

OREGON

# Medical office update



December 2020

## In this issue

- New groups adding Magellan Rx services
- Join our Summit Health Medicare Training
- Introducing a new Medicare Advantage plan for Eastern Oregon
- Medical policy updates

## Join our email list

[Join our email list](#) in order to begin receiving bi-monthly newsletters, as well as occasional electronic communications.

## New groups adding Magellan Rx services

Moda Health's partnership with Magellan Rx Management is expanding. Starting Jan. 1, 2021, Magellan Rx services will include **Multnomah County (Group #: 10001684)** and **OHSU Employees (Group #: 10001819)**.

This partnership has three components to help us provide members with high quality, affordable care. They include the Injectable Drug Program, Site of Care (SOC) and Post Service Claims Edits (PSCE).

- **Prior authorization for provider-administered infusions and injections:** To learn more and find out which medications require prior authorization through Magellan Rx, please visit [modahealth.com/medical/injectables](https://modahealth.com/medical/injectables). You can request prior authorizations through the Magellan Rx self-service portal at [ih.magellanrx.com](https://ih.magellanrx.com). Then, select "New Access Request-Provider" on the right side of the home page.
- **Site of Care (SOC):** To learn more and see the current list of medications included in the program, visit [modahealth.com/medical/siteofcare.shtml](https://modahealth.com/medical/siteofcare.shtml).
- **Post Service Claim Edits (PSCE):** To learn more and view a list of medications in the program, visit [modahealth.com/medical/claim\\_edits\\_policy](https://modahealth.com/medical/claim_edits_policy).

## Introducing a new Medicare Advantage plan for Eastern Oregon

As a valued provider partner, we thank you for being part of our network. We also want to make sure you have the most current information about some changes to our Medicare Advantage membership, and what these changes mean to you.

In 2021, Moda Health will no longer be offering Medicare Advantage plans in Eastern Oregon. We will, however, continue to offer Moda Health Medicare Advantage plans in Western Oregon and Medicare Supplement plans statewide. Moda Health will also be the administrator of a new Medicare Advantage Insurance company in Eastern Oregon called Summit Health, Plan Inc.

As part of Moda's family of healthcare companies, Summit Health builds off the success of the Eastern Oregon Coordinated Care Organization (EOCCO). Like EOCCO, Summit Health's business is founded on a partnership between Moda and a number of Eastern Oregon healthcare providers and health systems, including:

- Eastern Oregon IPA
- Greater Oregon Behavioral Health, Inc (GOBHI)
- Good Shepherd Health Care System
- Grande Ronde Hospital
- Moda
- Saint Alphonsus
- St. Anthony Hospital
- Yakima Valley Farm Workers Clinic

## Join our Summit Health Medicare Training

Please join us for the first Summit Health Medicare Provider Training. This online training is designed for office managers, billing managers, referral and authorization managers, and other staff interested in learning more about the new Summit Health Medicare offerings in Eastern Oregon.

### Sign up today!

Follow these easy steps to sign up for one of our upcoming provider trainings.

1. Click on one of the following registration links to register for the training time that works best for you.
2. Make sure to register each person attending from your clinics/office/hospital separately.
3. You may also register online at [yoursummithealth.com/provider/provider-training](https://yoursummithealth.com/provider/provider-training).

### Questions?

We're here to help. If you have questions, please contact Noah Pietz at [providerrelations@yoursummithealth.com](mailto:providerrelations@yoursummithealth.com).

**Thursday, December 10**  
**9 – 10:30 a.m.**

Register

**Thursday, December 10**  
**12:30 – 2 p.m.**

Register

**Tuesday, December 15**  
9 – 10:30 a.m.

Register

**Tuesday, December 15**  
12:30 – 2 p.m.

Register

**Wednesday, January 6**  
9 – 10:30 a.m.

Register

**Wednesday, January 6**  
12:30 – 2 p.m.

Register



**moda**  
HEALTH

**Plan name**  
CMS [contract#-PBP #]

**Subscriber**  
Mary J. Smith

**Issuer:** 80840  
**ID number:** J01234567  
**Group number:** 10004760  
**Mobile PIN code:** 1234

RxBIN: 610602  
RxPCN: NVTD  
RxGrp: MDHP

**Medicare**  
Prescription Drug Coverage

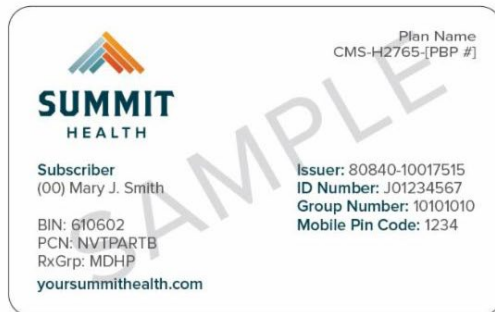
modahealth.com/medicare

**Customer Service:**  
877-299-9062  
**Pharmacy Customer Service:** 888-786-7509  
**24-hour Nurse line:** 866-321-7580  
**TruHearing:** 866-202-2181  
**VSP:** 844-693-8863 | TTY users, please dial 711

