

# Provider Update

March 2021

Geisinger

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# Order DME through Tomorrow Health

Applies to: All ordering providers and fulfilling DMEPOS providers

Plan(s): All plans

Geisinger Health Plan is working with [Tomorrow Health](#) to streamline ordering and access to home medical equipment supplies for GHP members.

Tomorrow Health coordinates amongst the DMEPOS suppliers in GHP's existing network to ensure patient orders are serviced with accuracy, speed and exceptional service. Tomorrow Health's platform is free to use, and any DMEPOS supplier is welcome to join.

As a reminder, this process is only for new DMEPOS orders, not existing resupply orders, which should continue to be sent by referring providers to the existing in-network DME supplier for consistent resupply service.

At Tomorrow Health, we strive every day to work with referring providers and DME suppliers to better understand how we can create process optimizations. We greatly value and appreciate your feedback, and would encourage you to share your thoughts by emailing [providers@tomorrowhealth.com](mailto:providers@tomorrowhealth.com) (for referring providers) or [DMEpartners@tomorrowhealth.com](mailto:DMEpartners@tomorrowhealth.com) (for DME suppliers). If you require a more detailed assessment of your workflow, please reach out to us!

## Want to learn more about Tomorrow Health?

This month we are expanding our series of webinars that provide education on the platform more broadly, as well as hosting ones that focus on specific product categories, including respiratory, wound care/ostomy, diabetes, orthotics, and mobility. Visit us online for the [full lineup and details on how to register](#). We look forward to engaging with you, and highlighting the benefits of the platform before you start placing orders.

## The following resources are always available:

### For ordering providers (physicians, nurses, care managers):

- Watch a short demo [video of the ordering process](#).
- Contact [providers@tomorrowhealth.com](mailto:providers@tomorrowhealth.com) or call us at 844-402-4344 to speak with a member of our provider account management team or receive training for your team.

### For DME suppliers:

- [Apply to receive new orders for GHP members](#). All DME suppliers must have an account with Tomorrow Health.
- Reach out to [DMEpartners@tomorrowhealth.com](mailto:DMEpartners@tomorrowhealth.com) with any questions.
- View the [frequently asked questions \(FAQ's\)](#) we've received from DME suppliers.

## Check regularly for updates about our COVID-19 response

Applies to: All providers

Plan(s): All plans

As the COVID-19 pandemic continues to evolve, stay up to date with the measures Geisinger Health Plan has put in place to help slow the spread of the virus and mitigate its effects on members. Visit our [coronavirus information for providers page](#) for the latest.

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# New authorization requirements for musculoskeletal, interventional pain management and cardiology

Applies to: MSK, pain management and cardiology ordering and servicing providers

Plans: All plans

Since September, specialty benefit management company HealthHelp has conducted consultative authorization for high-end radiology imaging services provided to your Geisinger Health Plan patients. In 2021, we'll be working with HealthHelp to establish a similar process for musculoskeletal, interventional pain management and cardiology services.

## Services that will require authorization

As of the effective dates, all requests for the tests and procedures listed below will go through HealthHelp, except services rendered in an emergency or inpatient setting. Services ordered before the effective date will not need authorization through HealthHelp.

### Effective February 1, 2021:

- [Musculoskeletal](#) – hip, knee, shoulder, spine
- [Interventional pain management](#) – injections

### Effective March 1, 2021:

- [Cardiology](#) – cardiac cath, CNUC, cardiac implantable and wearable devices, percutaneous coronary intervention (PCI), interventional cardiology

A complete list of associated procedure codes requiring authorization will be made available at:  
[www.healthhelp.com/Geisinger](http://www.healthhelp.com/Geisinger).

## Learn more about HealthHelp

- Read our provider [MSK/pain Operations Bulletin](#) and [Cardiology Ops Bulletin](#) available at the Geisinger Health Plan page on NaviNet.
- Register for a system demonstration webinar hosted by HealthHelp to learn more about how the authorization process will work. Visit the [HealthHelp Authorization page](#) on the For Providers section of our website to register.
- Visit [HealthHelp.com/geisinger](http://HealthHelp.com/geisinger) to sign up for online authorization requests and verification. For more information, email [RCSupport@HealthHelp.com](mailto:RCSupport@HealthHelp.com) or call 800-546-7092 today.

For questions or information regarding general prior authorization policy and procedures, contact a Geisinger Health Plan Medical Management representative at 800-544-3907.

