

Provider News

A PEHP Provider Relations Publication



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Continuing Our Support of COVID-19 Efforts



**PEHP
Services**

PEHP is excited to see the local, national, and global infection rates for the COVID 19 virus decreasing. We are also pleased to see approval of vaccines for the virus and the beginning of the administration of the vaccines in our communities.

We are also pleased that our health care partners were one of the first to have access to the vaccine. We understand that although great progress is being made, that we are still fighting the pandemic and need to continue to practice the recommended health and safety guidelines to prevent the spread of the virus.

PEHP continues to reaffirm our commitment to educate our members to follow those guidelines. PEHP supports these efforts through our coverage of testing and administration of the vaccine for COVID 19.

PEHP continues to promote telephone and telehealth options for services that can be provided through those methods.

PEHP commits to providing notice of any benefit changes relating to COVID-19 at least 60 days in advance of the changes to make sure all are aware of them and that we are transparent in this process.

We understand that our health care partners



are on the frontline in helping people receive treatment for this virus. We are grateful for the work health care professionals are giving to support those that are dealing with this virus.

Remote Access Available for PEHP Resources



**PEHP
Services**

During the COVID-19 national public health emergency, PEHP is working to provide resources and streamline processes remotely so that you can focus on delivering care.

At this time, we have limited our provider representative office site visits; however, we are available during business hours Monday to Friday from 8 a.m. to 5 p.m. to serve our provider community by the following:

- » Virtual Conference Call
- » Telephonic Conference Call
- » Provider Relations Dept. Email
- » Provider Relations Rep Direct Phone
- » Provider Relations Rep Direct Email
- » Provider Relations Rep Direct Fax

To set up a virtual or telephonic conference call, please reach out to your provider relations representative directly.

Transcranial Magnetic Stimulation (TMS) Treatment



PEHP
Policies

PEHHP policy criteria for TMS:

- » TMS therapy is indicated for the treatment of Major Depressive Disorder in adult patients who have failed to receive satisfactory improvement from prior antidepressant medication in the current episode (Clinical TMS Society Recommendation).

- » PEHP covers both superficial and deep TMS.
- » The psychiatrist prescribing the treatment is responsible for the overall daily management and the TMS treatment team.
- » The psychiatrist will be present for the planning and mapping or re-determination if needed.
- » To be reimbursed for daily treatment (90868), the qualified technician must provide updates and progress for every treatment session to be monitored and signed by the prescribing provider.
- » Documentation that the member has failed:
 - › 4 trial of antidepressant agents, including 2 different agent classes, or
 - › is unable to tolerate a therapeutic dose of medications.



PEHP considers TMS treatment for the following conditions investigational (not an all-inclusive list):

- » Autism
- » Bipolar disease
- » Alzheimer's disease
- » Fibromyalgia
- » Migraine
- » Attention Deficit/Hyperactive disorder
- » Traumatic Brain Injury
- » PTSD

Please consult the full policy, found through the secured provider portal at www.pehp.org. Once you've logged in, select Clinical Policies and follow the prompts.

References

The Clinical TMS Society Consensus Review and Treatment Recommendations for TMS Therapy for Major Depressive Disorder Tarique Pereraa, Mark S. Georgeb,c, Geoffrey Grammerd, Phillip G. Janicake, Alvaro Pascual-Leonef, and Theodore S. Wierckig, *Brain Stimul.* 2016; 9(3): 336–346. doi: 10.1016/j.brs.2016.03.010.

Evidence-based guidelines on the therapeutic use of repetitive transcranial magnetic stimulation (rTMS) An update (2014-2018) Jan 2020, *Clinical Neurophysiology*, 131 (2); and *Efficacy of repetitive TMS using a figure 8-coil or an H1-coil in treatment of major depressive disorder A randomized clinical trial.* *Journal of Psychiatric Research* 2019. 114, 113-119.

Did You Know?

Have you ever received a denial on a code you billed with a modifier that you thought should have been paid? Please note that PEHP allows the appropriate use of modifiers, however, records will be required for review for most cases. If the modifier is supported, your claim will be adjusted accordingly.

Welcome Leslie Floisand to Our Team!



PEHP
Provider
Relations

Please join us in welcoming Leslie Floisand to the Network Strategy and Provider Relations Team!

Leslie has worked at PEHP for 20 years, 3 years in the Claims Department, 11 years as Plan Coordinator, 2 years in IT as a Data Analyst, and 4 years as the Audit Specialist Supervisor. Now she gets to learn the ins and outs of the Network Strategy and Provider Relations Department.

She loves hiking, playing pickleball, riding ATV's, and roller coasters. Leslie and her



daughters go on theme park road trips every year, except 2020 so they have some catching up to do in 2021 (fingers crossed).

She enjoys going to Moab with her husband, taking in a few hikes and then

getting lazy and riding ATVs.

She is very excited to get to know everyone in the department better and looking forward to adding a few more years at PEHP.

Genetic Testing

Preauthorization is Required

PEHHP requires prior authorization for all genetic tests. This is not only to determine medical necessity, but also to direct the site of service to Invitae whenever possible. When ordered at Invitae.com, please select the option "Patient Pay".