**Send claims to:**  
**Medical Claims:**  
P.O. Box 40384  
Portland, OR 97240  
**Pharmacy Manual Claims:**  
P.O. Box 1039  
Appleton, WI 54912-1039

*Medicare limiting charge may apply. This card does not certify or guarantee benefits.*

**Navitus provider inquiries:**  
866-270-3877

**SUMMIT**  
HEALTH

**Plan Name**  
CMS-H2765-[PBP #]

**Subscriber**  
(00) Mary J. Smith

**Issuer:** 80840-10017515  
**ID Number:** J01234567  
**Group Number:** 10101010  
**Mobile Pin Code:** 1234

**BIN:** 610602  
**PCN:** NVTPARTB  
**RxGrp:** MDHP

yoursummithealth.com

**Customer Service:** 844-827-2355  
**24-hour Nurse line:** 866-321-7580  
**TruHearing:** 844-277-6322  
**VSP:** 844-820-8723  
TTY users, please dial 711

**Send claims to:**  
**Medical Claims:**  
P.O. Box 820070  
Portland, OR 97282  
**Pharmacy Manual Claims:**  
P.O. Box 1039  
Appleton, WI 54912-1039

*This card does not certify or guarantee benefits.*

**Navitus provider inquiries:**  
866-270-3877



### Questions?

We're here to help. You can reach us by emailing Summit Health Provider Relations at [providerrelations@yoursummithealth.com](mailto:providerrelations@yoursummithealth.com) or Moda Health Provider Relations at [providerrelations@modahealth.com](mailto:providerrelations@modahealth.com).

We appreciate your partnership in helping these Medicare members get the quality care and services they deserve.

### Medical policy updates

Criteria	August Medical Criteria Summary	Pharmacy/ Medical
AFO/KAFO/HKAFO	<b>Introduction:</b> This is an annual review.	Medical

	<p><b>Criteria changes:</b> Minor grammar changes.</p>	
Air Ambulance	<p><b>Introduction:</b> This is an annual review.</p> <p><b>Criteria changes:</b></p> <ul style="list-style-type: none"> <li>• Minor format changes; an indication where air transport is considered E/I or not medically necessary as a stand alone requirement</li> <li>• Reworded coverage guidelines for member who is unable or inappropriate for air transport</li> </ul>	Medical
Cochlear Implants and Auditory Brainstem Implants	<p><b>Introduction:</b> This is an update.</p> <p><b>Criteria changes:</b> The coverage for unilateral or bilateral cochlear implantation for children was updated to include children as young as 9 months. This follows a recommendation from the American Association of Otolaryngology and an FDA update that says if implantation is appropriate, then children should receive cochlear implants as soon as possible, since this has been correlated with better language outcome.</p>	Medical
Cranial Orthotics	<p><b>Introduction:</b> This is an annual review.</p> <p><b>Criteria changes:</b> No content changes.</p>	Medical
Factor V Leiden	<p><b>Introduction:</b> This is an annual review.</p> <p><b>Criteria changes:</b> Minor grammar updates. No content changes.</p>	Medical
Knee Cartilage Transplants	<p><b>Introduction:</b> This is an annual review.</p> <p><b>Criteria changes:</b> No content changes.</p>	Medical
Medical Nutrition Therapy/Nutritional Counseling	<p><b>Introduction:</b> This is an update.</p> <p><b>Criteria changes:</b></p> <ul style="list-style-type: none"> <li>• Added a section that includes guidelines to allow coverage for nutritional counseling for members that are considered underweight and present with a diagnosis of failure to thrive</li> <li>• Added a reference to the Nutritional Therapy for Eating Disorders policy for requests that are identified for treatment of eating disorders. Included a list of what is considered as eating disorders (National Eating Disorders Association {NEDA})</li> </ul>	Medical

