

June 2021

BlueBlastSM

News Providers Can Use



 **Healthy BlueSM**
BlueChoice® HealthPlan of SC

Healthy Connections 

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Keeping Up With Routine Vaccinations During COVID-19

BlueChoice® Health Plan partners with Amerigroup companies to administer certain services to Medicaid Managed Care (MMC) and Child Health Plus (CHPlus) members. This notice is specific to the MMC and CHPlus programs only.

Well-child visits and vaccinations are essential services.

In May 2020, the Centers for Disease Control and Prevention (CDC) released a [report](#) showing a drop in routine childhood vaccinations during the COVID-19 pandemic as a result of stay-at-home orders and concerns about infection during well-child visits. Both the American Academy of Pediatrics and the CDC recommend the continuation of routine childhood vaccinations during the COVID-19 pandemic, noting they are essential services.



 fb.me/HealthyBlueSC

 [@CoachBlueSC](https://www.instagram.com/CoachBlueSC)

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Updated Guidance for Behavioral Health

The South Carolina Department of Health and Human Services (SCDHHS) has announced updated guidance to clarify several behavioral health policies. The clarifications are described below.

Licensed Independent Practitioners

To further align with the American Medical Association Current Procedural Terminology (CPT®) 2021 Professional Codebook, the description of individual psychotherapy in the [Licensed Independent Practitioners provider manual](#) will specify that the Healthy Connections Medicaid member must be present for individual psychotherapy. Providers may still deliver these services via telehealth as described in previous guidance, but the Healthy Connections Medicaid member who is receiving the service must receive the service directly regardless of the delivery method.

Rehabilitative Behavioral Health Services

- Providers may now submit the Community Integration Services Provider Credentialing Request and Therapeutic Childcare Center Credentialing Request forms to the SCDHHS Division of Behavioral Health fax number and email address.

- To comply with SCDHHS' State Plan, Healthy Blue will only reimburse residential substance abuse treatment rendered by the Department of Alcohol and Other Drug Abuse Services (DAODAS) providers. Healthy Blue will reimburse providers at the rate specified on the DAODAS fee schedule.

For any questions or concerns regarding this alert, please contact the SCDHHS Division of Behavioral Health at 803-898-2565.



Coding Spotlight: Mental Disorders in Childhood

Mental disorders among children may cause serious changes in the way they typically learn, behave or handle their emotions, which leads to distress and problems getting through the day. Health care professionals use the guidelines in the American Psychiatric Association's Diagnostic and Statistical Manual, Fifth Edition (DSM-5), to help diagnose mental health disorders in children.



What Matters Most: Improve the Patient Experience

What Matters Most: Improving the Patient Experience is an online course for providers and office staff that addresses gaps in care and offers approaches to communication with patients. This course is available at no cost and is eligible for one Continuing Medical Education credit by the American Academy of Family Physicians.

Providers and office staff can access the What Matters Most training at www.patientexptraining.com.*



CME Credit upon completion

Did you know?

- Substantial evidence points to a positive association between the patient experience and health outcomes.
- Patients with chronic conditions, such as diabetes, demonstrate greater self-management skills and quality of life when they report positive interactions with their health care providers.
- Patients reporting the poorest-quality relationships with their physicians were three times more likely to voluntarily leave the physician's practice than patients with the highest-quality relationships.

How will this benefit you and your office staff? You'll learn tips and techniques to:

- Improve communication skills.
- Build patient trust and commitment.
- Expand your knowledge of the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey.

Designed For

- Doctors
- Nurses
- Health Professionals
- Medical Office Staff

Details

- Available on smartphone, tablet, or computer.

CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

What Matters Most

Improving the Patient Experience



START

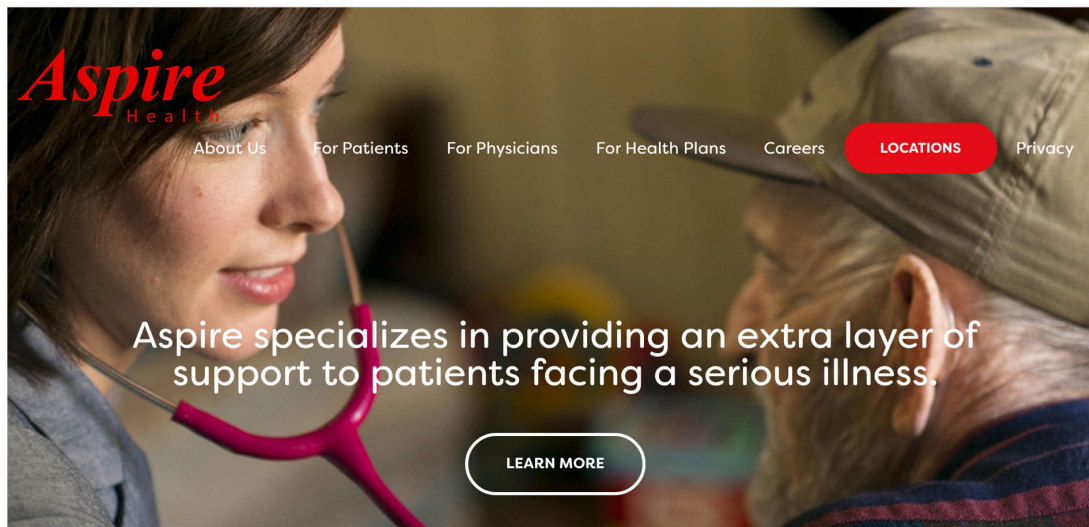
LAUNCH EXPERIENCE

*This link leads to a third-party site. That organization is solely responsible for the contents and privacy policies on its site.

