

Provider News

A PEHP Provider Relations Publication



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Navigating Today for a Better Tomorrow



From
PEHP's
Director

PEHP is a unique organization. It is a creation of state law that imposes on us a duty to serve public employees in a relationship of trust, which includes only charging enough to cover our costs and our members' medical expenses.

Above all, we seek to do the right things for the right reasons. This requires that we do our homework, that we listen to concerns, and that we be open and candid in explaining what we think – and in this case, sharing what we're experiencing.

We've been going through a tough stretch. COVID has left us short-handed and with a significant but shrinking claims backlog due to higher complexity, unique legal rules, and recurring spikes in COVID claims. We've also been in the middle of a once-in-a-generation replacement of our core IT system – on top of



R. Chet Loftis

everything else.

We've addressed the situation as best we know how. We've reassigned people, tried to over hire, asked retired employees to come back, and imposed mandatory overtime. It's been hard, but we are getting service levels closer

to normal and we will emerge much stronger and more responsive once our new state-of-the-art IT system is fully in place.

In the meantime, please know we're doing our level best—and if I can do anything to help, please let me know. My email address is managingdirector@pehp.org and my phone number is 801.366.7399.

Coming in 2022

New Core Administrative System



Online
Tools

To meet the increasing complexities of the healthcare market and associated compliance requirements, PEHP is currently in the process of upgrading and installing a new claims payment and administration system.

Groups and members are expected to be transitioned during 2022. We don't have a definitive date at this time but will let you know in advance of the transition and the enhanced capabilities with the new system will provide.

Thank you for your ongoing service to our members.

A Note from Provider Relations



PEHP
Provider
Relations

The medical world is ever changing and ever challenging. All of us at PEHP work very hard to keep up with all those changes and challenges.

As a result, we are currently in the process of implementing a new software environment for our business. This presents its own challenges and delays. While we work through this process, we want to reassure you that our interactions with members and providers remains a top priority.

We ask for your patience and understanding while we work to provide everyone with an even better PEHP experience.

The best way to contact your provider relations specialist is by email. We aim to get back to you within 7 to 10 business days. If you are unsure of who your specialist is, please visit our website at www.pehp.org/providers/contact-us/provider-relations-specialists.

WHERE ARE THE PREAUTHORIZATION FORMS?

Medical and Pharmacy Preauthorization forms have been moved to our secure Provider Portal at www.pehp.org.

When logging into your PEHP



Medical
Services

Provider Account and choosing either Medical Preauth Forms or Pharmacy Preauth Forms from the menu choices on

the left side of the web page, you can search for the appropriate form, download the PDF file, and then complete Preauthorization Forms by answering each question.

Please include all forms and applicable patient notes to document clinical information.

You may Fax the form back to the PEHP Case Management Department at 801-328-7449 or mail to: PEHP Case Management, 560 East 200 South Salt Lake City, UT 84102. If you have preauthorization questions, call PEHP at 801-366-7555.

Did You Know?

Providers have access to a web-based code auditing reference tool created by McKesson Health Solutions, called Clear Claim Connection. This tool is available through the secured provider portal and enables providers to review PEHP's claim auditing rules and the clinical rationale inherent in our claims editing software.

PEHP's Position on COVID-19

PEHHP values the work being done by our healthcare partners during the COVID-19 pandemic. To better assist you during this time, please note the following:

****NEW****

Telehealth Coverage Change

Effective 1/1/22, PEHP will no longer be covering telehealth services for Physical Therapy and BCBA services. All other services for telehealth will remain covered.

Telehealth/E-Care Benefit

We want to remind you that PEHP contracts with Intermountain Healthcare's [Connect Care](#) telehealth solution for all our networks as well as with the University of Utah's [Virtual Visit](#) telehealth solution for our Summit, Preferred, and Capital Networks.

PEHP covers telehealth visits provided by any of our contracted providers at a rate of 90% of the in-office fee. Telehealth services should be provided with a HIPAA compliant platform and billed with a GT and/or 95 modifier and/or 02 place of service.

Telephone Visits

PEHP will be covering telephone E & M visit codes (99441-99443) now and post pandemic, to assist our members to have access to providers that may not have a telehealth option to communicate with our members. Services provided only via phone should be billed with these codes.

