

Summer 2021

AvMed Embrace
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Network NewsBrief

A publication for **AvMed**
Providers and Staff



**Sanvello App – Behavioral
Health at Patient’s Fingertips**

Rx Savings Solutions

**New AvMed Authorization
& Referral Tool**

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For complete details on all the current news you need to know and to download forms, please visit our website at AvMed.org.

Submit New Claims:

P.O. Box 569000
Miami, FL 33256

Claims Correspondence, Reviews, and Appeals:

P.O. Box 569004
Miami, FL 33256
Fax: **1-800-452-3847**

OUR COMMITMENT TO YOU

Dear Valued Provider Partner:

We continue working together to help our Members and your patients thrive. Our summer brief will cover topics such as vaccines for children, a new behavioral health app, savings on prescriptions and referral requirements.

We are well into summer and it’s a great time for kids to get vaccinated. It’s especially important this year, since many kids have not had their in-office care visits due to the COVID-19 disruption. The Department of Health and Human Services is encouraging providers to recommend that all children catch up on their vaccines. This needs to occur in anticipation of the next, in-person school year.

In this summer issue of **Network NewsBrief**, we have exciting news to share about a new behavioral health app and cost savings opportunities on prescription medications. We have teamed up with Optum to introduce our Members to the Sanvello app, which supports Members’ mental health needs in a safe, private manner. We have also partnered with Rx Savings Solutions to provide Members and their dependents with lower cost options for prescription drugs.

As we move forward, out of the pandemic, AvMed has reinstated its referral requirement for certain plans. You will be able to submit a referral via a new AvMed Authorization and Referral Tool in the Provider Portal. If you have not already done so, please check our new Provider Portal. Learn how to register at www.AvMed.org/News/Service-Portals.

As always, should you have any questions please call AvMed’s Provider Service Center at 1-800-452-8633 or email us at Providers@AvMed.org.

Stay safe and be well.

Sincerely,



Frank Izquierdo

Senior Vice President
Provider Solutions &
Strategic Alliances
AvMed

CARE OPPORTUNITY CORNER

Summertime Immunizations at a Glance

Parents want the best care for their young children, pre-teens and adolescents; make sure you provide the information they need to make informed decisions on recommended vaccines by letting them know that vaccines are safe and effective, save lives and prevent the spread of contagious illnesses to others who may be only partially vaccinated or not vaccinated at all (this includes the influenza and COVID-19 vaccines for those who qualify). Summer is a great time for getting kids vaccinated while many kids are returning to summer camps, day care and in-classroom learning. This is especially important this year, when many kids may not have had their routine, in-office care.

The COVID-19 pandemic has caused healthcare providers to change how they operate to continue to provide essential services to patients. Ensuring immunization services are maintained or reinitiated is essential for protecting individuals and communities from vaccine-preventable diseases and outbreaks and reducing the burden of respiratory illness during the upcoming influenza season.

Routine vaccination is an essential preventive care service for children, adolescents, and adults (including pregnant women) that should not be delayed because of the COVID-19 pandemic. In light of COVID-19-



related reductions in people accessing vaccination services, it is important to assess the vaccination status of all patients at each visit to avoid missed opportunities for vaccination and ensure timely vaccine catch-up. All vaccines due or overdue should be administered according to the recommended CDC immunization schedules during that visit, unless a specific contraindication exists, to provide protection as soon as possible as well as minimize the number of healthcare visits needed to complete vaccination.

Vaccination prevents illnesses that lead to unnecessary medical visits and hospitalization. Communicating the importance of vaccination to patients and parents/caregivers as well as the safety protocols and procedures outlined in this guidance can help provide reassurance to those who may otherwise be hesitant to present for vaccination visits.

Source: <https://www.cdc.gov/vaccines/pandemic-guidance/index.html>



Please visit <https://www.cdc.gov/vaccines/schedules/index.html> for the recommended timeline of all immunizations.

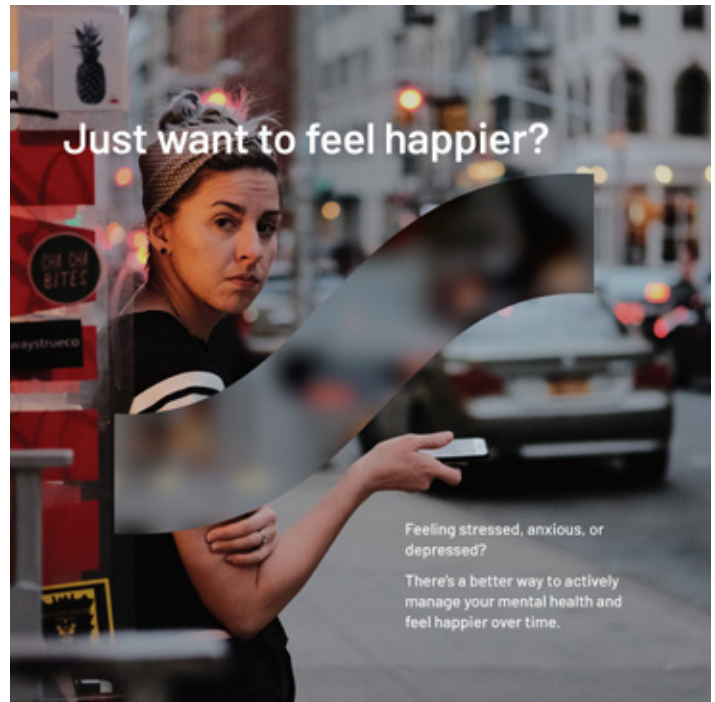
Sanvello App—Behavioral Health Support at Patient’s Fingertips

