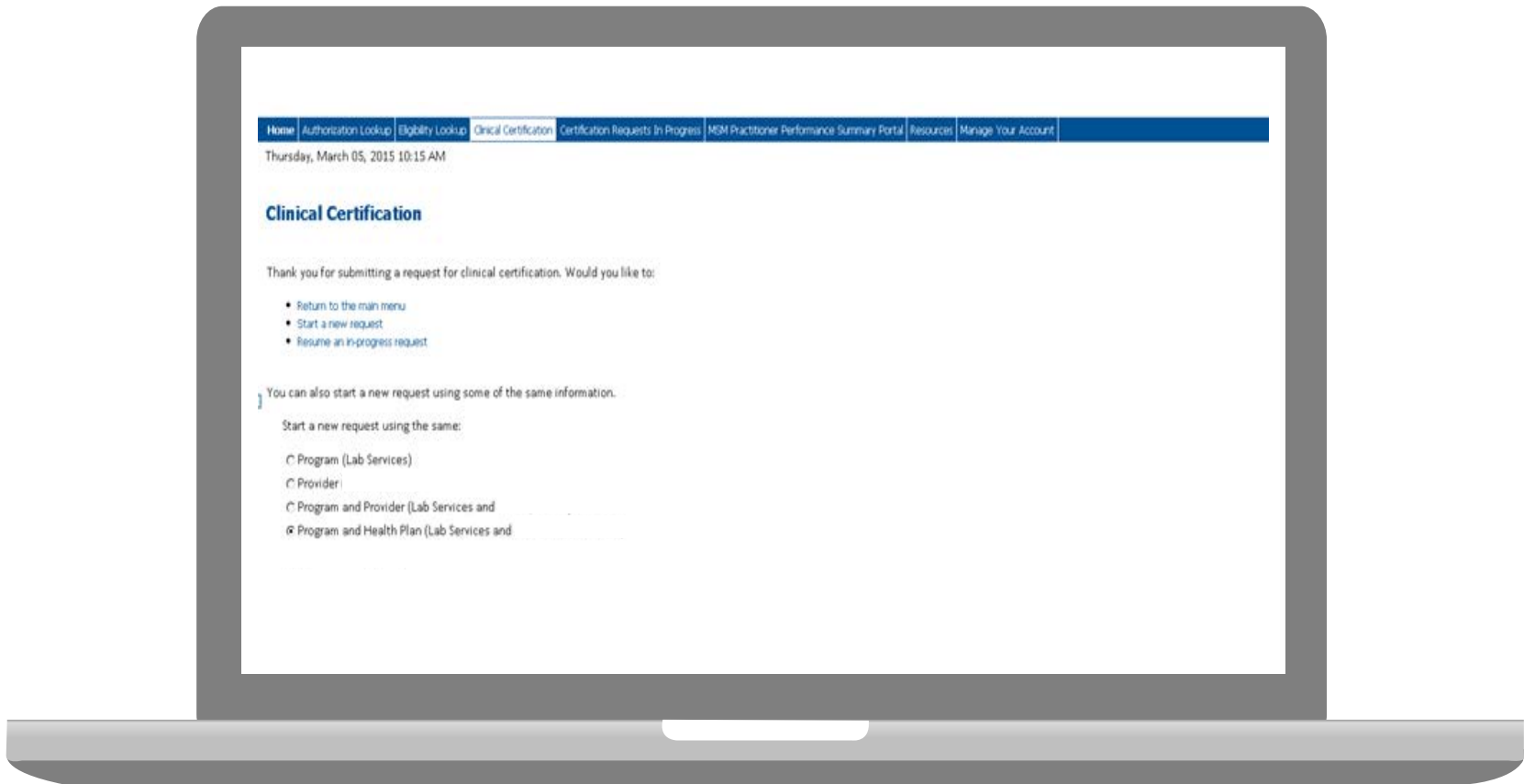
Once a case has been submitted for clinical certification, you can return to the **Main Menu, resume an in-progress request**, or **start a new request**. You're even able to indicate if any of the previous case information will be needed for the new request.
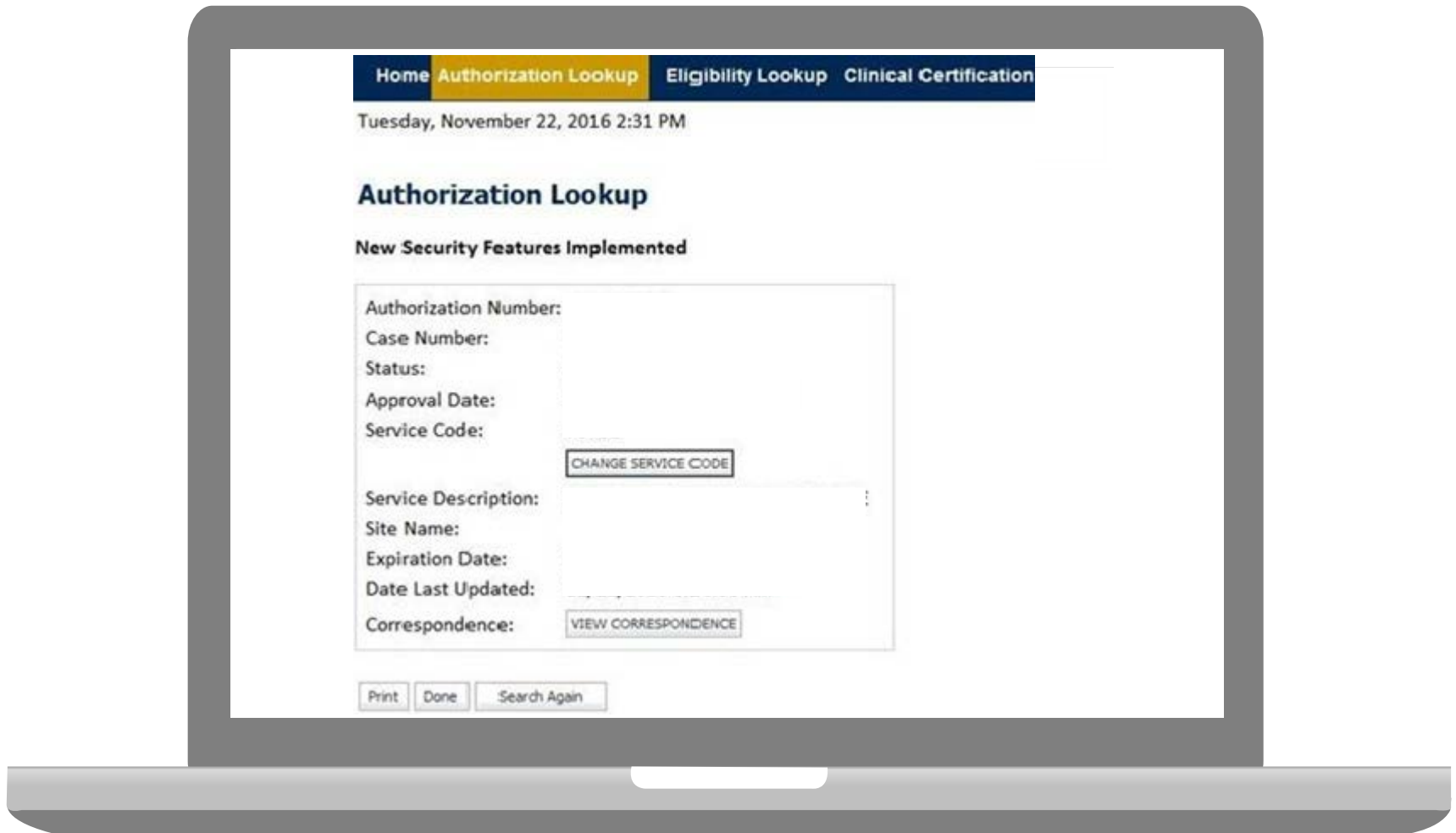
Authorization Look Up

- **Select Search by Authorization Number/NPI. Enter the provider's NPI and authorization or case number. Select Search.**

- **You can also search for an authorization by Member Information, and enter the health plan, Provider NPI, patient's ID number, and patient's date of birth.**

Authorization Status

The authorization will then be accessible to review. To print authorization correspondence, select View Correspondence.

Eligibility Look Up

Thank You

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eviCore
innovative solutions