



# Provider Newsletter

Virginia Premier Health Plan | Spring 2017

## What's Inside

From the Medical Director.....	2	Surveys.....	5
Addiction and Recovery Treatment Services (ARTS).....	3	Virginia Premier Elite Provider Portal.....	5
False Claims Act.....	3	No Prior Authorization (NPA) List.....	5
Finance Corner.....	4		

## From The Medical Director

Once again, on behalf of Virginia Premier Health Plan, Inc., I'd like to give special thanks to our providers. Thanks to all of you who are caring for our members and making excellent and quality health care possible. You are keeping Virginia Premier's mission front and center on a daily basis.

I'd also like to take the time to update you on some recent developments.

### **HEDIS (Health Plan Effectiveness Data Information Set)**

Virginia Premier prides itself on its tireless efforts to improve HEDIS performance scores. However, we need your help on some measures, which are listed below (along with our suggestions):

<b>MEASURE</b>	<b>SUGGESTION FOR IMPROVEMENT</b>
Controlling high blood pressure	When speaking to our Quality team, document the problem, list the diagnosis of hypertension and make it easy for our nurses in the chart review to find the most recent documented blood pressure.
Immunization (COMBO 3)	The Hep B vaccine given in the newborn nursery seems the most difficult to document. Please assist by documenting this immunization in the first newborn visit.
Timeliness of prenatal care	In most cases, we need to see members as soon as possible in the early weeks of the pregnancy.

Thank you for assisting us in this effort.

### **Pharmacy & Therapeutics Committee**

This committee, composed of representatives from across the State, is extremely busy. The opioid crisis, coupled with the new Addiction and Recovery Treatment Services (ARTS) Program starting April 1, 2017, has added to reviews. Our Vice President for Pharmacy reviewed and updated our formulary each quarter for Medicaid and the Duals Program (Virginia Premier CompleteCare).

If you have any questions, please call 804 819-5151. Visit our website at [www.vapremier.com](http://www.vapremier.com) and use the searchable tool for any medication query. Virginia Premier also encourages continued use of the PMP system, as the opioid crisis in Virginia is proving difficult to manage.

### **Clinical Practice Guidelines and Medical Payment Policies**

Our Medical Management department and Quality team are preparing to update the clinical practice guidelines and the medical payment policies this year from May through July 2017. The pain and opioid use guidelines will incorporate the most recent changes from the Board of Medicine. The Medical Policies – especially for technology and genetics – seem to be constantly in flux.

If you would like to see the guidelines, visit [www.vapremier.com](http://www.vapremier.com).

### **New Employees**

Virginia Premier will soon have a new Chief Medical Officer and a new Psychiatrist Medical Director. Be on the lookout for these announcements.

Enjoy the springtime and all of its beauty!

Until next time,  
Melvin T. Pinn, Jr., MD, MPH, FAAFP

# Addiction and Recovery Treatment Services (ARTS)

## Medicaid's Substance Use Disorder Treatment Benefit

Many people struggle with substance use disorder at some time in their lives. And, along with other parts of the country, Virginia is being impacted by the recent opioid crisis:

“Virginia is experiencing an opioid crisis of overwhelming proportions. At least two Virginians die from prescription opioid and heroin overdoses every day. The Virginia Department of Health reported a 38% increase in deaths from prescription opioid and heroin overdoses between 2012 and 2014. ... Across Virginia, 986 people died due to fatal drug overdoses in 2014, and nearly 80% involved prescription opioid drugs or heroin.”<sup>1</sup>

The good news is that, no matter how severe the problem may seem, most people with a substance use disorder can benefit from treatment.

The Department of Medical Assistance Services (DMAS) and Virginia Premier have implemented an enhanced substance use disorder benefit. Addiction and Recovery Treatment Services (ARTS) expands access to a comprehensive continuum of addiction treatment services. The ARTS benefit is covered through the fee-for-service, Medallion 3.0, and Commonwealth Coordinated Care (CCC) programs. The benefit became effective for all members enrolled Virginia Premier effective April 1, 2017.

## False Claims Act

The False Claims Act (31 U.S.C. § 3729) is a federal law that makes it a crime for any person or organization to knowingly make a false record or file a false claim to any federal health care program. This includes any plan or program that provides health benefits funded by the US government or state health care program.

The following are some examples of potential false claims:

- Knowingly billing for services that were not provided (“knowingly” is also defined as “should have known”)
- Submitting inaccurate or misleading claims for actual services provided
- Billing for services that are not medically necessary
- Participating in a kickback scheme
- Making false statements to obtain payment for services

---

<sup>1</sup> Sources: VCU Department of Health Behavior and Policy. Available at [http://hbp.vcu.edu/media/hbp/policybriefs/pdfs/Senate\\_OpioidCrisisPolicyBrief\\_Final.pdf](http://hbp.vcu.edu/media/hbp/policybriefs/pdfs/Senate_OpioidCrisisPolicyBrief_Final.pdf) . Accessed May 9, 2017.

---

There are significant penalties for violating the federal False Claims Act. Penalties can total as much as three times the amount of the claim plus fines of \$5,000 - \$11,000. In addition, courts can impose criminal penalties against individuals and organizations for willful violations of the False Claims Act.

Report any suspected violations of the False Claims Act to your Compliance Officer or submit a report online by following this link. You may also contact Virginia Premier by phone at:

Program Integrity Officer: 804-819-5173  
Compliance Helpline: 1-800-620-1438

Reports to Virginia Premier will remain confidential and can be anonymous.