AvMed continues its mission to help our Members live healthy. At the beginning of the year, AvMed teamed up with Optum as our New Behavioral Health Partner. Now we have partnered with Optum to introduce our Members, your patients, to the Sanvello app. The app will support our Member’s mental health needs, all in a private, safe place, free from labels. Plus, our Members can anonymously connect with others on a similar journey in the Sanvello community.

The Sanvello app puts our Members in the driver’s seat and allows them to choose a broad array of self-care tools, on their terms. It makes managing mental health and tracking progress easy, at no additional cost to our Members. Here’s a glimpse of what our Members can expect:

- Daily mood tracking
- Guided journeys
- Coping tools
- Meditations and progress assessments

Members can download Sanvello from the



App Store or Google Play, select “Upgrade Through Your Insurance,” search “AvMed,” and upgrade with their AvMed Member ID to unlock complimentary Premium access.



Members will receive more information regarding this new app via various communications. If they have questions about registration, Members can email info@Sanvello.com. To learn more, visit Sanvello.com.

QUEST DIAGNOSTICS ALWAYS JUST A CLICK AWAY



AvMed is contracted with Quest Diagnostics for routine outpatient lab services. AvMed Members, your patients, should be referred to Quest, or have their lab specimens sent to Quest. Otherwise, they may be subject to an unanticipated out of pocket expense. Quest also has Ensure FOBT home test kits available.

Requests for genetic testing and Cologuard colon cancer testing are becoming more frequent, as new tests reach the market and as Members and physicians adopt these tests. **Genetic tests and the Cologuard test may be covered, but require a prior authorization.**



MyQuest.QuestDiagnostics.com is a secure tool that makes it easy for your patients to get test results, schedule appointments, track their health history and more, all in one place.

RX SAVINGS SOLUTIONS FOR YOUR PATIENTS

What is RX Savings Solution?

RX Savings Solutions is a confidential service that provides our Members and their dependents with cost-savings opportunities on prescription medications. Rx Savings Solutions looks at the medications they take and prepares a personalized prescription savings plan accordingly. When there is an opportunity to save, Rx Savings Solutions will send a direct mail or email notification letting the Member know to log in and view their savings opportunities.

How Does this Impact You, the Provider?

Many of the recommendations Rx Savings Solutions makes to Members are clinical and may require a prescription change from the provider in order to obtain Member savings. Your office may be contacted via phone or fax for your approval to switch a Member's prescription. This impact on a provider's time is minimal, and can have significant cost savings for Members.

How Should a Provider Use RX Savings Solutions During an Office Visit?

Members have access to the Rx Savings Solutions member portal on their mobile devices. During provider visits, they are able to search medications and compare clinical and financial options and seek the lowest-priced option available at the point of care. The provider can work with the Member prior to writing a prescription and ensure they are selecting the best financial, yet therapeutically equivalent, medication option. Additional tools on the member portal can generate complete lists



of all medications a Member is taking and various adherence reporting metrics that can be shared with providers.

RX Savings Solution is not an insurance plan or a mail-order pharmacy. The tool is an additional benefit offered to eligible Members to help them determine whether there are lower costs available for the prescription medications they take, while keeping them within their existing insurance plan.



Questions? Contact Rx Savings Solutions Pharmacy Support Team. Rx Savings Solutions Pharmacy Support Team is staffed with Certified Pharmacy Technicians available to assist with prescription questions. They can be reached Monday–Friday from 7 am–8 pm CT at **1-800-268-4476** or **support@rxsavingsolutions.com**.

NEW AUTHORIZATION AND REFERRAL TOOL

AART

AvMed Authorization
& Referral Tool

On June 15, AvMed reinstated its referral requirement for Engage (HMO) and Entrust (HMO) Individual and Family plans as well as for Small Group Focus (HMO) plans. At this time, AvMed's Medicare health plans do not require referrals.

As part of our desire to offer excellent service and our valued partnership with you, physicians will now be able to submit a referral via our new **AvMed Authorization and Referral Tool (AART)** – an online, easy-to-use, physician-to-physician referral and health plan authorization system.

To access AART, please log in to the Provider Portal and review the following resources on **AvMed.org**:

- Quick reference guide
- Video tutorial
- List of specialties requiring a referral



Please log into the AvMed Provider Portal or visit AvMed.org for more information and to learn how to get started with our new, online, easy-to-use **AvMed Authorization and Referral Tool (AART)**. Questions? Please contact the Provider Service Center at **1-800-452-8633**.