As the situation around COVID-19 continues to develop, we'll post updates on our website at www.pehp.org to keep you informed of future changes to our operations.

Again, we thank you for the wonderful care you are providing our members.



Did You Know?

Claims often reject due to bad member ID# or DOB. Please remember to check your 277CA report, as these reports will provide information as to why a claim rejected. Providers can also check through our secured provider portal to see if claims were accepted and/or rejected and the reasons behind it.

Did You Know? Clinical Policies are available to view through PEHP's secured provider portal. Contact your Provider Relations Specialists for assistance getting online to access this useful information.

New to PEHP Provider Relations



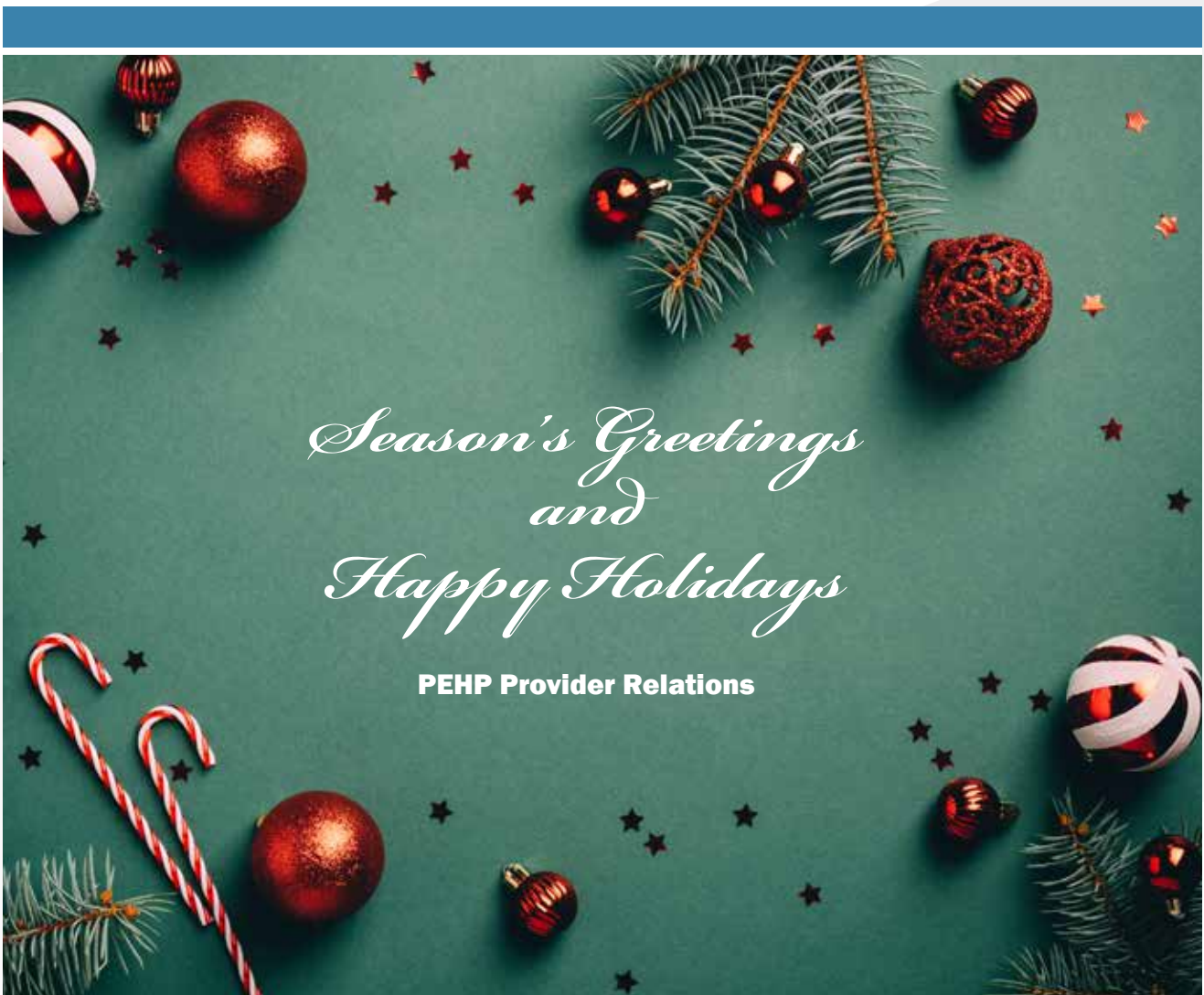
Welcome Melanie Kelaidis



**PEHP
Provider
Relations**

Please help us welcome Melanie to the Provider Relations team!
Melanie comes from Regence BCBS of Utah with 12 years of Provider Relations experience. She also has over 16 years of experience in the medical insurance industry.