Aspire Health for Members in Need of Palliative Care

Healthy Blue has contracted with Aspire Health to provide in-home and virtual palliative care services to our Medicaid members facing advanced illness. Aspire Health is an independent company providing in-home care services on behalf of BlueChoice® HealthPlan.

Aspire offers a solution to the fragmented and expensive care patients so often experience during the last chapter of life. By working with community physicians to enroll and serve these vulnerable patients in their homes, Aspire helps patients increase their overall comfort, increase their satisfaction with both their PCP and their health plan, and minimize the risk of unnecessary or unwanted hospitalizations.



Aspire’s clinicians are experts in providing patients with relief from the symptoms, pain, and stress of a serious illness.



For Patients

Facing a serious illness is one of the most difficult challenges a patient and their family ever face. Fear about the future. Uncontrolled symptoms. Complex medical decisions. Frequent trips to the emergency room and hospital. Aspire Health is here to help.

[Read More](#)



For Physicians

Whether you are a specialist or a primary care physician, your goal is to provide the highest quality care to your patients, especially those patients facing a serious illness. At Aspire Health, we would be honored to partner with you to serve your patients.

[Read More](#)



For Health Plans

Aspire Health has developed a network of specialized physician practices that provide comprehensive medical care in the home for patients facing a serious illness. Aspire’s team in each market is led by a board-certified palliative care physician.

[Read More](#)



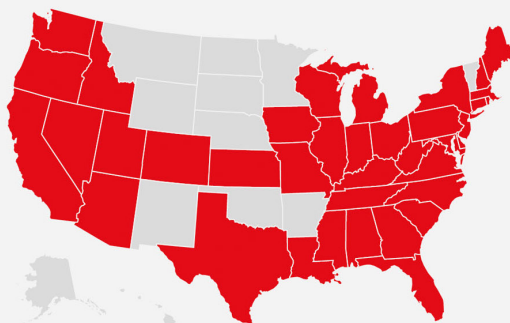
For Future Employees

Aspire Health’s team members are passionate about caring for patients with a serious illness and embody our core values of clinical excellence, compassion, teamwork, and going the extra mile. We hope you will join us.

[Read More](#)

Locations

Aspire currently serves patients in 25 states and the District of Columbia. In each city we employ a team of specially trained physicians, nurse practitioners, nurses, social workers and chaplains. Click on the map to see if we offer services in your area.



See if you are eligible for our services.

[LEARN MORE](#)

For more information or to refer one of your patients to the Aspire program, please call Aspire’s 24/7 Patient and Referral Hotline at 877-702-6863 or visit aspirehealthcare.com.*

*This link leads to a third-party site. That organization is solely responsible for the contents and privacy policies on its site.

Medical Drug Benefit Clinical Criteria Updates

On Feb. 19, 2021, and March 4, 2021, the Pharmacy and Therapeutics (P&T) Committee approved the following clinical criteria applicable to the medical drug benefit for Healthy Blue. These policies were developed, revised or reviewed to support clinical coding edits.

Visit the [Clinical Criteria Page](#) to search for specific policies. If you have questions or would like additional information, use this druglist@ingenio-rx.com.



Great News: Sign Up for Provider News Updates

You no longer need to reach out to your Provider Education representative to receive news updates from Healthy Blue. You now have the option to subscribe directly from the website. If you or any other Healthy Blue provider would like to subscribe, visit www.HealthyBlueSC.com, follow the path Providers > Communications > Communications Overview and select **Subscribe to News Updates**.

Correction to a Step Therapy Update

In a recent notification, we shared that, effective May 1, 2021, we would be including the following codes in our step therapy review process. **Please be advised we will not include these codes in our step therapy review process at this time.**

Clinical Criteria	HCPCS or CPT Code(s)	Drug
ING-CC-0182	J1756	Venofer®
ING-CC-0182	J2916	Ferrlecit®
ING-CC-0182	J1750	Infed®
ING-CC-0182	J1439	Injectafer®
ING-CC-0182	Q0138	Feraheme®
ING-CC-0182	J1437	Monoferric®



It's Summer Time



BlueChoice HealthPlan is an independent licensee of the Blue Cross Blue Shield Association. BlueChoice HealthPlan has contracted with Amerigroup Partnership Plan LLC, an independent company, for services to support administration of Healthy Connections. Amerigroup Corporation, an independent company, administers utilization management services for BlueChoice HealthPlan.

Some links in this newsletter lead to third-party sites. Those organizations are solely responsible for the content and privacy policies on these sites.

The codes listed are for informational purposes only and are not intended to suggest or guide reimbursement. If applicable, refer to your provider contract or health plan contact for reimbursement information.

To report fraud, call our confidential Fraud Hotline at 877-725-2702. You may also call the South Carolina Department of Health and Human Services Fraud Hotline at 888-364-3224 or email fraudres@scdhhs.gov.