

# SmartHealth®

Provider Newsletter, February 2024

*This newsletter shares important updates, reminders and resources related to the Ascension SmartHealth medical plan*

## Medical Specialty/Medical Benefit Drug Prior Authorization process updates

Physician administered specialty medications, or infusion therapies are subject to PA approval. Prior Authorization criteria for several drugs was reviewed and approved by the October 2023 National Ascension TAG Committee. Beginning January 1, 2024, those additional medical benefit drugs (medical specialty drugs) listed below that will require PA approval have an updated JCode:

HCPCS Code	Brand Name	HCPCS Description	Requirement
J9236	Columvi	Columvi/glofitamab-gxhm	PA Request
J9321	Epkinly	epcoritamab-bysp	PA Request

If you have questions, or to see a current list of all medical benefit drugs (medical specialty drugs) requiring PA approval, visit our website at [mysmarthealth.org/plan-coverage/pharmacy](https://mysmarthealth.org/plan-coverage/pharmacy) and navigate to the “Provider administered specialty medications or infusion therapies” section. The Medical Specialty Formulary and PA list can be found here: [Medical Benefit Drug List/MSPA Formulary](#). Please note only Medical Specialty Drugs on this formulary (link above) will be covered by SmartHealth.

The instructions are also listed below:

To submit a precertification notification or prior authorization request for a physician-administered product or infusion therapy (medical drug/ medical specialty drug) listed above:

1. Download the medical benefit drug precertification notification and PA form on website or [here](#)
2. Complete and sign the PA form
3. Submit the completed and signed PA form:

Via fax to 512-831-5499 (or) via the [Interactive Provider Portal](#).

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## MaxorPlus is proud to partner with SH providers in 2024

Effective January 1, 2024, our pharmacy benefit manager (PBM) shifted from Cigna to MaxorPlus, and SmartHealth moved to a managed prescription formulary.

MaxorPlus will help you find new ways to get patients the prescriptions they need safely, conveniently and cost-effectively.

- 1) Ascension SmartHealth **Home Delivery**. Please send new prescriptions by:

- Electronic Fax: 833-347-0798
- Fax: 844-540-8208
- Phone: 833-633-7279
- Submit e-prescriptions to NABP - 5934268

2) Ascension SmartHealth **Specialty**. Please send new prescription by:

- Fax: 248-865-3771
- Phone: 855-292-1427
- Submit e-prescriptions to NABP - 2356738

3) Submit Prescription Drug ePAs through the **CoverMyMeds Portal**: <https://www.covermymeds.com/main/prior-authorizations-forms/maxor/>

If you still have questions or need assistance, please contact MaxorPlus Member Services at 888-839-4448. The MaxorPlus Member Services phone line is open 24/7/365.

We are constantly finding new ways to engage with you to increase transparency, encourage lower cost and drug prescribing, and collaborate on care improvement activities. **Here's how we do it:**

- **Electronic Prior Authorization (ePA)**. We integrate with CoverMyMeds and SureScripts.
- **Electronic Prescribing Tools (eRx)**. We give you access to client drug coverage in EHRs.

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## New 2024 criteria for Diabetes GLP - 1 (Ozempic, Rybelsus, and Mounjaro)

- Previous 2023 prior authorizations (PAs) will expire on 3/31/2024
- Clinical documentation of Type II diabetes diagnosis required from the provider
- For treatment initiation: A1C of 7% or greater is required (New starts)
- For the renewal/continuation of treatment: An A1C of  $\geq 6.5\%$  (**or**) clinical documentation of positive response to therapy (e.g. chart notes/labs are provided to confirm improvement in A1C levels) are required
- Member must self enroll in [Vida Health](#) - a digital cardiometabolic program for diet and weight loss
- Vida Health is provided to SmartHealth members with no out of pocket costs
- Vida Health is available 24/7 online or via app
- Scheduled visits with coaches and dieticians with Vida are available 8AM-8PM Monday-Friday, and Saturdays from 8AM-12PM (all time zones)

“Anna” achieved significant improvement in her health within 3 months in Vida’s Whole Health Program.

“I want to reduce my risk for complications and live a longer life.”

<p>63 year old female — joined to manage her diabetes and make progress in her weight loss journey</p> <p style="text-align: center;"><b>Conditions</b></p> <p>Back Pain • Diabetes • Obesity • High Blood Pressure</p>	<p><b>Care Pathway Components</b> Program: Whole Health</p> <p><b>Behavior Change</b> Decrease processed foods • Cooking at home/eating out less • Food portioning • Walking • Swimming</p>
<p style="text-align: center;"><b>Interventions</b></p> <ul style="list-style-type: none"> <li>• Motivational Interviewing</li> <li>• Mindful eating</li> <li>• Nutrition education</li> </ul>	<p><b>Engagement</b></p> <p>8 consults completed 2 messages sent 22 lessons completed 72 metrics logged; 80 manual</p>

**Vida Coach**  
**Janet Arenas**  
Registered Dietitian

Outcomes in 3 months

Weight Loss

**▼ 16 lbs**  
-7.6% from baseline

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HbA1C

**▼ 0.8 pts**  
7.1 at baseline, 6.3 at follow up

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Depression

**▼ 80%**  
Moderate to subclinical depression

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Anxiety

**▼ 80%**  
Mild to subclinical anxiety

## Preventative services update

There was a change for January 1, 2023 in the way SmartHealth processes preventative services. In years past, we have paid claims that were not billed correctly and all lab tests ordered with an annual physical were paid at 100%. Starting in 2023, we are holding providers accountable for billing with correct diagnosis codes and only paying those services on the Preventative Services list at 100% **IF** the claim has the appropriate diagnosis code also listed on the PPACA document. There were also changes to the allowed frequency for colonoscopies such as one every 10 years instead of 1 per year. Age limits still apply.

Only the services on the [Preventative Services List](#) will pay at 100% with no cost share or co-pay if the appropriate screening diagnosis code is used in the **first position** on the claim. For example: Many providers will bill what was found during the colonoscopy such as polyps but if it was truly a screening colonoscopy, the screening diagnosis code should go first, then list what was found second for the claim to pay as a screening benefit. New preventative services covered this year:

- Anxiety disorders in adults - screening
- HIV prep: Aprelude is now covered medication with per cert notification
- PSA: Covered for men 40 and up
- Vaccines: Dengue, Mpox and RSV

## New interactive PA portal and UM phone and fax numbers

For a comprehensive list of procedures with the appropriate ICD-10 or CPT codes, please refer to the **prior authorization code list** posted on [mysmarthealth.org](https://mysmarthealth.org).

### Medical Services:

To request a prior authorization, the following may be utilized:

1) [Interactive Portal](#) **(NEW!)** Registration is required.

2) Fax a completed [prior authorization form](#) to 586-693-4768 with supporting clinical documentation

Please remember to submit prior authorization requests in a timely manner. This allows SmartHealth to appropriately manage member care and administer benefits. If you have any questions regarding the prior authorization process, please call Ascension Utilization Management Gateway at 844-217-8191 **(NEW!)**

**[Provider Portal Training Video](#)**: You can view a recorded training session webinar here. You can also learn more about prior authorizations [here](#).

#### **Medical Specialty/Medical Benefit Drugs:**

To request a prior authorization, the following may be utilized:

- [Interactive Provider Portal](#) **(NEW)**
- Fax a completed [prior authorization form](#) to 512-831-5499 with supporting clinical documentation **(NEW)**
- Call Ascension Medical Specialty Pharmacy at 833-980-2352 **(NEW)**



# Ascension

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