

PROVIDER UPDATE

FEBRUARY 1, 2022

NEWS FOR THE NETWORK



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)).

60-DAY NOTIFICATIONS

Changes to Existing Billing Codes for Spravato® (esketamine) Nasal Spray

Effective for billing dates on or after April 1, 2022, CarePartners of Connecticut will require prior authorization for the combination drug and service G codes associated with Spravato (esketamine): G2082 and G2083. Spravato nasal spray currently requires prior authorization. For more information, refer to the [Medical Drugs Requiring Prior Authorization policy](#) on or after April 1, 2022.

Providers requesting the use of Spravato (esketamine) nasal spray are encouraged to use the following billing codes when requesting prior authorization for the provision of the drug and professional services associated with Spravato (esketamine) therapy:

- G2082 is associated with office or other outpatient visit for the evaluation and management of an established patient that requires the supervision of a physician or other qualified health care professional and provision of up to 56 mg of esketamine nasal self-administration, includes 2 hours post-administration observation.
- G2083 is associated with office or other outpatient visit for the evaluation and management of an established patient that requires the supervision of a physician or other qualified health care professional and provision of greater than 56 mg esketamine nasal self-administration, includes 2 hours post-administration observation.

REMINDERS

Social Determinants of Health for Improved Outcomes

Social Determinants of Health (SDOH), socioeconomic and environmental factors that can impede or improve health, have always been a reality, but the trend of payers and providers factoring them into the impact on patients' overall health is more recent.

Recently, the Centers for Disease Control and Prevention (CDC) National Center for Health Statistics (NCHS) updated ICD-10-CM code set with 11 new diagnosis codes describing SDOH. The new Z codes were created to provide additional information regarding SDOH data such as housing, food insecurity, or transportation.

Addressing a patient's health-related social needs can lead to better health outcomes and lower total health care costs. CarePartners of Connecticut encourages providers to use the specialized SDOH ICD-10 codes whenever possible, as they help to provide a more complete picture of the member. Below is a list of the new Z codes that have been added to the diagnosis classification:

- **Under category Z55 (Problems related to education and literacy)**

- 5 – Less than a high school diploma
- **Under category Z58 (Problems related to physical environment)**
 - 6 – Inadequate drinking-water supply
- **Under category Z59 (Problems related to housing and economic circumstances)**
 - 00 – Homelessness unspecified
 - 01 – Sheltered homelessness
 - 02 – Unsheltered homelessness
 - 41 – Food insecurity
 - 48 – Other specified lack of adequate food
 - 811 – Housing instability, housed, with risk of homelessness
 - 812 – Housing instability, housed, homelessness in past 12 months
 - 819 – Housing instability, housed unspecified
 - 89 – Other problems related to housing and economic circumstances

For more information, refer to this [CMS article on SDoH](#).

Join Us for Upcoming Provider Webinars

As part of our commitment that provider offices have the information that they need to work efficiently with us, CarePartners of Connecticut regularly offers webinars. In February, we are offering the following CarePartners of Connecticut Overview sessions and invite you to register today:

- [Thursday, Feb. 3 from 10–11 a.m.](#)
- [Tuesday, Feb. 22 from 11 a.m.–noon](#)

We will email registrants with login instructions prior to each webinar.

In addition, visit the [Training](#) section of the CarePartners of Connecticut provider website for additional information including printable guides and training videos.

COVID-19 Updates

As a reminder, please refer to our [COVID-19 Information for Providers](#) page for the most up-to-date information on COVID-19, including coverage of home tests, diagnostic testing and treatment, vaccines, and telehealth/telemedicine, as well as billing and coding guidance and other information. Be sure to check back regularly for the latest updates.

New P.O. Boxes

Please be aware that CarePartners of Connecticut has updated P.O. Box mailing addresses, including the address for mailing paper claims. While we encourage electronic claims submission for efficient processing, paper claims should now be mailed to:

CarePartners of Connecticut
P.O. Box 518
Canton, MA 02021-0518

Providers can submit claim adjustment requests via the secure portal or paper submissions of claim adjustment requests can be mailed to:

CarePartners of Connecticut
P.O. Box 478
Canton, MA 02021-0478

Mail forwarding will be available until Dec. 1, 2022 to give you time to update your notes and systems accordingly. For additional contact information, please refer to the [Contact Us page](#) on the CarePartners of Connecticut website.

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.