Mobile Outpatient Cardiac Telemetry	<p><b>Introduction:</b> This is an annual review.</p> <p><b>Criteria changes:</b> No content changes.</p>	Medical
Obstructive Sleep Apnea Non-Surgical Treatment	<p><b>Introduction:</b> This is an annual review.</p> <p><b>Criteria changes:</b></p> <ul style="list-style-type: none"> <li>Added details to the requirements for Auto PAP, CPAP and BiPAP coverage to provide clear and concise descriptions</li> <li>Updated grammar for coverage requirements for tongue retaining devices/mandibular advancement oral appliances</li> </ul>	Medical
Push-Rim Activated Power Assist Device	<p><b>Introduction:</b> This is an annual review.</p> <p><b>Criteria changes:</b> No content changes.</p>	Medical
Upper Extremity Orthoses	<p><b>Introduction:</b> This is an annual review.</p> <p><b>Criteria changes:</b> No content changes.</p>	Medical

Criteria	September Medical Criteria Summary	Pharmacy/ Medical
Allergy Testing-Blood	<p><b>Introduction:</b> This is an annual review.</p> <p><b>Criteria changes:</b> No content changes.</p>	Medical
Anesthesia for Routine Gastrointestinal Endoscopic procedures	<p><b>Introduction:</b> This is an annual review.</p> <p><b>Criteria changes:</b> Added clarification; marijuana use, intermittently or frequently, does not by itself require MAC anesthesia</p>	Medical
Breast Pumps	<p><b>Introduction:</b> This is an annual review.</p> <p><b>Criteria changes:</b> No content changes.</p>	Medical
Computer Assisted Navigation for Musculoskeletal Procedures	<p><b>Introduction:</b> This is an annual review.</p> <p><b>Criteria changes:</b> No content changes.</p>	Medical
Cooling Devices	<p><b>Introduction:</b> This is an annual review.</p> <p><b>Criteria changes:</b> No content changes.</p>	Medical

Electron Beam Computed Tomography (EBCT)	<p><b>Introduction:</b> This is an annual review.</p> <p><b>Criteria changes:</b> No content changes.</p>	Medical
Gender Confirming Surgery	<p><b>Introduction:</b> This is an update.</p> <p><b>Criteria changes:</b> Added Section G. Guidelines for Gender Confirming Facial Procedures. Added related Cpt codes. Updated procedures considered experimental and investigational.</p>	Medical
Interferential Stimulation Devices	<p><b>Introduction:</b> This is an annual review.</p> <p><b>Criteria changes:</b> No content changes.</p>	Medical
Patient Lifts (electric or movable)	<p><b>Introduction:</b> This is an update.</p> <p><b>Criteria changes:</b> No content changes.</p>	Medical
Reduction Mammoplasty	<p><b>Introduction:</b> This is an annual review.</p> <p><b>Criteria changes:</b> No content changes.</p>	Medical
Therapeutic Drug Monitoring	<p><b>Introduction:</b> This is an update.</p> <p><b>Criteria changes:</b> No content changes.</p>	Medical

Criteria	September Behavioral Health Criteria Summary	
Nutrition therapy for eating disorder	<p><b>Introduction:</b> Cross-reference medical criteria set.</p> <p><b>Criteria changes:</b> No other changes.</p>	
Adjustment disorder	<p><b>Criteria changes:</b> Retire.</p>	
Chemical Dependency treatment	<p><b>Introduction:</b> This is an annual review.</p> <p><b>Criteria changes:</b> No content changes.</p>	
Dissociative disorder	<p><b>Criteria changes:</b> Retire.</p>	
Long-term psychotherapy	<p><b>Introduction:</b> This is an annual review.</p> <p><b>Criteria changes:</b></p>	

No content changes.

Reactive attachment disorder

**Introduction:**

This is an annual review.

**Criteria changes:**

No content changes.

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## Contact us

### Moda Medical Customer Service

For claims review, adjustment requests and/or billing policies, please call 888-217-2363 or email [medical@modahealth.com](mailto:medical@modahealth.com).

### Moda Provider Relations

For escalated claim inquiries, contract interpretation, educational opportunities or onsite visit requests please email [providerrelations@modahealth.com](mailto:providerrelations@modahealth.com)

### Provider Updates

For provider demographic and address updates, please email [providerupdates@modahealth.com](mailto:providerupdates@modahealth.com).

### Credentialing Department

For credentialing questions and requests, please email [credentialing@modahealth.com](mailto:credentialing@modahealth.com).



503-228-6554 | [medical@modahealth.com](mailto:medical@modahealth.com) | [modahealth.com](http://modahealth.com)

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