

PROVIDER UPDATE

JANUARY 1, 2023

NEWS FOR THE NETWORK |  CarePartners
of Connecticut

Provider Update is a monthly, online provider newsletter. We encourage you to [register](#) to receive *Provider Update* by email. If you have registered for email distribution but aren't receiving *Provider Update* at the beginning of each month, look in your spam folder or check with your organization's system administrator to ensure the organization's firewall is adjusted to allow for receipt of *Provider Update* from (SENDER: providerupdate@email-carepartnersct.com).

Reminders

2023 Pharmacy Program

For the latest information on our pharmacy program including our [2023 prescription drug formularies](#) as well as [our medical benefit drug necessity guidelines](#), please visit our website. As a reminder, our guidelines and formularies are reviewed and updated regularly, and new and updated criteria are available to reference online.

Online Prior Authorizations Now Available

You now have access to a new online prior authorization tool, PromptPA, for both pharmacy and medical benefit drugs prior authorization requests. PromptPA can be accessed through [our Provider Portal](#) or directly at <https://point32health.promptpa.com/>. Online submission enables you to view drug-specific criteria, attach clinical information, check the status of your request, and receive a response more quickly.

We also encourage the use of electronic prior authorization (ePA) through EMR, CoverMyMeds, or Surescripts. Alternatively, you can fax prior authorization requests using our [updated request forms](#) to 617-673-0956.

Reminders

With the new year, please remember to always verify member benefits and eligibility prior to the service. You can verify eligibility on [our provider portal](#). Additionally, the member ID card includes important information such as member cost share and billing instructions, including pharmacy claims information for OptumRx, our pharmacy benefit manager as of Jan. 1, 2023.

HEDIS MY2022 Medical Record Requests

Each year, the National Committee for Quality Assurance (NCQA) measures the clinical quality performance of health plans across the nation. The assessment in the NCQA's standardized measurement criteria — known as the Healthcare Effectiveness Data and Information Set (HEDIS) — includes considerations such as effectiveness of patient care, access and availability of care, patient experience, and management of health conditions. The clinical components are measured using data from claims and medical record reviews.

As required by the NCQA and CMS, CarePartners of Connecticut will send HEDIS MY2022 medical record requests via mail to providers beginning in February 2023. Using a systematic process, NCQA selects a sample of providers to receive these requests. Providers should follow the submission instructions as outlined in the mailing.

We appreciate your assistance in providing us access to these records or in sending copies of the requested documentation to us for our review. You can be assured that our staff will maintain confidentiality of all medical information as required by HIPAA regulations. Your help is crucial to the project, as every medical record counts, and your prompt response will ensure that CarePartners of Connecticut's HEDIS measures accurately represent the high quality of care you provide to our members.

CarePartners of Connecticut requires providers to electronically submit the necessary information to the Provider Quality Performance Department via fax at 617-673-0754 or secure email at HEDIS@point32health.org by February 28, 2023. For questions, contact the Provider Quality Performance HEDIS Help Line at 888-7669818, ext. 52809. CarePartners of Connecticut values your continued participation with our clinical quality improvement efforts to meet regulatory and accreditation requirements for the NCQA and CMS HEDIS medical record review.

Inpatient Notification and Drug Prior Authorization for Zynteglo

CarePartners of Connecticut now requires prior authorization for coverage of Zynteglo, a gene therapy indicated for the treatment of transfusion-dependent (severe) beta-thalassemia.

Please be aware that coverage of Zynteglo will require two separate points of contact with CarePartners of Connecticut: a prior authorization request for the drug itself, followed by an acute inpatient notification.

Because Zynteglo is administered in an acute inpatient setting, facilities will need to submit an inpatient notification in accordance with the information contained in the Referrals, Prior Authorizations, and Notifications section of our [Provider Manual](#), and the notification must include the drug code for Zynteglo (HCPCS J3590).

Keep in mind, however, that **prior authorization for the drug must be obtained before the inpatient stay is planned** by submitting a separate prior authorization request to CarePartners of Connecticut. If a patient is admitted to an acute inpatient facility and Zynteglo is administered but coverage of the drug has not already been authorized beforehand, the facility may not receive payment for the administration of the drug.

As detailed in [this article](#) within this issue of *Provider Update*, you now have access to a new online prior authorization tool, PromptPA, for both pharmacy and medical benefit drug prior authorization requests. PromptPA can be accessed through [our Provider Portal](#) or directly at <https://point32health.promptpa.com/>. Online submission enables you to view drug-specific criteria, attach clinical information, check the status of your request, and receive a response more quickly. Alternatively, you may request authorization via FAX at 617-673-0956.

For more information, please refer to our new [Zynteglo Medical Necessity Guidelines](#).

Helpful Reminders for Providers

- **Avoid Printing:** All CarePartners of Connecticut provider documentation is updated regularly. For the most current information, providers should view all documentation online at carepartnersct.com/for-providers and avoid printing.
- **Browser Note:** If you are using an outdated or unsupported browser, certain features on CarePartners of Connecticut's website may be unavailable. For an improved user experience, upgrade your browser to the latest version of Mozilla Firefox or Google Chrome.
- **Secure Provider Portal Self-Service Tools:** CarePartners of Connecticut's online self-service tools enable providers to electronically submit transactions and/or access information related to claims submission, claims status, referrals, prior authorizations, electronic remittance advice, member eligibility, panel information and more. Log in to the secure Provider portal to manage transactions online.

Not Yet Registered?

Information on how to [register for secure access](#) is available on CarePartners of Connecticut's public Provider [website](#).

FOR MORE INFORMATION

WEBSITES

- [Public Provider Website](#)
- [Secure Provider Portal](#)

CONTACT INFORMATION

- Call Provider Services at 888.341.1508, weekdays, 8 a.m.-5 p.m.