Outside of work, Melanie enjoys reading, doing puzzles, and listening to music, especially live music. COVID-19 and the recent quarantines have really changed live music, so she looks forward to getting back out to concerts soon



Clinical Policy Updates



PEHP Policies

We encourage all providers to become familiar with our clinical policies, which are found at www.pehp.org. A login is required. Please contact your Provider Relations Specialist if you don't have one.

Here are updates to some of our policies:

Mammaprint

PEHP policy does not cover Gene Expression Profiling Assay Mammaprint for breast cancer prognosis because the ability to predict chemotherapy benefit is unknown. In accordance with NCCN, PEHP covers the 21-gene assay Oncotype Dx (NCCN Guidelines v. 7.2021, Invasive Breast Cancer). See policy "Genetic Testing – Breast Cancer Prognosis".

Intranept Procedure (Intraosseous Nerve Ablation System)

The procedure is an exclusion of coverage in PEHP's Master Policy.

Genetic Testing

Reminder, Invitae is the PEHP only preferred genetic lab. When ordering test on Invitae website, provider should select "Patient Pay" option at check out. PEHP will reimburse the patient directly after completion of the test.

PET Scans for Neurological Disorders

PEHP considers PET scans experimental and investigational for Alzheimer's disease (including the use of florbetapir-PET and flutemetamol F18-PET for imaging beta-amyloid), dementia, Huntington disease, Parkinson's disease, or for other neurologic indications because of insufficient evidence of its effectiveness. The following HCPC codes are not covered:

- » A9586 – Florbetapir F18, diagnostic, per study dose, up to 10 millicuries
- » A9599 – Radiopharmaceutical, diagnostic, for beta-hyphenamyloid positron emission tomography (pet) imaging, per study dose
- » Q9982 – Flutemetamol F18, diagnostic, per

study dose, up to 5 millicuries

- » Q9983 – Florbetaben f18, diagnostic, per study dose, up to 8.1 millicuries

See policy "Positron Emission Tomography (PET) for Neurologic Disorders"

Testing Women for Vaginitis

The following are proven and medically necessary to evaluate symptomatic women for vaginitis:

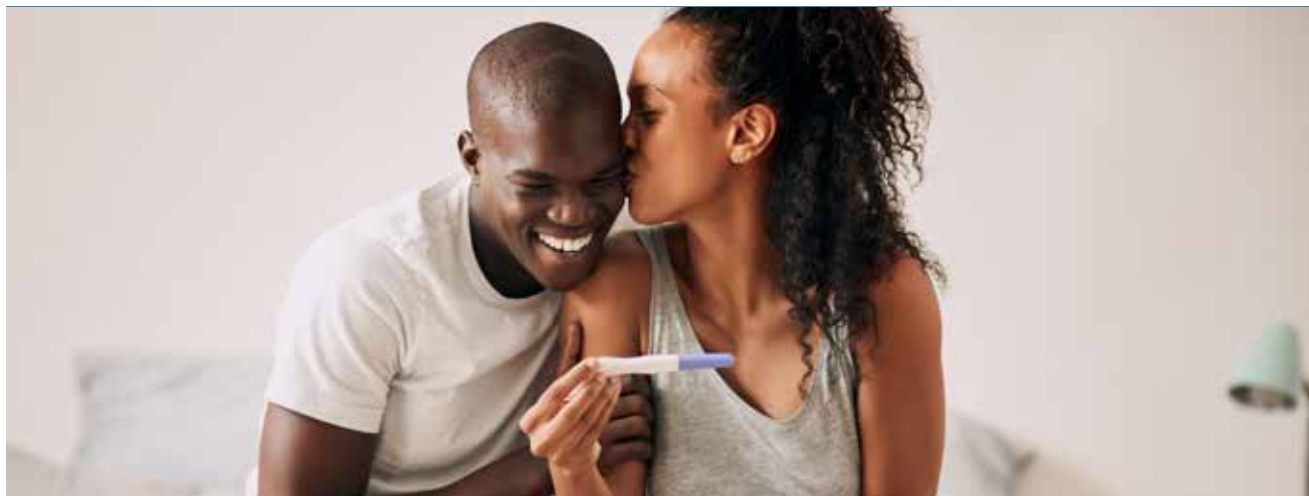
- » Direct and amplified DNA probe testing for Trichomoniasis vaginalis
- » Direct probe testing for Candida sp
- » Direct probe testing for Gardnerella vaginalis
- » Direct DNA probe assays (e.g., Affirm VIP III) for trichomonas, Candida and Gardnerella for members with symptoms of vaginitis

