

June 2023

PROVIDER NEWS

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Contact Us

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Provider website:
<https://provider.unicare.com>

Customer Care Center:
800-782-0095

ADMINISTRATIVE

2022 Advancing Health Together: Progress Report released **Discover how a focus on whole health in partnership with care providers drives outcomes**

With 80% of health driven by what happens outside the doctor's office,* healthcare is not just about treatments and tests; it's about caring for the entire person. That's why UniCare Health Plan of West Virginia, Inc.'s parent company, Elevance Health, in partnership with care providers, is working to create a better system that supports whole health.

To demonstrate how, Elevance Health has published its **2022 Advancing Health Together: Progress Report**.



Delivered via a dynamic website, the report features videos and engaging content detailing how we're working with care providers to improve whole health for the people and communities we mutually serve by:

- **Committing to whole health:** To truly advance whole health, we must look at the physical, social, behavioral, and pharmacy drivers of each person's health, as well as any health inequities that may exist for them.
- **Contracting for outcomes:** Changing how healthcare is paid for may be the single most impactful lever for improving the healthcare system. We are "all in" on leading the move to value-based reimbursement.
- **Collaborating for success:** Advancing health together means supporting care providers by lessening their administrative burden and providing the data, insights, and tools they need to deliver exceptional care.
- **Connecting for health:** Connecting the dots when a patient needs care outside of the care provider's office helps ensure they receive the right service at the right time in the right place, seamlessly — making it easier to deliver whole health.

Advancing Health Together: Progress Report spotlights how by working together with our care provider partners, we're able to create a real impact on health.

* U.S. Department of Health and Human Services. Community Health and Economic Prosperity: The Problem, the Causes, the Opportunities, and the Solutions—At a Glance (January 2021): hhs.gov/sites/default/files/chep-sgr-at-a-glance.pdf.

WVUNI-CD-022203-23-CPN22125

Building Vaccine Confidence — A webinar hosted by Pfizer

Join the webinar to empower vaccine confidence and address vaccine hesitancy by parents. Hear from Pfizer experts regarding effective vaccine communication to increase acceptance of vaccine recommendations for childhood and adolescent immunizations.

Learning objectives:

- Learn about vaccine confidence basics
- Key determinants of vaccine decision-making
- Vaccine development and safety monitoring
- Communication strategies and best practices

Webinar date and time:

- Tuesday, June 20, 2023
- 9 a.m. Pacific time/
noon Eastern time

Playback of the webinar recording only available for two weeks.

Register at: <http://bit.ly/41YxHoz>.
(Open link in Google Chrome for the best experience.)

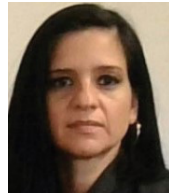
CPN-CD-023697-23

Speakers:



Antonio Jesús Iglesias, PharmD
Vaccines Medical Director, Pfizer

Antonio Jesús Iglesias, PharmD, is a Vaccines Medical Director, Pfizer US Medical Affairs/ Vaccines Medical Development and Scientific Affairs. Dr. Iglesias is committed to making a difference in geographies that include children and adults with disproportionate vaccination rates. He has over 30 years of healthcare-related experience in various sectors, including the pharmaceutical industry, academia, managed care organizations, and government. He received a BS degree in Chemical Engineering and a Doctor of Pharmacy degree from the University of Florida. He also completed a Pharmacy Practice Residency in Pediatrics at the University of Florida/Jackson Memorial Health System in Miami.



Dr. Mateu-Petit
Vaccines Medical Director, Pfizer

Dr. Mateu-Petit is a Vaccines Medical Director at Pfizer. She has expertise in the areas of virology, molecular biology, cell biology, immunology, vaccine-preventable diseases, vaccine clinical trials, and epidemiology of infectious diseases. She joined the Medical Affairs Department after 12 years of academic career. She transitioned to the private sector from the Influenza Division at the Centers for Disease Control and Prevention where her research was focused on the development, characterization, and evaluation of novel and seasonal influenza candidate vaccine viruses. Since then, her efforts have been dedicated to the field of vaccinology.

ADMINISTRATIVE — DIGITAL TOOLS

Provider data management capability on Availity coming for UniCare Health Plan of West Virginia, Inc.

Beginning June 2023, UniCare Health Plan of West Virginia, Inc. (UniCare) will use the provider data management (PDM) capability available on Availity Essentials* to update your provider or facility data.

What features does the capability provide?

This capability allows you to:

- Update provider demographic information for all assigned payers in one location.
- Attest to and manage current provider demographic information.
- Monitor submitted demographic updates in real-time with a digital dashboard.
- Review the history of previously verified data.

What about the other methods I used to update my information?

The Availity PDM capability will replace all other intake channels. Using the Availity PDM capability meets the quarterly attestation requirement to validate provider demographic data set by the *Consolidated Appropriations Act*.

Accessing the PDM application

Log on to [availity.com](https://www.availity.com) and select **My Providers > Provider Data Management** to begin the attestation process.

Administrators will automatically be granted access to PDM. Additional staff may be given access to PDM by an administrator. To find your administrator, go to **My Account Dashboard > My Account > Organization(s) > Administrator Information**.



