

# Provider Update

## NEWS FOR THE NETWORK

July 2023

*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](mailto:providerupdate@email-carepartnersct.com)).

## Reminders and Updates

### Register for upcoming provider trainings

We offer trainings regularly to update providers and office staff on our CarePartners of Connecticut product. Please join us and save the dates for the following interactive Overview and Updates sessions:

- Wednesday, July 19, 10-11 a.m.
- Thursday, August 17, 11 a.m.-noon
- Tuesday, September 19, noon-1 p.m.
- Wednesday, October 11, 10-11 a.m.
- Thursday, November 16, 1-2 p.m.
- Tuesday, December 12, 11 a.m.-noon

Registration for these sessions is available on our [Webinars page](#).

We also offer online [Printable Guides](#) and [Training Videos](#) to assist providers in doing business with us. ♦

### Secure provider portal access

Not registered for the secure Provider portal? Getting signed up is easy and you'll enjoy the ability to complete the following online transactions quickly and easily:

- Submit claims electronically
- Check claims status
- Verify member eligibility
- Submit referrals, notifications, and prior authorization requests
- Conduct inquiries on referrals, notifications, and prior authorizations

Register for the secure Provider portal today by visiting CarePartners of Connecticut's public website and completing the [Provider Website – Authorization Form](#).

Once registered, visit the [Printable Guides](#) page on CarePartners of Connecticut's public Provider website for step-by-step guides to help you conduct common transactions. ♦

## New virtual behavioral health program available to members

CarePartners of Connecticut is partnering with AbleTo to offer a virtual behavioral health program to members. Aligning with CarePartners of Connecticut's whole person approach to member care, AbleTo's clinical programs are designed to improve both behavioral and physical health.

[AbleTo](#) offers a structured eight-week online program rooted in cognitive behavioral therapy that connects members with outpatient therapy, coaching and digital support. All sessions are confidential and personalized and are conducted via phone or video chat (in English or Spanish) from the member's home. The program is aimed at helping members dealing with a medical condition or life stressor develop tools to manage stress and anxiety, improve mood and outlook, cope with a health issue, and overcome barriers to making a positive change.

Members will be asked to sign a HIPAA consent form to let AbleTo coordinate care with the member's care team as needed throughout the program. If the member signs a HIPAA consent, AbleTo can provide a clinical case summary — which includes all care coordination recommendations and activities— to their primary care provider.

While CarePartner's of Connecticut will identify members who may benefit from the program and offer it to them, providers may also suggest the program for their patients. To do so, please direct members to call 1-833-522-5386, TTY 711 (Monday–Friday 9 a.m.–8 p.m. ET) or visit the [CarePartners of Connecticut AbleTo site](#). ♦

## Integra's network for DMEPOS services

Beginning July 1, 2023, CarePartners of Connecticut and Integra Partners Holdings, Inc. have decided to move all durable medical equipment, prosthetics, orthotics, and supplies (DMEPOS) providers servicing CarePartners of Connecticut members onto Integra's network, and Integra will coordinate network management. Integra is a DMEPOS benefit management company that connects DMEPOS providers, health plans, and members seeking efficient, high-quality care.

We contacted affected DMEPOS providers by letter to inform them that they have the option to join the new Integra DMEPOS network, and must do so in order to continue servicing CarePartners of Connecticut members. Any member whose DMEPOS provider elects not to join the Integra network, or does not meet the network's credentialing and participation requirements, will be transitioned to an in-network provider. If one or more of your patients are transitioned to an Integra provider as a result of their previous DMEPOS provider opting not to join the network, you may receive a call from the new Integra provider to request copies of clinical documentation.

Whenever you are referring a patient for DMEPOS services, please review CarePartners of Connecticut's [Find a Doctor search tool](#), which will be updated regularly as providers are contracted into Integra's network, to ensure that you are referring the patient to an in-network provider.

If you are a DMEPOS provider and you wish to join Integra's network, we encourage you to do so by submitting a 'Request to join the network' inquiry via the [webform](#) on Integra's website. ♦

## Medical Necessity Guideline updates

MNG Title	Effective Date	Summary
Tepezza	Sept. 1, 2023	Criteria expanded to reflect FDA guidance.
Altuviiio	July 1, 2023	Prior authorization now required for Altuviiio (HCPJ3490), approved by the FDA in February 2023 for the treatment of hemophilia A.
Opdualag	July 1, 2023	In alignment with guidance from the National Comprehensive Cancer Network, CarePartners of Connecticut's initial approval criteria no longer require that the patient first try Keytruda and Opdivo before being eligible for coverage of Opdualag.

<b>Lamzede</b>	July 1, 2023	Prior authorization now required for Lamzede (HCPCS J3490), approved in February 2023 for the treatment of non-central nervous system manifestations of alpha-mannosidosis.
<b>Retinal Disorders</b>	July 1, 2023	One overarching MNG has been developed for Retinal Disorders. The following individual drug policies have been retired, and their criteria (which have not changed) can now be found on the overarching MNG for this drug class: <ul style="list-style-type: none"> <li>• Byooviz (Q5124)</li> <li>• Beovu (J0179)</li> <li>• Cimerli (Q5128)</li> <li>• Lucentis (J2778)</li> <li>• Eylea (J0178)</li> <li>• Susvimo (J2778)</li> <li>• Vabysmo (J2777)</li> <li>• Visudyne (J3396)</li> </ul>
<b>Medicare Part B Step Therapy</b>	July 1, 2023	Vivimusta (HCPCS J9506), a drug in the Bendamustine HCl injection class used to treat chronic lymphocytic leukemia, has been added as a non-preferred product and now requires prior authorization. Generic Bendamustine HCl (HCPCS J9033) has been added as a preferred product and does not require prior authorization.

## 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](https://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.