ANNUAL ENROLLMENT PERIOD 2022



As a Medicare Provider, you should be aware of 2022 benefits. Stay tuned for upcoming webinars and meetings, where you can meet your assigned Benefits Consultants. If you have any questions, contact AvMed's Provider Service Center at **1-800-452-8633**.

BALANCE BILLING LIMITATIONS REGARDING MEDICARE PATIENTS

AvMed Medicare and Medicare Advantage Providers need to be aware of the Centers for Medicare & Medicaid Services' (CMS) recent guidance about balance billing certain enrollees. Providers who balance bill Dual Eligible Medicare beneficiaries or Qualified Medicare Beneficiaries (QMBs) are subject to sanctions, so it's in your best interest to verify your patient's status.

The CMS mandate precludes the billing of any cost sharing amounts to Medicare beneficiaries who are also Medicaid beneficiaries or QMBs. The QMB program, in particular, is a State Medicaid benefit that covers Medicare deductibles, coinsurance, and copayments; it's also subject to state payment limits. Should the State not reimburse you for the full Medicare cost-sharing amount, you cannot charge the patient for the remainder.

This guidance is intended for all Medicare

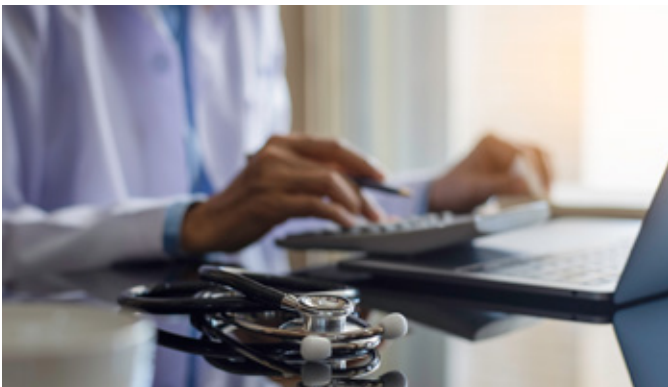


and MA providers – not just the ones who accept Medicaid. More information about dual eligible categories can be found at **Medicare.gov**.



For more information, call AvMed's Provider Service Center at **1-800-452-8633**, Monday-Friday, 8 am-5 pm, excluding holidays

CMS' Fraud, Waste and Abuse Provider Training on AvMed.org



The Centers for Medicare & Medicaid Services (CMS) mandates that all AvMed-contracted entities, including those contracted with AvMed subsidiaries, complete Fraud, Waste and Abuse Compliance Training annually.

To attest that you have completed the Centers for Medicare & Medicaid Services Part C and Part D Fraud, Waste, and Abuse and Compliance Training please complete the form on our website; otherwise the resources here are provided to help healthcare providers complete these requirements.



Visit **www.AvMed.org/web/provider/provider-education/training/** to take the training before submitting your attestation. Once completed, you may print the certificate included for your records.



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9400 S. Dadeland Blvd.
Miami, FL 33156

We welcome your feedback.

It's SURVEY time again and Members are being surveyed to assess their experiences with health plans, Providers and our ability to maintain or improve their physical and mental health. Remember, these surveys are used to assess the patient experience focusing on how patients perceive key aspects of their care. Some of those aspects include: office access and wait times for all Members, care coordination between the PCP and the Specialists and whether providers assess fall risk and provide a fall risk reduction plan to their Members.

If you would like to participate more directly in our Quality Improvement Program or would like information about the program, including progress toward our goals, email us at **Providers@AvMed.org** or call the Provider Service Center at **1-800-452-8633**, Monday-Friday, 8 am-5 pm, excluding holidays.

AVMED'S WEBSITE: AvMed.org

ONLINE PROVIDER SERVICES:

Claims Inquiry, Member Eligibility, Referral Inquiry, Provider Directory, Physician Reference Guide, Clinical Guidelines, Preferred Drug List

Please note our email address:

Providers@AvMed.org

Use our centralized toll-free number to reach several key departments at AvMed.

PROVIDER SERVICE CENTER

1-800-452-8633, Monday-Friday, 8 am-5 pm, excluding holidays

- AvMed Link Line, press one (1).
Use this option to verify Member eligibility and limited benefit information, or confirm and request authorizations.
- Claims Service Department, press two (2).
Use this option to verify status of claims payment, reviews and appeals.
- Provider Service Center, press three (3).
Use this option for questions about policies and procedures, to report or request a change in your panel status, address/phone, covering physicians, hospital privileges, Tax ID and licensure, or any other service issue.
- Clinical Pharmacy Management, press four (4).

AUDIT SERVICES AND INVESTIGATIONS UNIT

1-877-286-3889

(To refer suspect issues, anonymously if preferred)

CARE MANAGEMENT

1-800-972-8633

CLINICAL COORDINATION

1-888-372-8633

(For authorizations that originate in the ER or direct admits from the doctor's office)