Medical
Services

PEHP will reimburse the patient directly after submission of invoice. While Invitae is not a contracted laboratory, PEHP applies the in-network benefit when the PEHP member self pays.

Pregnancy related testing such as cfDNA for aneuploidy is covered at Invitae for singleton or twin gestations, and pre-conceptual/prenatal testing is also covered for women. If a recessive condition is found in the woman, testing for her spouse/partner is also covered if he is a PEHP insured.

PEHP does not cover pharmacogenomic testing for predictive drug response in mental health disorders, because it is considered investigational/experimental. For the complete policy, login to the secured provider portal at www.pehp.org, and choose clinical policies in the left hand menu.

Did You Know? Status of appeals can be found through the secured provider portal. Click on claim status, enter in the claim information, and you'll see if we've received an appeal and what the status is.

COLLABORATIVE CARE MANAGEMENT

Access to Psychiatric Services

Improving patient access to scarce psychiatric services continues to be a major challenge and objective for PEHP and other health plans in the state.

To better leverage psychiatric resources in our community and to give primary care providers additional support, PEHP has recently begun to cover the collaborative care management CPT codes, 99492-99494, which will allow primary care providers the ability to consult with psychiatric professionals about their members care.



PEHP's Prenatal and Postpartum Program



PEHP
WeeCare

PEHP WeeCare offers services to meet the needs of your pregnant patients, helping them have a healthy pregnancy, safe delivery and a healthy baby. This program is for PEHP insured members only. We encourage enrollment during pregnancy to earn extra incentives.

Participants receive:

- » **Support:** PEHP Members can contact our friendly WeeCare Specialists by phone, email, or the member message center for any questions before, during, or after pregnancy.
- » **Pregnancy and Postpartum Resources:** Electronic resources are available through the Online Pregnancy Resource Center at pehp.org. Individualized resources are sent by email directly to the member to meet the specific need of each expectant and new mother.

Program Rebates:

- » PEHP members can earn a \$50* rebate by completing the following:
 - › Enrolling in WeeCare during pregnancy.
 - › Phone appointment with the WeeCare Specialist.
 - › Viewing a PEHP Wellness Webinar of their choice.
 - › Submitting rebate form to WeeCare.

**PEHP Rebates are taxable and may not apply to all groups. Contact your employer for details.*

Program Rebates:

- » PEHP Members can enroll at any time during their pregnancy.
- » Depending on plan benefits, PEHP offers full prescription prenatal vitamin coverage (preferred generic) for female members up to age 55.
- » All women who enroll in PEHP WeeCare receive support and referral to educational resources

Contact Us!

Email: weecare@pehp.org

Phone: 801-366-7400 or 855-366-7400

Fax: 801-328-7400

PEHP Member Message Center

Available M-F 9 a.m. – 5 p.m.

Both members and providers can learn more by going to <https://www.pehp.org/wellness/weecare>. We encourage your office to speak to your pregnant patients about this program and the information they can obtain, to help with a healthy pregnancy.

PEHP's Preauthorization List

PEHP chooses specific prescription drugs and specialty medications to require preauthorization. These specific prescription drugs and specialty medications are chosen because of:

- » the high potential for adverse reactions, contraindications, misuse, and safety issues;
- » the opportunity to use first line therapy;
- » cost.

To begin, obtain preauthorization forms, located on the right-hand side at www.pehp.org, under for Providers.

Questions? Contact your Provider Relations Specialist or call our Health Benefit Advisors at 801-366-7555 or 800-765-7347. Members may call our Health Benefit Department for status of the

Drug Removed from List

Drug Name	Effective
Dronabinol	September 2020
Tobramycin inhalation	September 2020
Pulmozyme	September 2020
FreeStyle Libre	November 2020
Buprenorphine/naloxone	November 2020

provider's request.

Approval or denial will be communicated to the provider's office. Preauthorization does not guarantee payment and coverage is subject to eligibility, benefit coverage, and preauthorization requirements.

PEHP's Preferred Drug List is updated several times a year and contains the most current

Drugs Added to List

Drug Name	Effective
Taltz	March 2020
Tibsovo	June 2020
Rozlytrek	June 2020
Rydapt	June 2020
Piqray	June 2020
Sildenafil	July 2020
Imatinib	August 2020
Oriahnn	September 2020
Beovu	September 2020
Tabrecta	September 2020
Rukobia	January 2021
Enspryng	January 2021

preauthorization list, in addition to other lists that affect pharmacy choices. Find it at www.pehp.org.

Provided above are listings of new medications that have been added or removed from PEHP's preauthorization list.

PEHP Preferred Drug List

The PEHP Covered Drug List helps members and providers choose the most effective and economical medication.

PEHP's Pharmacy and Therapeutics Committee is comprised of local physicians and pharmacists that help manage the PEHP formulary.

This committee reviews brand name and generic drugs on a quarterly basis to ensure PEHP's Covered

Drug List contains medications that provide our members with the best overall value based on safety, efficacy, adverse reactions, and cost effectiveness.