Training is available

Register to learn about training opportunities here: **Availity training link**

Use these new capabilities the next time you need to update your provider data for UniCare.

** Availity, LLC is an independent company providing administrative support services on behalf of the health plan.*

WVUNI-CD-024174-23-CPN23280

Secure data sharing

Secure data sharing:

- Decreases the costs and resources associated with medical record collection.
- Reduces the need for phone communication between you and UniCare Health Plan of West Virginia, Inc. (UniCare).
- Ensures your staff are not removed from daily office tasks to fulfill requests.
- Allows UniCare to conduct audits electronically, which eliminates the need for onsite audits.

Other benefits include:

- A potential increase in quality scores.
- Secure and fast file transferring (for example, medical records, *Gaps in Care Report*, *Performance Analysis Report*, etc.).
- An unlimited amount and size of medical record and electronic medical record (EMR) file transfers.
- Expedited, real-time data transfers.
- Potential risk reduction by securely storing PHI.

Secure data sharing is easy:

- **Secure file transfer protocol (SFTP):** SFTP is a network protocol for accessing, managing, and transferring files. Unlike the standard file transfer protocol, SFTP prevents passwords and sensitive information such as PHI from being exposed.
- **EMR data feeds:** EMR technology can now submit limited HEDIS® data not captured through claims submission by using a secure, one-way data feed, reducing the burden of data collection.
- **Remote access:** Detailed documentation from medical records that cannot be submitted via claims or EMR data feeds can be abstracted directly from the EMR website.



What is provided?

- **SFTP and EMR:**
 - Training on required data field elements and the SFTP folder for UniCare
 - Access to a dedicated data management representative
 - Monthly receipt of a data file and communication between UniCare and provider data management representatives
- **Remote access to:**
 - Website
 - Website link
 - UniCare list of users
 - Provider contact for setup and support

WVUNI-CD-016134-22

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Introducing Roster Automation to improve turnaround times and data accuracy

To help become your most valued partner in the industry, we are launching new technology and processes for updating provider data — Roster Automation. Roster Automation is a new technology solution designed to streamline and automate large provider data additions, changes, and terminations that are submitted using a standardized Microsoft Excel submission. Any provider, whether an individual provider/practitioner, group, or facility, can use Roster Automation starting today.¹

How roster updates happen today

Currently, roster updates are completed manually, without consistent standardization of intake processes or roster formats. Because of the current process, there are many touch points, which can lead to provider data fallout and require additional research and manual intervention, creating a delay in the update.

Where we're headed with Roster Automation

Roster Automation was created to drive a standardized intake method that allows the ability to autoload changes. This technology will significantly reduce the turnaround time and drive quality through standardization and programmed business rules, improving provider data accuracy.

Benefits to our care providers

When a roster is submitted using the established requirements, Roster Automation will ensure the following, utilizing business rule logic:

- Consistently updated data
- Timely updates (processing times of less than five business days)
- Compliance with federal and/or state mandates
- Improved data quality through standardization
- Increased provider directory accuracy

Submit a roster utilizing Roster Automation today in two easy steps:

1. Utilize the standard roster template:
 - For your convenience, there is a standard roster Excel document. Find it online [here](#).
2. Follow the *Rules of Engagement*:
 - A reference document, *Roster Automation Rules of Engagement*, is available to ensure error-free submissions, driving accurate and more timely updates through automation. More detailed instructions on formatting and submission requirements can be found on the first tab of the standard roster template (*User Reference Guide*). Find it online [here](#).

Submit your roster using your existing submission process for provider data updates.



Introducing Roster Automation to improve turnaround times and data accuracy (cont.)

Coming soon

For Availity* Essentials users, we will be enabling the *Provider Data Management* application. This functionality will allow you to upload your roster in Availity directly, streamlining the submission process. Watch for news and announcements within Availity, as well as information in our provider newsletter, for when this functionality will be available for your specific market/line of business.

If you aren't registered to use Availity Essentials, signing up is easy and 100% secure. There is no cost for your providers to register or to use any of the digital applications. Start by logging into [Availity.com](https://www.availity.com) and selecting the **Register** icon at the top of the home screen. You can also use this [link](#) to access the registration page.

1 If any data updates require credentialing and do not pass our business rules logic for automation, your submission will be routed appropriately for further action.

* Availity, LLC is an independent company providing administrative support services of behalf of the health plan.

WVUNI-CD-025276-23-CPN25213

POLICY UPDATES

Clinical Criteria updates

On August 19, 2022, September 12, 2022, November 18, 2022, and December 12, 2022 the Pharmacy and Therapeutic (P&T) Committee approved several *Clinical Criteria* applicable to the medical drug benefit for UniCare Health Plan of West Virginia, Inc. (UniCare). These policies were developed, revised, or reviewed to support clinical coding edits.

Visit the [Clinical Criteria website](#) to search for specific policies. For questions or additional information, reach out via [email](#).



[Read more online.](#)

WVUNI-CD-020023-23-CPN19724

MCG Care Guidelines 27th edition

Effective September 1, 2023, we will upgrade to the 27th edition of MCG Care Guidelines for several modules.