**[Register for a system demonstration webinar](#) hosted by HealthHelp to learn more about how the authorization process will work.**



The monthly *Provider Update* is published by Geisinger Health Plan and serves as an informational resource for the provider network. This update and more resources are available on NaviNet.

Geisinger Health Plan may refer collectively to health care coverage sponsors Geisinger Health Plan, Geisinger Quality Options, Inc., and Geisinger Indemnity Insurance Company, unless otherwise noted. Geisinger Health Plan is part of Geisinger, an integrated health care delivery and coverage organization.

## Full suite of Zelis® claim edits take effect April 15, 2021

Geisinger Health Plan is working with Zelis® to implement an additional layer of claims edits, effective April 15, 2021.

Applies to: All providers

Plan(s): All plans

Since 2019, we've been working with Zelis®, a market leader in cost management and payment solutions, to more appropriately adjudicate and apply members' benefits. Our responsibility to members is to ensure the care they receive is covered, necessary and paid for accurately.

We'd like you to be aware of the types of claim edits we're implementing this April to help minimize disruption to the payment of your claims. These additional Zelis® edits will apply to a variety of care services across the spectrum of your Geisinger Health Plan patients' health benefits. All edits are based on national standards of care, national and regional regulatory guidance, national correct coding standards and areas that have been identified as problematic and commonly misbilled.

### Types of claim edits going into effect

As of April 15, 2021, you may notice claim edit explanations on your EOPs, or your patients' EOBs, that reference Zelis® for the following claim elements:

- Disallowed multiple, secondary, and separate procedures
- Diagnostic coding and modifier use including incompatibility
- Visit frequency
- Gender coding and use
- Place of service
- Global service periods
- Assistant and team surgeons
- DME place of service, procedures, frequency, and non-covered items
- Laboratory testing medical protocol
- Cosmetic, discretionary, experimental, and investigational procedures

See the [full Operations Bulletin](#) on NaviNet for more information on the edits going into effect April 15, 2021.

## Geisinger Health Plan launches price estimator

Applies to: All providers

Plan(s): All plans

Healthcare just got easier, more affordable and more accessible to our members. A new online shopping tool is now available exclusively to Geisinger Health Plan (GHP) members with an active member portal account. With the Geisinger Cost Transparency tool, members can compare cost and quality for many common medical services, as well as complex episodes of care. They'll not only see the average historical cost for a procedure, but an estimate of out-of-pocket expenses based on the benefit plan they're currently enrolled in. Members can try it out by choosing "Find a Provider" in the member portal to access the tool.

The cost information provided is an estimate based on claims data and is for informational purposes only. Members are instructed to contact GHP or their doctor to get actual pricing and coverage for a specific procedure. Price is just one of many factors in determining a care plan. Factors like quality, convenience and access to care are not included in the estimate. The tool is available only to members who have an active Geisinger member portal account.

## Want to reference Geisinger Health Plan in your promotional materials?

**Call us first. We can help.**

Applies to: All providers

Plan(s): All plans

From time to time, you may want to mention that your organization accepts Geisinger Health Plan insurance in promotional materials or advertisements. We'd like to remind you to contact us before using Geisinger Health Plan's name, logo or other trademarks, service marks or designs in any publicity, promotional or advertising material. We'll help ensure that your references to Geisinger Health Plan are accurate and within the bounds of your agreement with us.

If you have questions regarding a reference to Geisinger Health Plan, or the use of our name or logo in promotional or advertising materials, call your provider account manager at **800-876-5357**.



# March is Colorectal Cancer Awareness month

## Preventive screenings more important than ever in 2020-2021

Applies to: All providers

Plan(s): Geisinger Gold

Early detection is key in the fight against colorectal cancer — the third most common cancer in both men and women according to the American Cancer Society. Last year, COVID-19 caused many to postpone seeing their doctors and cancel needed preventive screening appointments. That's why our annual in-home colorectal cancer screening initiative for Geisinger Gold members was more meaningful than ever in 2020. The in-home tests allowed seniors to receive this needed preventive screening while limiting the risk of exposure amid a global pandemic.

In July 2020, we sent over 14,000 free in-home FIT kits to Geisinger Gold members. 2,354 tests were completed and returned. Of those, 374 tests were positive. Test results were shared with patients' doctors to coordinate any additional testing or treatment that may have been needed.

