

September 2016 News Bulletin

Claims tip of the month — Highline Management Services Organization

Highline Management Services Organization (HMSO) is delegated by Amerigroup Washington, Inc. to administer utilization management (UM) and claims for members assigned to PCPs. Therefore, if you provide services to a member who is assigned to an HMSO PCP, be sure to contact HMSO directly for any related questions and submit all such claims to HMSO.

<p>UM Phone: 206-878-1985, option 3 Fax: 206-878-1857</p>	<p>Claims Phone: 206-878-1985, option 3</p>
<p>Hospital admissions/updates Phone: 206-878-1985, option 4 Fax: 206-878-1539</p>	<p>General provider information Phone: 206-724-0869 Mail: P.O. Box 48319, Burien, WA 98148</p>

Amerigroup Washington, Inc. in the community

Amerigroup partnered with Seattle Sounders FC soccer team, Neighborcare School-Based Health Centers and Odessa Brown School-Based Health Centers in a strategic initiative to increase the quality of life for underserved communities. Seven schools with nearly 5,000 students participated in a friendly attendance competition to reinforce reports that attending school, staying active, and getting regular physicals and immunizations empowers and motivates children to lead healthier lives.

Easy to do business with — get connected electronically

Amerigroup wants to increase the convenience and efficiency for your office, as well as help you increase your quality scores, by offering a secure, reliable, systemized process to exchange real-time clinical data with us while maintaining strict HIPAA compliance.

We provide a secure file transfer protocol (SFTP) for accessing, managing and transferring files. Unlike standard file transfer protocols (FTPs), SFTP prevents passwords and sensitive information, such as protected health information, from being exposed.

Advantages include:

- Potential increase in quality scores using electronic medical record (EMR) files
- Secure and fast file transferring (medical records, gaps in care report, performance analysis report, etc.)
- Unlimited number and size of medical record and EMR files transferred
- Expedient, real-time data transfer
- Potential risk reduction — no need to expose confidential health information to risk of loss when files are carried from your office
- Potential cost reduction (operations) — no need to print, scan or copy to CDs and USB thumb drives

Let us help you get started. All we need is your site's full name, address, phone number, email and the name of the staff member(s) who will manage your SFTP. Once we receive your information, we'll contact you within seven business days. We will then create and test your account at no cost to you.

It's that simple! Your office can then connect to the Amerigroup network for safe and secure file transfers with a simple drag and drop.

For more information, contact Data Manager Gabriel Basbus, Corporate Clinical Quality Management, at 212-563-5570, ext. 67403 or gabriel.basbus@amerigroup.com.

Incontinence, urological and ostomy supplies — change to sole source vendor

In order to provide greater consistency in our management of members with incontinence needs and reduce our related costs, effective November 1, 2016, only Medline will be allowed to provide incontinence, urological and ostomy supplies to Washington Apple Health members. Prior authorization will not be provided to any other vendors.

Amerigroup will honor any existing authorizations where the dates of the authorization extend later than November 1, 2016. Upon completion of the current authorization, we will work with the referring provider to move the member to Medline. Requests for any authorization extensions will be redirected to Medline.

Medline provides a comprehensive management program to patients with incontinence, including discrete packaging. If providers wish to contact Medline directly, their contact information is below:

- Phone: 1-866-356-4997, option 5
- Fax: 1-866-202-1563
- Email: managedcarecustomerservice@medline.com

Perinatal psychiatry consultation phone line

The University of Washington (UW) provides telephone consultation at no cost to health care providers caring for women with mental health needs during pregnancy and postpartum. Any health care provider in Washington can utilize this service. They are able to provide consultation on any mental health-related questions for patients who are pregnant, in the first year postpartum or who have pregnancy-related complications (e.g., pregnancy loss, infertility). Topics may include:

- Depression, anxiety or other psychiatric disorders (e.g., bipolar disorder, post-traumatic stress disorder)
- Adjustment to pregnancy loss, complications or difficult life events
- Risks of psychiatric medications
- Nonmedication treatments

The services are provided by faculty members in the UW Department of Psychiatry and Behavioral Sciences with expertise in perinatal mental health. They provide telephone consultation and recommendations as well as referrals to community resources.

Call 206-685-2924 and leave your name and phone number. They respond to calls Monday through Friday between 3 p.m. and 5 p.m., usually within one working day. For more information, contact Deborah Cowley, MD at 206-543-6577.

Note, this is an example of the type of information shared in the psychiatry and addictions case consultation program that provides no-cost, weekly telepsychiatry didactic and case consultation for any PCP in Washington.