Due to insufficient evidence of efficacy, the following are unproven and not medically necessary:

- » Amplified DNA probe testing for vulvovaginitis due to Candida sp
- » Amplified DNA probe testing for bacterial Vaginosis (i.e., Gardnerella vaginalis)
- » Multiplex polymerase chain reaction (PCR) panel testing of genitourinary pathogens, including but not limited to pathogens commonly associated with Vaginitis
- » PCR testing for candidiasis (Candida albicans, glabrata, krusei, parapsilosis and tropicalis) (e.g., included in the BD MAX vaginitis panel, GenPath GenPap, INFINITI Candida Vaginosis QUAD Assay, LabCorp NuSwab, MDL OneSwab and Quest's SureSwab test)
- » Coding Note effective 1/1/21: CPT 81514 should be reported as a single code for the BD MAX Vaginal Panel procedure and replaces the existing use of 87661, 87481, and 87801.

Note: This does not apply to tests for gonorrhea and chlamydia

See policy "Genitourinary Pathogen Nucleic Acid and PCR Detection"



PEHP's Prenatal and Postpartum Program



PEHP
WeeCare

PEHPP 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. Our insured members can enroll at any time during their pregnancy up through 12 months postpartum to participate and be eligible to receive rebates. We encourage enrollment during pregnancy to earn extra incentives.

WeeCare Rebate (\$50)

1. Enroll in WeeCare during pregnancy.
2. Complete a phone appointment with the WeeCare Specialist.
3. View a PEHP Wellness Webinar of their choice.
4. Submit rebate form to WeeCare.

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

Program Rewards:

- » PEHP Members may enroll at any time during their pregnancy.
- » PEHP WeeCare offers a rebate for participating.
- » 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 [pehp.org>weecare](http://pehp.org/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.

Are You Registered for Electronic Funds Transfer Services?



Electronic Funds Transfer

PEHP requires all contracted providers to enroll in EFT (Electronic Funds Transfer) services to receive payments. PEHP will transfer funds to the provider's bank and send an electronic remittance (835) to the provider through their clearinghouse/UHIN or the provider can log into our secured provider site to download a PDF file of their remittance advice. Payments are made daily as claims are adjudicated.

The EFT enrollment is completed through the secured provider portal and is only for setting up and/or changing EFT banking information. It is not used to update and/or change any demographic information to your office.

Additionally, when providers sign up for EFT they are asked to provide an email address. An email will be sent to the email address provided, which will contain the draft number,

payment amount, and at least one provider's name that was paid on that specific draft. This helps our providers be able to locate the remittance advice online at www.pehp.org, under Claim Status / Remittance Advice.

If you have already signed up for EFT and aren't receiving payment notices, please login today to check the email we have on file. If it's listed incorrectly, simply send an email (edi.helpdesk@pehp.org), or call our EDI Helpdesk at 801-366-7544. It is best practice to choose an email that multiple people have access to, such as a shared office email.

Have multiple providers in your group? It is not necessary to complete the EFT enrollment for each provider who utilize the same TIN. Simply fill out the form once and contact your provider relations specialist with the additional providers that need to be linked to the EFT application.

Did You Know?