## Finance Corner

### **Electronic Funds Transfer (Direct Deposit)**

We encourage Virginia Premier payees to use the Electronic Funds Transfer (EFT) payment method. That will ensure you always get paid by direct deposit into your bank account on the actual payment date (or within one day, depending on where you bank). This way, you can avoid postal delays in receiving your payments.

If you would like to be set up for EFT payments, please go to the Virginia Premier website and download the EFT Set up form and instructions.

### **Reminders Regarding Name or Legal Status Change**

Please update your W-9 with our Contracting team if you have changed your:

- Tax identification number
- Address
- Medicaid provider number
- Legal business name
- Or if you have any other contractual changes

Doing this can avoid possible IRS regulated fines and/or impact on your payments (which could be delayed, if your W-9 isn't updated).

Also, if you notice that the name on your check is not the name associated with your IRS tax ID, please contact our Contracting team promptly with the correct information.

For Virginia Premier's CompleteCare line of business, you must register with our payment processing partner, PaySpan, to receive payments and remittances electronically. To register, please visit [www.payspanhealth.com](http://www.payspanhealth.com). You will need a registration code, PIN, and your bank routing and account numbers. If you do not know your registration code or PIN, please contact PaySpan Provider Services:

Phone: 877-331-7154, option 1 (8:00 a.m. – 8:00 p.m. ET)

Email: [providersupport@payspanhealth.com](mailto:providersupport@payspanhealth.com).

## Surveys

### CAHPS Survey

The Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey will be sent out in the spring of 2017. This survey asks our members to report on and evaluate their health care experiences, including their care from health plans, doctors, nurses and staff in hospitals, physician practices and other health care facilities.

### HOS Survey

The Health Outcomes Survey (HOS) is sent out annually to a random sample of members from each Medicare Advantage plan and surveyed in the spring. The HOS is used to collect information on the following four HEDIS measures:

- Urinary Incontinence in Older Adults
- Physical Activity in Older Adults
- Fall Risk Management
- Osteoporosis Testing in Older Women

Please be on the lookout for the HOS Survey, in case it is sent to your office.

## Virginia Premier Elite Provider Portal

Our single sign-on provider portal now offers access to Virginia Premier Elite member information. The portal can be accessed on our website at [www.vapremier.com](http://www.vapremier.com).

Features include:

- eligibility verification
- claims inquiry
- authorization inquiry

If you have questions regarding our portal or need assistance registering, please call Provider Services at 1-800-727-7536 or contact your local Provider Services Representative.

## No Prior Authorization (NPA) List

To help streamline the authorization process, Virginia Premier has a No Prior Authorization (NPA) Tool available on our website at [www.vapremier.com](http://www.vapremier.com). From the main menu, please select Providers, Medicaid, and Utilization Management. From the drop box, select the Line of Business (LOB) you are inquiring about (i.e. Medallion, CompleteCare, etc.).

There are two options for conducting the search: CPT code or Procedure Name. As you begin to type the first two plus characters (numeric or alphabetic), a drop down list will be populated displaying coding information.

### NPA Update

Effective 6/1/17, Virginia Premier will require authorization for members over the age of 21 for the following skin substitutes:

- Q4100 through Q4175



Tissue-engineered human skin substitutes are products that use living cells within a natural or synthetic matrix to enhance wound healing. They may be used to provide temporary wound coverage or for complete wound closure. Many skin substitute products are currently available with FDA approval for various indications.

If you have any questions regarding authorizations or using the NPA list, please contact our Utilization Management team at 1-800-727-7536, option 3.

### Provider Member Panels

Virginia Premier now offers a web portal for ease of the primary care providers to access a Member List of all patients paneled to that provider. Please visit [www.vapremier.com](http://www.vapremier.com). This listing provides important information and should be reviewed at least monthly by your office staff. Please continue to check eligibility through the portal as this listing does not necessarily reflect eligibility. Please refer to these resources before providing services or referring members to specialists.

### Example of the Member Panel

Medical Practice ID	Medical Practice Address	Provider Name	Member Name	Member ID	Member Gender	Member DOB	Member Phone #	Member Address	Effective Date	Member Status	Benefit Plan
VPPROV	O Dr Drive	Dr Med	ABC Patient	xxxxxxxx	F	xx/xx/xxxx	(757)000-0000	x Milky Way	10/1/2015	ACTIVE	VA PREMIER

If there are any questions regarding the Member Panels or use of the Provider Portal, please contact the Provider Services department at 1-800-727-7536.

### Important Contact Information

Envision Rx Options 855-872-0005  
 VSP 1-800-877-7195 / 1-800-852-7600  
 Smiles for Children 1-888-912-3456  
 AT&T Language Line 1-800-774-4344  
 TTY (Text Service) 1-800-828-1120  
 TDD (Voice Service) 1-800-828-1140  
 McKesson Nurse-line 2-800-256-1982  
 Managed Care Helpline 1-800-643-2273  
 FAMIS Central Processing Unit (CPU) 1-866-873-2647  
 Compliance Helpline 1-800-620-1438

## Our Office Locations

**Richmond Office**  
 600 E Broad St,  
 Suite 400  
 Richmond, VA 23219

**Bristol Office**  
 105 Village Circle  
 Bristol, VA 24201

**Roanoke Office**  
 5060 Valley View  
 Blvd, NW  
 Roanoke, VA 24012

**Tidewater Office**  
 825 Greenbrier Circle  
 Suite 200  
 Chesapeake, VA  
 23320

Contact us at 1-800-727-7536 or visit us online at [www.vapremier.com](http://www.vapremier.com).