Even simple tests like this can help save lives. Talk to your patients about getting screened regularly for colorectal cancer. Popular options that help you and your patients close screening gaps, catch cancer early and improve your quality scores include:

- FIT kits (fecal occult blood test) – patient compliant for 1 year
- Cologuard (stool DNA test) – patient compliant for 3 years
- Colonoscopy – patient compliant for 10 years

As COVID-19 continues to affect how your patients, especially seniors, engage with their healthcare, prioritizing preventive care is more important than ever. Contact the GHP quality and assurance team at **866-847-1216** or your GHP provider account manager at **800-876-5357** if you have questions about Geisinger Gold's colorectal screening initiative.



## Learn more about working with Geisinger Health Plan

Interested in a virtual orientation hosted by Geisinger Health Plan? Your next opportunity is never too far away.

Applies to: All providers

Plan(s): All plans

Our helpful provider account management team offers online sessions twice a month to guide you through all the important aspects of working with Geisinger Health Plan. Check out our orientation schedule on our [Provider Orientation page](#) in the For Providers section of the Geisinger Health Plan website.

## Credentialing lists are now available on NaviNet

Applies to: All providers

Plan(s): All plans

You can now check to see which healthcare professionals and facilities have been recently approved by Geisinger Health Plan's credentialing committee on NaviNet. Credentialing documents that indicate effective date of participation, designated provider account manager and more are now available as a self-service option on our NaviNet landing page under Credentialing lists.

# Formulary and policy updates

Visit Geisinger Health Plan on NaviNet today to view new, revised and recently reviewed medical and pharmaceutical policies, as well as the latest clinical guidelines, formulary changes and drug recalls. Updates may affect prior authorization. The most current prior authorization list is also available on NaviNet. Clinical guidelines, formulary and medical policy information are also available in the *For Providers* section at GeisingerHealthPlan.com. Printed copies are available upon request.

## Medical policy update

GHP uses medical policies as guidelines for coverage decisions made within the insured individuals written benefit documents. Coverage may vary by line of business. Providers and members are encouraged to verify benefit questions regarding eligibility before applying the terms of the policy. [Click here for updates.](#)

**The new and revised medical policies listed below go into effect April 15, 2021:**

- MP029 Bone Growth Stimulator – **Revised** – Removed prior auth language
- MP192 Intensity Modulated Radiation Therapy – **Revised** – Added indications
- MP211 Endovascular Repair of Intracranial Aneurysms – **Revised** – Refined criteria
- MP226 Proton Beam Radiation – **Revised** – Added exclusion
- MP252 Colon Motility Testing – **Revised** – Added indication and exclusion
- MP255 Comparative Genomic Hybridization or Chromosomal Microarray Analysis (CMA) – **Revised** – Refined criteria
- MP328 Genetic Susceptibility Cancer Panels – **Revised** – Added prior auth; added genetic counselor requirement

**The following policies have been reviewed with no change to the policy section. Additional references or background information was added to support the current policy.**

- |  |   |
|--|---|
| • MP021 Dorsal Column Stimulation  | • MP254 Tinnitus Treatment  |
| • MP147 Artificial Intervertebral Disc                                     | • MP264 Ventricular Assist Device (VAD)                                   |
| • MP171 Clinical Guideline Development, Implementation, and Review Process | • MP275 Speech Generating Devices   |
| • MP184 Intracranial Percutaneous Transluminal Angioplasty                 | • MP281 Bone Morphogenetic Protein  |
| • MP207 Corneal Hysteresis   | • MP282 Termination of Pregnancy  |
| • MP220 Epiretinal Radiation Therapy                                       | • MP285 Tonsillectomy   |
| • MP222 Intradiscal Biacuplasty  | • MP286 Cholecystectomy   |
| • MP231 Facet or Sacroiliac Joint Denervation                              | • MP303 Molecular Markers to Predict Thyroid FNA (Fine-Needle Aspiration) |
| • MP235 Total Facet Arthroplasty   | • MP316 High Intensity Focused Ultrasound                                 |
| • MP236 Immune Cell Function Assay for Transplant Rejection                |   |
| • MP237 Transurethral Radiofrequency Tissue Remodeling                     |   |
| • MP238 Ocular Blood Flow Tonometer  |   |
| • MP245 Helicobacter pylori Testing  |   |
| • MP248 SNP's To Predict Risk of Non-Familial Breast CA                    |   |
| • MP249 Bioimpedance Spectroscopy  |   |

GHP continues to solicit physician and non-physician provider input concerning medical policies. We appreciate your feedback.

Send comments to Phillip Krebs at: [pkrebs@GeisingerHealthPlan.com](mailto:pkrebs@GeisingerHealthPlan.com).