

Provider Update

NEWS FOR THE NETWORK

March 2024

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 and Updates

Utilization Management contact information change

Please be aware that we are centralizing management and contact information for our Utilization Management department. Starting May 15, 2024, calls to our Utilization Management department should be directed to 888-341-1508.

CarePartners of Connecticut is dedicated to ensuring that you have a seamless and consistent experience when doing business with us. With a central point of contact, any of our available Utilization Management staff will be able to support you when you call.

As a reminder, for the quickest way to get referrals and authorizations processed, please submit requests through our convenient online Provider Portal. You can also use the [Provider Portal](#) to check on the latest status of your referral and authorization requests.

Should you have any questions regarding this change, please contact Provider Services at 888-341-1508. ♦

CMS Medicare Advantage provider directory audits

Provider directories are an important resource for health care consumers, who rely on them to make informed decisions regarding their health care choices.

It's important that providers assist in efforts to maintain accurate and up-to-date information in provider directories, because inaccuracies can create barriers for members to receive services critical for their health and well-being.

To that end, and in accordance with the Consolidated Appropriations Act of 2020, the Centers for Medicare and Medicaid Services (CMS) conducts Medicare Advantage online provider directory reviews. We recommend that providers in our network assign someone in your office to be responsible for managing activities related to provider directory information, as you may receive outreach from CMS in connection to an audit and it's crucial that you're prepared to address any questions they may have.

Be prepared: questions CMS is likely to ask

CarePartners of Connecticut deeply values our exceptional providers and we're committed to supporting you however we can. To set you up for success in the event of an outreach call from CMS, we want to ensure that you have an opportunity to review the information you're likely to be asked about. In this [Online Provider Directory Review Report](#) issued by CMS, you can find the questions that are typically associated with these audits.

Should your office receive a call from a patient or CMS regarding provider directory information, we encourage you to forward the call to your designated associate to respond to the inquiries, which include (but are not limited to):

- Does the provider see patients at this location?
- Does the provider accept Medicare Advantage Prescription Drug plans at this location?
- Does the provider accept new patients who have a MA-PD plan? (The provider directory is considered accurate if it correctly indicates the provider is or is not accepting new patients.)
- What is the telephone number for making appointments? (Usually confirmed by dialing the phone number.)

Refer to the CMS [Online Provider Directory Review Report](#) (pages 10-11) for a more extensive list of questions that may be asked to determine directory accuracy.

Please be aware that providers who do not respond to verification requests from CMS may face delayed claim reimbursements and removal from provider directories. ♦

Help us keep directory information up to date

Provider directories are an important resource for health care consumers, who utilize them to select providers, make appointments, and access care. In accordance with the No Surprises Act of 2021, providers should review and revalidate their information every 90 days to ensure accuracy of the Provider Directory. Failure to review and update information at least every 90 days may result in directory suppression until such information is validated.

Please make sure to notify CarePartners of Connecticut in advance of any changes to your practice address(s), phone number, office hours, ability to accept new patients, and any other changes affecting availability to see patients. You can confirm current practice information using the [Doctor Search](#). If the information listed is incorrect, update it as soon as possible by informing CarePartners of Connecticut using the Directory Inaccuracy reporting feature located on the search or by completing the [Provider Information Change Form](#) and returning it to CarePartners of Connecticut by email at provider_information_dept@point32health.org, as noted on the form.

If CarePartners of Connecticut identifies potentially inaccurate provider information in the directory, we may outreach to your practice to validate or obtain accurate information. If we are unable to obtain a timely response, the provider record may be subject to suppression in the directories until up-to-date information is received. ♦

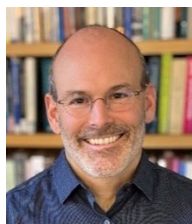
Living Well program offers free resources to all

Are your patients looking for free resources to support them in healthier living? Point32Health's Living Well program offers an abundance of wonderful resources for patients who are looking to make improvements in their physical and mental health from the comfort of their own home. (CarePartners of Connecticut is an affiliated payer brand of Point32Health.) The program is free to all — no membership in any specific health plan is required, and participants can simply drop in with no advance registration.

The program offers virtual health and wellness classes and webinars, guided mindfulness sessions, as well as a variety of fitness classes including yoga, Zumba and strength training; additionally, recordings of past classes can be found on the Point32Health Living Well [YouTube page](#). Patients can also access our meditation hotline, which features brief, pre-recorded sessions in English and Spanish and is available 24/7 by phone at 877-589-6736.

We encourage providers to promote our Living Well program offerings to their patients or any other members of the community who may find them beneficial — or to take part in them yourself. Be sure to check the [Living Well page](#) regularly, as it's updated often with classes available weekly. ♦

Reminder: Join us for Dr. Jud Brewer's Hunger Habit workshop!



If you haven't already, we encourage you to register for Dr. Jud Brewer's March 5 mindfulness and eating workshop for health care professionals. Dr. Jud Brewer, MD, Ph.D. ("Dr. Jud"), is a New York Times best-selling author and thought leader in the field of habit change. We're pleased to offer:

The Hunger Habit: Methods to Transform Our Relationship with Eating
Tuesday, March 5, noon to 1 p.m.

Ideal for health care professionals who treat patients struggling with unhealthy eating patterns, Dr. Brewer's virtual workshop will focus on practical processes for changing unhelpful habits and making healthier choices. Visit our [Mind the Moment](#) webpage for complete details. ♦

Medical drug program updates

New prior authorization programs		
Drug(s)	Effective date	Policy & additional Information
Cosentyx (secukinumab) intravenous	March 1, 2024	Targeted Immunomodulators Skilled Administration
Updates to existing prior authorization programs		
Drug(s)	Effective date	Policy & additional Information
Tecvayli (teclistamab-cqyv)	May 1, 2024	Tecvayli
Akynzeo, Alymsys, Aponvie, Avastin, Avsola, Beovu, Byooviz, Cimerli, Cinvanti, Durolane, Dysport, Elelyso, Evenity, Eylea, Feraheme, Fusilev, Fynetra, Gel-One, Gelsyn-3, Genvisc 850, Granix, Herceptin, Herceptin Hylecta, Herzuma, Hyalgan, Hymovis, Injectafer, Khapzory, Lanreotide (cipia), Leukine, LEVOleucovorin, Lucentis, Monoferric, Monovisc, Myobloc, Neupogen, Nivestym, Nyvepria, Ogivri, Ontruzant, Orthovisc, Prolia, Releuko, Renflexis, Riabni, Rituxan, Rituxan Hycela, Rolvedon, Signifor LAR, Soliris, Stimufend, Supartz FX, Sustol, Susvimo, Synjoyn, Synvisc One, Synvisc, Treanda, Triluron, Trivisc, Udenyca, Vabysmo, Vegzelma, Visco-3, Visudyne, Vivimusta, Xgeva, Ziextenzo, Zilretta	May 1, 2024	Medicare Part B Step Therapy
Oxlumo (lumasiran)	May 1, 2024	Oxlumo



Upcoming training opportunity

CarePartners of Connecticut offers interactive training sessions for up-to-date information on products, plans, and processes that you can attend without having to leave your office. To register for a session, simply find a training date that works for you on our [webinars page](#), click the link, and enter the requested information.

- Thursday, March 21 from 1–2 p.m. ET

For the complete schedule of webinars throughout the year, please refer to this list of [2024 trainings](#). ♦

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: [Public Provider Website](#); [Secure Provider Portal](#)

Contact information: Call Provider Services at 888-341-1508, weekdays, 8 a.m.-5 p.m.