

# PROVIDER UPDATE

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

## 60-DAY NOTIFICATIONS

### Modifier Reimbursement Enhancements

Effective for dates of service beginning Jan. 1, 2023, CarePartners of Connecticut will enhance our existing claim editing to improve the overall accuracy of our claims processing.

Enhancements will include, but are not limited to, pre-payment review of modifiers based on the claim details and the claim history of the patient. When a modifier has been appropriately applied, as determined through the coding validation process, providers will be eligible for reimbursement. In cases where a modifier has been incorrectly applied, payment will be denied.

For more information, refer to CarePartners of Connecticut's [Modifier Payment Policy](#).

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### Prior Authorization Updates Related to Glucose Monitors

CarePartners of Connecticut would like to inform providers that we are updating our Prior Authorization and Inpatient Notification List, effective for dates of service beginning Nov. 1, 2022, to reflect changes the Centers for Medicare and Medicaid Services (CMS) has made to their Local Coverage Determination (LCD) for Glucose Monitors.

The updated language in the LCD provides further clarity regarding the use of terminology such as "continuous glucose monitors," "therapeutic," "non-adjunctive," "non-therapeutic," and "adjunctive." In addition, as a result of the LCD update, prior authorization will be required for the following HCPCS codes:

- E2102 – Adjunctive continuous glucose monitor or receiver
- A4238 – Supply allowance for adjunctive continuous glucose monitor (CGM), includes all supplies and accessories, 1 month supply = 1 unit of service

For more information, refer to the [CarePartners of Connecticut Prior Authorization and Inpatient Notification List](#).

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## Pharmacy Coverage Changes

New Part B Prior Authorization Programs			
Drug	Plan	Eff. Date	Policy & Additional Information
Tepezza	Care Partners of Connecticut	11/1/22	<a href="#">Medical Drugs Requiring Prior Authorization</a>

## REMINDERS

### Promoting the Flu Vaccine

The flu season runs from October through April each year, and given the ongoing COVID pandemic, it's particularly important to emphasize the importance of getting the 2022-2023 flu vaccine to your patients. The Centers for Disease Control and Prevention (CDC) notes that September and October are good times for patients to vaccinate against the flu.

Providers play a vital role in informing patients about protecting themselves against the flu and making healthy decisions about scheduled vaccinations. You are trusted to address widespread misinformation, dispel misconceptions, and engage patients in their health, including vaccination safety and efficacy.

Because members who are eligible for a COVID-19 booster may not be aware that they can receive it at the same time as their flu shot, providers may wish to emphasize the convenience and efficiency of doing so.

The CDC continues to recommend that patients ages six months and older, including pregnant women, receive a flu vaccine every year, with rare exceptions. Flu vaccination provides important protection from influenza and its complications, with the [CDC reporting](#) that in 2019-2020 flu season alone, the flu vaccine prevented an estimated 7.5 million illnesses, 3.7 million medical visits, 105,000 hospitalizations and 6,300 influenza-related deaths in the United States.

For most plans, flu shots are covered at no cost. If members pay out-of-pocket for their flu vaccine, they can submit for reimbursement from Tufts Health Plan. If members are unsure about their plan's benefit or where they can get a flu shot, please advise them to call Member Services at the number on their Tufts Health Plan member ID card.

The Centers for Disease Control and Prevention has a robust [Influenza website](#) that provides valuable information about vaccination, infection control, prevention, treatment, and diagnosis of seasonal influenza — including [Information for Health Professionals](#) and [Influenza ACIP Vaccine Recommendations](#) pages.

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### COVID Vaccines

Together with you, we want to ensure patients have received their COVID-19 vaccines and boosters. To ensure all eligible individuals are up-to-date with their vaccine and boosters, the Center for Disease Control and Prevention (CDC) has created the [COVID-19 booster tool](#) and corresponding [COVID-19 Booster Frequently Asked Questions](#) for individuals to confirm whether they are due for a vaccine or booster.

The Connecticut Department of Public Health (DPH) also has a variety of [vaccine](#) resources for you to share with your patients.

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### Help Us Keep Directory Information Up to Date

The Centers for Medicare & Medicaid Services and other regulatory bodies require health plans to maintain and update data in provider directories — and we rely on providers to review their data and notify us of changes as they happen to ensure that members have access to accurate information.

Be sure to notify CarePartners of Connecticut of any changes to your practice or billing address, panel status, phone number, and list of covering providers. Please confirm current practice information using the [Doctor Search](#). If the information listed is incorrect, update it as soon as possible by completing the [Provider Information Change Form](#) and returning it to CarePartners of Connecticut by email (provider\_information\_dept@point32health.org), as noted on the form.

CarePartners of Connecticut providers will be able to review and maintain up-to-date provider directory information through CAQH ProView later this year. We will provide additional information about using that tool to update provider directory information in future issues of the newsletter.

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## Register for CarePartners of Connecticut Overview Webinar

Looking for the latest information on CarePartners of Connecticut? Register for our CarePartners of Connecticut Overview webinar on [Wednesday, Sept. 28 from 1-2 p.m.](#)

We will email registrants with login instructions prior to the event. In addition, visit the [Training](#) section of the CarePartners of Connecticut provider website for more information including printable guides and training videos.

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## 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.