The committee's recommendations are implemented twice a year (January and July) to help guide our members to the safest and most effective therapy while helping to manage the rising cost of pharmacy. Below are the most recent changes.

Drugs Added to List

Drug Name	Effective
Ubrelvy	June 2020
Motegrity	July 2020
Briivact	August 2020
Xcorpi	September 2020
Veltassa	September 2020
Midazolam vials	October 2020
Trijardy	November 2020
Glatiramer/Glatopa	January 2021

Drugs Removed from List

Drug Name	Effective
Pregenna	May 2020
Adapalene Swabs	November 2020

Formulary Changes

Drug Name	Formulary	Effective
Pradaxa	Requires prior authorization	June 2021
Copaxone	Changed to Tier C	January 2021
Euflexxa and Synvisc/Synvisc One	Preferred option	January 2021

Provider Relations Specialists

To provide optimal service to PEHP providers, each Provider Relations Specialist is assigned a specific area to manage. This assignment is based on the physical locations of the providers. If you are unsure who your representative is, please call PEHP at 800-677-0457 or 801-366-7557.

SERVICE AREA #1

Chantel Lomax

Provider Relations Specialist

Phone: 801-366-7507 or 800-753-7407

Fax: 801-245-7507

In-State Cities

Holladay (84117, 84121 & 84124), Midvale (84047), Salt Lake City (all other zip codes not mentioned in other service areas), All University of Utah

Out-of-State

Colorado

SERVICE AREA #3

Henry Cruz

Provider Relations Specialist

Phone: 801-366-7721 or 800-753-7721

Fax: 801-245-7721

In-State Cities

Kearns (84118), Magna (84044), Taylorsville (84084, 84129 & 84119), West Jordan (84084, 84081 & 84088), West Valley (84119, 84120 & 84128)

In-State Counties

Tooele, Utah

Out-of-State

Wyoming

SERVICE AREA #2

Carrie Leeman

Provider Relations Specialist

Phone: 801-366-7753 or 800-753-7753

Fax: 801-245-7753

In-State Cities

Murray (84107, 84123 & 84157)

In-State Counties

Box Elder, Cache, Davis, Morgan, Rich, Weber

Out-of-State

All other states, except Colorado, Wyoming, and Arizona

SERVICE AREA #4

Jenna Murphy

Provider Relations Specialist

Phone: 801-366-7419 or 800-753-7419

Fax: 801-328-7419

In-State Cities

Draper (84020), Herriman (84065 & 84096), Riverton (84065, 84095 & 84096), Sandy (84070, 84090, 84091, 84092, 84093 & 84094), South Jordan (84065 & 84095)

In-State Counties

Beaver, Carbon, Daggett, Duchesne, Emery, Garfield, Grand, Iron, Juab, Kane, Millard, Piute, San Juan, Sanpete, Sevier, Summit, Uintah, Wasatch, Washington, Wayne

Out-of-State Cities

Las Vegas, Nevada
Mesquite, Nevada

Out-of-State

Arizona

Did You Know?

Checking on a provider effective date, current address, which networks they are participating on, etc. is found on our provider portal. Login today to take advantage of all the great tools at your fingertips. Contact your Provider Relations Specialist for assistance.

MAILING ADDRESSES

PEHP

560 East 200 South

Salt Lake City, UT 84102-2004

email: providerrelations@pehp.org

Spring 2021

Provider News

Contact List **Note:** Phone numbers for Case Management and Health Benefits Dept. are not the same.

Case Management

801-366-7755 or 800-753-7490

Health Benefits Department/ Preauthorization (outpatient)

801-366-7555 or 800-765-7347

EDI Helpdesk

801-366-7544 or 800-753-7818

Inpatient Preauthorization

801-366-7755 or 800-753-7490

Inpatient Mental Health & Substance Abuse

Authorization

Blomquist Hale Consulting Group (BHCG)
Jordan School District &
Salt Lake City School District
801-262-9619 or 800-926-9619

Pharmacy

801-366-7551 or 888-366-7551

PEHP Website

www.pehp.org

PEHP Wellness & Health Coaching

801-366-7300 or 855-366-7300

PEHP QuitLine

855-366-7500
www.pehp.quitlogix.org

PEHP WeeCare

801-366-7400 or 855-366-7400

Network Strategy & Provider Relations

801-366-7557 or 800-677-0457

Chantel Lomax

Provider Relations Specialist
801-366-7507 or 800-753-7407

Henry Cruz

Provider Relations Specialist
801-366-7721 or 800-753-7721

Jenna Murphy

Provider Relations Specialist
801-366-7419 or 800-753-7419

Carrie Leeman

Provider Relations Specialist
801-366-7753 or 800-753-7753

Josh Hunter

Provider Relations Analyst
801-366-7341

Leslie Floisand

Provider Relations Analyst
801-366-3988

Laurel Rodriguez

Provider Relations Manager
801-366-7350 or 800-753-7350

'Ata Latu

*Network Strategy & Provider Contracting
Senior Manager*
801-366-3906

Cortney Larson

*Director of Network Strategy &
Provider Relations*
801-366-7715 or 800-753-7715