[Read more online.](#)

WVUNI-CD-021802-23-CPN20908



PRODUCTS AND PROGRAMS — PHARMACY

Prior authorization updates for medications billed under the medical benefit

Effective for dates of service on and after June 1, 2023, the following medication codes billed on medical claims from current or new *Clinical Criteria* documents will require prior authorization.

Please note, inclusion of a national drug code on your medical claim is necessary for claim processing of drugs billed with a not otherwise classified (NOC) code.

Visit the [Clinical Criteria website](#) to search for the specific *Clinical Criteria* listed below.

<i>Clinical Criteria</i>	HCPCS or CPT® code(s)	Drug name
CC-0210	J1302	Enjaymo (sutimlimab-jome)
CC-0211	J9274	Kimmtrak (tebentafusp-tebn)

Note: Prior authorization requests for certain medications may require additional documentation to determine medical necessity.

WVUNI-CD-019351-23/WVUNI-CD-023477-23

QUALITY MANAGEMENT

HEDIS tips: Statin Therapy for Patients With Diabetes (SPD)

The HEDIS® measure Statin Therapy for Patients With Diabetes (SPD) is described as patients 40 to 75 years of age during the measurement year with diabetes who do not have clinical atherosclerotic cardiovascular disease (ASCVD) who met the following criteria:

- Received statin therapy: patients who were dispensed at least one statin medication of any intensity during the measurement year
- Statin adherence 80%: patients who remained on a statin medication of any intensity for at least 80% of the treatment period

High-, moderate-, and low-intensity statin prescriptions

Description	Prescription
High-intensity statin therapy	<ul style="list-style-type: none">• Atorvastatin 40-80 mg• Rosuvastatin 20-40 mg• Amlodipine-atorvastatin 40-80 mg• Simvastatin 80 mg• Ezetimibe-simvastatin 80 mg
Moderate-intensity statin therapy	<ul style="list-style-type: none">• Atorvastatin 10-20 mg• Amlodipine-atorvastatin 10-20 mg• Pravastatin 40-80 mg• Lovastatin 40 mg• Rosuvastatin 5-10 mg• Simvastatin 20-40 mg• Ezetimibe-simvastatin 20-40 mg• Fluvastatin 40-80 mg bid• Pitavastatin 1-4 mg
Low-intensity statin therapy	<ul style="list-style-type: none">• Simvastatin 5-10 mg• Lovastatin 10-20 mg• Ezetimibe-simvastatin 10 mg• Fluvastatin 20 mg• Pravastatin 10-20 mg

HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).



HEDIS tips: SPD (cont.)

How to improve HEDIS scores

Educate patients on the following:

- People with diabetes are 2 to 4 times more likely to develop heart disease or stroke.
- Statins can help reduce the chance of developing heart disease and stroke.
- Continue educating patients about the importance of adhering to their medication therapy and follow-up visits with their provider(s).
- Provide patients with strategies for remembering to take their medication.
- Schedule appropriate follow-up with patients to assess if medication is taken as prescribed.
- Do not rely on the patient to follow through with scheduling subsequent appointments. Routinely arrange the next appointment when the patient is in the office. If the patient misses a scheduled appointment, office staff should contact the patient to assess why the appointment was missed.

UWV-NL-0519-22/WVUNI-CD-022590-23

Improving oral health outcomes

Topical Fluoride For Children (TFC)

HEDIS® measure description

The percentage of members one to four years of age who received at least two fluoride varnish applications during the measurement year.

Oral Evaluation, Dental Services (OED)

HEDIS measure description

The percentage of members under 21 years of age who received a comprehensive or periodic oral evaluation with a dental provider during the measurement year.

Importance of preventive dental services

UniCare Health Plan of West Virginia, Inc.

(UniCare) wants to help our members keep their teeth healthy. Aside from daily brushing, routine preventive oral healthcare with a dentist who includes services, such as a dental cleaning, can ensure this. Preventive oral healthcare helps our members avoid cavities, gum disease, and wearing of their teeth's enamel. UniCare measures this care through the TFC and OED HEDIS measure and the preventive dental services performance measure.

Strategies for improving oral health outcomes:

- Advise members/parents that members may be eligible to receive an incentive for going to the dentist for a cleaning. This can encourage members to keep appointments once they are referred and scheduled with a dentist.
- Remind expectant mothers to make a dental appointment for the baby either at the eruption of first tooth or by the age of one.

The American Dental Association and the American Academy of Pediatrics say that every child should visit a dentist by age one or as soon as the first tooth appears. This well-baby visit teaches parents and caregivers how to care for their children's teeth and help them remain cavity-free.

If you have questions about this communication or need assistance with any other item, visit the Contact Us section at the bottom of our [provider website](#) for up-to-date contact information or call our Customer Care Center at **800-782-0095**.

If you have questions about dental services specifically reach out to Provider Services, **877-408-0917**, email providerservices@skygen.com, or visit the website at <https://pwp.sciodontal.com>.

WVUNI-CD-014467-22/WVUNI-CD-022995-23

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