Blood pressure control patient tools

At no charge, the Washington State Department of Health (DOH) publishes and provides copies of an enormous array of health education tools for patients to use directly and for providers to post in their offices. If you haven't checked out their Health Education Resource Exchange (HERE), go online and peruse it at here.doh.wa.gov/about-here > Materials.

Given the fact that 70 million Americans are affected by high blood pressure and less than half of these individuals have it well managed, the DOH has made controlling blood pressure a special focus. In Washington, 29 percent of residents have hypertension. The lack of self-awareness of high blood pressure poses one of the greatest impediments to improving outcomes for those with hypertension. Through community partnerships, the DOH has developed and updated their publications for communicating about blood pressure. We believe these tools will benefit individuals (along with the health care team), support awareness and promote continued communication. Below is a list of some of the tools you can find and request at HERE. If you would like to see paper copies of any of these, ask your local Provider Services representative. Also, you can reach out directly to the DOH Program Coordinator for the Heart Disease, Stroke and Diabetes Prevention Unit at marissa.floyd@doh.wa.gov or 360-236-3677 with any questions.

Topic:	Material type:
What's the big deal about controlling my blood pressure?	8.5x11 laminated
Know your blood pressure numbers	8.5x11 laminated
Checking your blood pressure: how to check your blood pressure	8.5x11 laminated
Checking your blood pressure: before you begin	8.5x11 laminated
Checking your blood pressure: taking your blood pressure	8.5x11 laminated
Know your blood pressure numbers	11x17 nonlaminated
Checking your blood pressure: taking your blood pressure	11x17 nonlaminated
What's the big deal about controlling my blood pressure?	11x17 nonlaminated
Checking your blood pressure: how to check your blood pressure	11x17 nonlaminated
Checking your blood pressure: before you begin	11x17 nonlaminated
What is blood pressure?	Brochure
Blood pressure	Manual
Blood pressure tracker	Manual

Quarterly pharmacy formulary change notice

The formulary changes listed in the table below were reviewed and approved at our March 29, 2016, Pharmacy and Therapeutics Committee (P&T) meeting.

Effective October 1, 2016, the changes outlined below apply to all Amerigroup Washington, Inc. patients. Don't forget to read the footnotes at the bottom of the table.

Effective for all patients on October 1, 2016			
Therapeutic class	Drug	Revised status	Potential alternatives
ORAL INHALED CORTICOSTEROIDS	ARNUITY ELLIPTA 100 MCG INH ARNUITY ELLIPTA 200 MCG INH	PREFERRED	N/A
ORAL INHALED CORTICOSTEROIDS	ASMANEX TWISTHALER 110 MCG ASMANEX TWISTHALER 220 MCG ASMANEX HFA 100 MCG INHALER ASMANEX HFA 200 MCG INHALER PULMICORT 180 MCG FLEXHALER PULMICORT 90 MCG FLEXHALER FLOVENT HFA 110 MCG INHALER FLOVENT HFA 44 MCG INHALER FLOVENT HFA 220 MCG INHALER FLOVENT 50 MCG DISKUS FLOVENT 100 MCG DISKUS FLOVENT 250 MCG DISKUS QVAR 40 MCG ORAL INHALER QVAR 80 MCG ORAL INHALER	NONPREFERRED	AEROSPAN ARNUITY ELLIPTA
ORAL INHALED CORTICOSTEROIDS COMBINATION	SYMBICORT 80-4.5 MCG INHALER SYMBICORT 160-4.5 MCG INHALER	NONPREFERRED	BREO-ELLIPTA DULERA ST REQUIRED
ORAL INHALED CORTICOSTEROIDS COMBINATION	BREO ELLIPTA 200-25 MCG INH BREO ELLIPTA 100-25 MCG INH	PREFERRED	N/A

What action do I need to take?

Please review these changes and work with your Amerigroup patients to transition them to formulary alternatives. If you determine preferred formulary alternatives are not clinically appropriate for specific patients, you will need to obtain prior authorization to continue coverage beyond the applicable effective date.

What if I need assistance?

We recognize the unique aspects of patients' cases. If, for medical reasons, your Amerigroup patient cannot be converted to a formulary alternative, call our Pharmacy department at

1-800-454-3730 and follow the voice prompts for pharmacy prior authorization. You can find the Preferred Drug List on our provider website at <https://providers.amerigroup.com/WA>.

If you need assistance with any other item, contact your local Provider Relations representative or call Provider Services at 1-800-454-3730.