

**Provider Update on Anthem Medicare Advantage Individual Member Authorizations for Home Health Patients**

**PLEASE REVIEW THIS NOTICE CAREFULLY FOR IMPORTANT UPDATES and SHARE WITH YOUR LEADERSHIP TEAM.**

**A. Program Population**

THE FOLLOWING REQUIREMENTS APPLY TO ANTHEM MEDICARE ADVANTAGE PROVIDERS SERVICING PLANS WITH THE FOLLOWING PREFIXES (this applies to agencies contracted through NorthCoast.

- Ohio: JRI, JRG, VOC, VOD
- Indiana: XPF, VOK, XPK, XPG
- Kentucky: XPS, XTG, XTH, VOP

**B. Update to Speed Processing of myNEXUS Authorization Requests Effective April 1 2017.**

On Friday afternoon, Anthem and myNEXUS informed NorthCoast that to expedite patients starts of care and to avoid delays in the authorization and reauthorization process, they will be enforcing the Utilization Review Policy requiring submission of prior Authorization and Reauthorization Requests, ideally before service starts, but no later than 2 business days after the start of care. To avoid risk of submission of untimely Authorization and Reauthorization Requests, carefully note:

- Initial Authorization Requests
  - Submit your initial Authorization Requests to NorthCoast asap, but no later than the start of care date
  - NorthCoast will process the request the same day to avoid the 48 hour untimely filing penalty
- Reauthorization Requests
  - Submit your Reauthorization Request, the earlier of:
    - 7 days before utilization of all visits authorized; or
    - 7 days before expiration date of the current authorization
  - NorthCoast will process the request the same day to avoid the 48 hour untimely filing penalty
- Upon receipt of the Authorization and Reauthorization Requests, myNEXUS will process and issue the authorizations; or
  - If missing information/documentation, myNEXUS will contact you directly (the provider) for this additional information. PLEASE COLLABORATE WITH MYNEXUS SO WE CAN EXPEDITE YOUR AUTHORIZATIONS TO ALLOW NORTHCOAST TO BILL FOR SERVICES ASAP.

**C. myNEXUS Authorization Process Effective for Starts of Care March 1, 2017**

myNEXUS has implemented an updated authorization process that extends the date ranges as follows:

- The initial authorization period will be for 30 days, followed by a 30 day re-authorization.
- Initial Authorization Request requirements:
  - Signed/Verbal MD Order
  - Primary ICD-10 Code (at least one)
  - Ordering Physician phone, fax, address, and NPI
  - Hospital/ SNF H &P
- ReAuthorization Request Requirements (**Send to NorthCoast the earlier of a) 7 days before utilization of all visits; or b) 7 days before expiration date of the current authorization to ensure there is no delay in care and/or risk for reimbursement**):
  - Supplemental Order for Services
  - Supporting Documentation (H&P, Office Visit Note, Discharge Summary)
  - OASIS Document, Signed 485 – Plan of Care (Verbal or Signed order)
  - Primary ICD-10 Code (at least one)
- NorthCoast has created standardized fax cover sheets to speed transmittal of documentation for both Initial Authorizations and Reauthorizations. These forms list the information that is required and a checklist for all requirements. These forms and the Start of Care Sub-Type Protocols will be available Tuesday April 4 at [www.northcoastgroup.org](http://www.northcoastgroup.org), click on the “Anthem MA Toolkit”.
- To facilitate access to care, myNEXUS has defined a 30 day Start of Care protocol for the initial authorization period. Requested visits for the initial authorization will auto-adjudicate for frequencies within the visit targets outlined below. Please select the appropriate sub-type when initiating an authorization.

Sub-Type Protocol	SN	PT	OT	ST	MSW	HHA	Total
General	5	4	1	0	0	2	12
THR/TKR	2	9	4	0	0	2	17
Wound General	8	0	0	0	0	0	8
Wound Vac	12	0	0	0	0	0	12
Foley	1	0	0	0	0	0	1
B12	1	0	0	0	0	0	1
CVA	4	12	2	1	0	0	19
CHF	5	6	0	0	0	0	11
COPD	5	6	0	0	0	0	11
Diabetes	8	0	0	0	0	0	8
Sepsis	9	0	0	0	0	0	9
Neuromuscular Restorative	3	8	4	0	0	0	15
Neuromuscular Maintenance	1	5	0	0	0	0	6
UTI	5	0	0	0	0	0	5
CABG	5	6	0	0	0	0	11
Chemo	5	0	0	0	0	0	5

- Authorization is NOT a guarantee of payment. Reimbursement is subject to medical necessity and patient's eligibility with the Health Plan at the time the service is rendered.
- Home Infusion Therapy (HIT) including related HIT SN visits and Hospice are still directly managed by NorthCoast on behalf of Anthem.
- Please contact NorthCoast Intake staff at 216-591-2061 for initial Start of Care Auth questions, or the Case Management Staff at 216-591-2062 for Re-Auth questions.
- **NorthCoast HINTS:**
  - **Select appropriate specific Protocol from above Sub-Type**
  - **If you seek more visits and/or disciplines than provided in the Start of Care Protocols; you need to submit a Reauthorization Request along with documentation supporting the need**
  - **Clearly document medical necessity and homebound status**
  - **Just because someone lives with the patient doesn't make them a Qualified Caregiver**
  - **When possible, avoid providing services outside of the myNEXUS subtype protocol or myNEXUS reauthorization period as you may be at risk for reimbursement**

#### D. Status of Services

- **Jan 1-Jan 31 Service Dates:** Anthem and myNEXUS in good faith have agreed to pay for services rendered under the pre-Auth Fee for Service methodology. Claims are paying and you received payment for January services last week.
- **Feb 1 and after Service Dates:** myNEXUS has offered assistance to expedite the authorization process by contacting NorthCoast providers directly to obtain missing information and/or documentation related to the pending Auths. Please collaborate with myNEXUS so we can expedite your Auths to allow NorthCoast to bill for services ASAP.
- **CAREFULLY NOTE:** NorthCoast remains your Anthem NETWORK MANAGER. Authorizations and Reauthorizations generated on or after March 17, 2017 will be processed through NorthCoast to get to myNEXUS expeditiously and meet the 48 hour Utilization Review Policy requirements for reimbursement.
- **Current Status:** We are expecting updates regarding the reimbursement process for claims with dates of service after February 1, 2017 and will communicate to you upon receipt.

#### WE THANK YOU FOR YOUR SUPPORT! PLEASE CONTACT US WITH QUESTIONS OR CONCERNS.

Janet Harcek, RN, BSN  
Clinical and Quality Manager  
[Jharcek@northcoastgroup.org](mailto:Jharcek@northcoastgroup.org)

T: 216-591-2012/Fax 216-591-2512

Lee Passell  
President  
[Lpassell@northcoastgroup.org](mailto:Lpassell@northcoastgroup.org)

T: 216-591-2030

Katie Svoboda, RN, BSN  
Director of Network Management  
[ksvoboda@northcoastgroup.org](mailto:ksvoboda@northcoastgroup.org)

T: 216-591-2028/Fax 216-591-2528