PEHP has created a table to assist providers in understanding which CPT and DX code combinations qualify for Healthcare Reform preventative visits. The information can be found here: www.pehp.org/providers/claims-and-billing/preventive-services





Coverage Changes Coming January 1, 2022



PEHP
Pharmacy

INFLUENZA VACCINATION

PEHP strives to promote value-based healthcare through cost-effective interventions. Beginning January 1, 2022, PEHP will no longer cover Flublok quadrivalent influenza vaccine due to its relatively higher cost and lack of significant clinical benefit.

PEHP will continue to cover Afluria, Fluarix, Flulaval, Fluzone, Flucelvax, Fluzone high dose, and Fluad. Currently, Flublok and Flucelvax are the only available influenza vaccines without trace amounts of egg proteins.

The Advisory Committee on Immunization Practices (ACIP) guidelines do not prefer any one vaccine type over another. Patients ≥ 2 years and older with egg allergies will still have access to Flucelvax, a cell cultured-base influenza vaccine.

PEHP continues to work to provide members with access to safe and effective medications at the lowest possible cost. Our decisions are based on extensive clinical data review and discussion regarding safety, efficacy, and value.

GLUCAGON-LIKE PEPTIDE-1 AGONISTS

PEHP works to provide our members with access to safe and effective medications at the lowest possible cost.

Beginning January 1, 2022, PEHP will require that all members taking a GLP-1 agonist also be prescribed metformin or have a documented severe adverse reaction to metformin. PEHP covered GLP-1 agonists are: Trulicity, Ozempic, Rybelsus, Byetta, Bydureon.

This decision is based on extensive clinical data review regarding the safety, efficacy, and value of GLP-1 agonists. The American Diabetes Association recommends use of metformin for most people with type 2 diabetes due to its safety and efficacy profile.

Other glucose lowering agents with proven benefit for patients with cardiovascular disease are recommended as add-on therapy to metformin. PEHP will notify members that are currently taking a GLP-1 agonist of this change.

PEHP's Preauthorization List



**PEHP
Pharmacy**

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 at www.pehp.org, under for Providers.

Questions? Contact your Provider Relations Specialist or call our Health Benefits Department at 801-366-7555 or 800-765-7347. Members may call for status of the 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 Covered Drug List is updated several times a year and contains the most current preauthorization list, in addition to other lists that affect pharmacy choices. Find it at www.pehp.org.

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

Drugs Added to List

Drug Name	Effective Date
Trulicity	January 1, 2022
Ozempic	January 1, 2022
Rybelsus	January 1, 2022
Byetta	January 1, 2022
Bydureon	January 1, 2022

PEHP's Covered Drug List



**PEHP
Pharmacy**

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.

Drug Name	Formulary Change	Effective Date
Stelara	Moving to Tier C1	January 1, 2022
Actemra	Moving to Tier C2	January 1, 2022
Orencia (patients 18 & over)	Moving to Tier C2	January 1, 2022
Trikafta	Moving to Tier C2	January 1, 2022
Remicade	Moving to Tier C3	January 1, 2022
Dupixent	Moving to Tier C3	January 1, 2022

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

E-mail: chantel.lomax@pehp.org

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

E-mail: henry.cruz@pehp.org

In-State Cities

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

In-State Counties

Tooele, Utah

Out-of-State

Wyoming

SERVICE AREA #2

Melanie Kelaidis

Provider Relations Specialist

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

Fax: 801-245-7753

E-mail: melanie.kelaidis@pehp.org

In-State Counties

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

In-State Cities

Murray (84107, 84123 & 84157)

Out-of-State

All other states except Colorado, Wyoming & Arizona

SERVICE AREA #4

Jenna Murphy

Provider Relations Specialist

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

Fax: 801-328-7419

E-mail: jenna.murphy@pehp.org

In-State Cities

Draper, 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

MAILING ADDRESSES

PEHP
560 East 200 South
Salt Lake City, UT 84102-2004

Winter 2021

Provider News

Contact List **Note:** Phone numbers for Case Management, Preauthorization/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
801-262-9619 or 800-926-9619

Pharmacy

801-366-7551 or 888-366-7551

PEHP Website

www.pehp.org

PEHP Wellness

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

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801-366-7507 or 800-753-7407
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Melanie Kelaidis

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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

Department Email

providerrelations@pehp.org