Provider News
A PEHP Provider Relations Publication

From Our Director
Navigating Today for a Better Tomorrow

Online Tools
New Core Administrative System Expected in 2022
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 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.

R. Chet Loftis
New Core Administrative System

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.

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 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.

A Note from 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.

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 PROVIDER NEWS

COVID-19 Update

PEHP’s Position on COVID-19

PEHP 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.
New to PEHP Provider Relations

Welcome Melanie Kelaidis

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.

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.

Season’s Greetings and Happy Holidays

PEHP Provider Relations
We encourage all providers to become familiar with our clinical policies, which are found at [www.pehp.org](http://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 Break Cancer). See policy “Genetic Testing – Breast Cancer Prognosis”.

**Intracept 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 “Genitorurinary Pathogen Nucleic Acid and PCR Detection”
PEHP’s Prenatal and Postpartum Program

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. 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. 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.
Online Payment System

Are You Registered for Electronic Funds Transfer Services?

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
Covered Changes Coming January 1, 2022

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 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

<table>
<thead>
<tr>
<th>Drug Name</th>
<th>Effective Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trulicity</td>
<td>January 1, 2022</td>
</tr>
<tr>
<td>Ozempic</td>
<td>January 1, 2022</td>
</tr>
<tr>
<td>Rybelsus</td>
<td>January 1, 2022</td>
</tr>
<tr>
<td>Byetta</td>
<td>January 1, 2022</td>
</tr>
<tr>
<td>Bydureon</td>
<td>January 1, 2022</td>
</tr>
</tbody>
</table>

PEHP’s Covered 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.

<table>
<thead>
<tr>
<th>Drug Name</th>
<th>Formulary Change</th>
<th>Effective Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stelara</td>
<td>Moving to Tier C1</td>
<td>January 1, 2022</td>
</tr>
<tr>
<td>Actemra</td>
<td>Moving to Tier C2</td>
<td>January 1, 2022</td>
</tr>
<tr>
<td>Oencia (patients 18 &amp; over)</td>
<td>Moving to Tier C2</td>
<td>January 1, 2022</td>
</tr>
<tr>
<td>Trikafta</td>
<td>Moving to Tier C2</td>
<td>January 1, 2022</td>
</tr>
<tr>
<td>Remicade</td>
<td>Moving to Tier C3</td>
<td>January 1, 2022</td>
</tr>
<tr>
<td>Dupixent</td>
<td>Moving to Tier C3</td>
<td>January 1, 2022</td>
</tr>
</tbody>
</table>
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

<table>
<thead>
<tr>
<th>In-State Cities</th>
<th>Out-of-State</th>
</tr>
</thead>
<tbody>
<tr>
<td>Holladay (84117, 84121 &amp; 84124), Midvale (84047), Salt Lake City (all other zips codes not mentioned in other service areas), All University of Utah</td>
<td>Colorado</td>
</tr>
</tbody>
</table>

**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

<table>
<thead>
<tr>
<th>In-State Counties</th>
<th>In-State Cities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Box Elder, Cache, Davis, Morgan, Rich, Weber</td>
<td>Murray (84107, 84123 &amp; 84157)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Out-of-State</th>
</tr>
</thead>
<tbody>
<tr>
<td>All other states except Colorado, Wyoming &amp; Arizona</td>
</tr>
</tbody>
</table>

**SERVICE AREA #3**

Henry Cruz  
Provider Relations Specialist  
*Phone:* 801-366-7507 or 800-753-7721  
*Fax:* 801-245-7507  
*E-mail:* henry.cruz@pehp.org

<table>
<thead>
<tr>
<th>In-State Cities</th>
<th>In-State Counties</th>
<th>Out-of-State</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kearns (84118), Magna (84044), Taylorsville (84084, 84129 &amp; 84119), West Jordan (84081, 84084 &amp; 84088), West Valley (84119, 84120 &amp; 84128)</td>
<td>Tooele, Utah</td>
<td>Wyoming</td>
</tr>
</tbody>
</table>

**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

<table>
<thead>
<tr>
<th>In-State Cities</th>
<th>In-State Counties</th>
</tr>
</thead>
<tbody>
<tr>
<td>Draper, Herriman (84065 &amp; 84096), Riverton (84065, 84095 &amp; 84096), Sandy (84070, 84090, 84091, 84092, 84093 &amp; 84094), South Jordan (84065 &amp; 84095)</td>
<td>Beaver, Carbon, Daggett, Duchesne, Emery, Garfield, Grand, Iron, Juab, Kane, Millard, Piute, San Juan, Sanpete, Sevier, Summit, Uintah, Wasatch, Washington, Wayne</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Out-of-State Cities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Las Vegas, Nevada, Mesquite, Nevada</td>
</tr>
</tbody>
</table>

**Out-of-State**

Arizona

**MAILING ADDRESSES**

PEHP  
560 East 200 South  
Salt Lake City, UT 84102-2004
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 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
Provider Relations Specialist
801-366-7507 or 800-753-7407
chantel.lomax@pehp.org

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

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

Melanie Kelaidis
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

Department Email
providerrelations@pehp.org

PEHP Website
www.pehp.org