Provider News
A PEHP Provider Relations Publication

In This Issue

Provider website
Online tools to help you, members

Pages 2-3

PEHP policy updates........... 6
PEHP Wellness rebates ........ 7
Provider summit 2019....... 8
Lab testing.......................... 9
Pharmacy updates .......... 10
PR Specialists................... 11
Contact info..................... 12
Online tools to help you and PEHP members

PEHP for Providers ([www.pehp.org](http://www.pehp.org)) offers helpful tools and information to allow you to focus on our members’ healthcare needs. Our provider site has both an unsecured portion and secured portion. Both sites provide beneficial information to help with PEHP members. The secured portion requires a provider login. If you haven’t signed an ETPA, the prerequisite for access to PEHP’s secured site, you can quickly download the entire document by going here: [https://www.pehp.org/providers/online-services/electronic-trading-partners-agreement](https://www.pehp.org/providers/online-services/electronic-trading-partners-agreement). The completed agreement can be faxed to your Provider Relations Specialists. We hope you find PEHP for Providers useful and welcome any feedback your office may have.

<table>
<thead>
<tr>
<th>Online Tools</th>
<th>Information available on the unsecured site</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Claims &amp; Billing</strong></td>
<td>Appeals, Code Edits, Coordination of Benefits (COB), Electronic Funds Transfer (EFT), Electronic and Paper Claims Submissions, Preauthorization Forms, Preventive Services, Remittance Advice, Timely Filing</td>
</tr>
<tr>
<td><strong>Care Management &amp; Wellness</strong></td>
<td>PEHP Programs, Medical Preauthorization, Case Management</td>
</tr>
<tr>
<td><strong>Electronic Data Interchange (EDI)</strong></td>
<td>EDI Support, EDI Transactions, UHIN Information, Benefits of EDI, Electronic Claims Tool – Tutorial (new)</td>
</tr>
<tr>
<td><strong>Online Services</strong></td>
<td>Online Agreement (ETPA)</td>
</tr>
<tr>
<td><strong>Contact Us</strong></td>
<td>Health Benefits Department, Provider Relations Specialists</td>
</tr>
<tr>
<td><strong>Contracts / Credentialing</strong></td>
<td>Application, Contracting Process, Credentialing Policy, Medical Networks</td>
</tr>
<tr>
<td><strong>Pharmacy</strong></td>
<td>Preferred Drug List, Express Scripts Home Delivery, Preauthorization, Specialty Pharmacy</td>
</tr>
<tr>
<td><strong>Provider Library</strong></td>
<td>Provider Basics (updated), FAQ, Forms, Member ID Cards, Newsletters, Manual</td>
</tr>
<tr>
<td><strong>What’s New</strong></td>
<td>Communications</td>
</tr>
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<table>
<thead>
<tr>
<th>Information available on the secured site</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Main Menu</strong></td>
</tr>
<tr>
<td><strong>User Profile</strong></td>
</tr>
<tr>
<td><strong>Eligibility</strong></td>
</tr>
<tr>
<td><strong>Claim Status/Remittance</strong></td>
</tr>
<tr>
<td><strong>EDI Claim Acknowledgement</strong></td>
</tr>
<tr>
<td><strong>Documents/Newsletters</strong></td>
</tr>
<tr>
<td><strong>Clinical Policies</strong></td>
</tr>
<tr>
<td><strong>Billing and Physical Address(es)</strong></td>
</tr>
<tr>
<td><strong>Pharmacy and Medical Preauthorization Forms</strong></td>
</tr>
<tr>
<td><strong>How to submit medical claim to PEHP &amp; Submit Medical Claims</strong></td>
</tr>
<tr>
<td><strong>Clear Claim Connection</strong></td>
</tr>
<tr>
<td><strong>Fee Schedule Lookup</strong></td>
</tr>
<tr>
<td><strong>Appeals</strong></td>
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<tr>
<td><strong>User Management Tool</strong></td>
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<tr>
<td><strong>EFT Agreement</strong></td>
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<td><strong>Provider Directory</strong></td>
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Intermountain Health Care opened its Layton Hospital on October 15, 2018. As a result, PEHP will be making changes to which hospitals will be participating in our Advantage Network.

The Steward Davis Hospital and Medical Center will continue to participate on this network until June 30, 2019, after which time the hospital will discontinue their participation on the Advantage Network.

Beginning July 1, 2019, any providers that were participating on Advantage Care due to their privileges at the Steward Davis Hospital and Medical Center will now require privileges at an IHC Hospital to keep their participation status in this network.

Providers that fail to maintain privileges at an IHC Hospital will be removed from the Advantage Network. We are providing advanced notice, as the hospital credentialing process for privileges can take several months to complete.

To streamline the process of maintaining your participation in the PEHP Advantage Network after June 30, 2019, please send a copy of your Intermountain Hospital Privilege acceptance letter as soon as you receive it and we will update your contract.

Mail or fax copies to:

PEHP
Attn: Provider Relations
560 E 200 S
Salt Lake City, UT 84012-2004
Fax: 801-245-7511

Learn more: www.pehp.org/general/how-to-use-cost-saving-tools
New face at PEHP

Welcome Mark Brown to Executive Team

Earlier this summer, PEHP welcomed Mark Brown, FSA, MAAA, to our Executive Team. Mark is highly respected in the market, bringing 30 years of experience in health insurance and actuarial consulting to PEHP. Mark was hired as part of a reorganization of PEHP into three functional areas:
Administrative: Appeals, HSA/Flex, Life/LTD, Member Services
Business: Actuary, Marketing, Network Management, Provider Relations
Clinical: Care Coordination, Clinical Improvement, Utilization Management, Pharmacy Services

The focus of the reorganization was to create managerial and operational symmetry across the organization to achieve greater coordination, accountability, and value for our customers.

The Directors for Administrative Operations and Clinical Operations, Steve Baker and Travis Tolley, PharmD, respectively, are long-time PEHP employees with significant experience and expertise in their areas of responsibility.

We are excited about these changes and are confident that as we serve public employees together in a partnership of trust, we will fulfill our commitment to value, innovation, and excellence.

Did You Know?
Providers have agreed, by contract, to obtain preauthorization/prenotification on all applicable services prior to rendering services. Preauthorization forms are available for download at www.pehp.org.
Network management

Addressing fraud, waste, and abuse

In June 2018, PEHP created a new Health Network Management and Compliance department, that also includes fraud, waste, and abuse reviews.

Our department’s goal is to work with providers to help reduce the risk of adverse coverage events to our members. We do this by using data analytics and clinical resources to evaluate provider practice and member utilization patterns.

This helps us support and promote positive practices and outcomes, notify members, and recommend education activities and online messaging.

We also work to ensure comprehensive and accurate benefit information is available and practices and processes comply with our policies and applicable law.

The emphasis of our department is to work with providers and members in a transparent and productive way.

The members of the team include: Jeri Ann Kesler, CPC, CDC, Supervisor, Susan Poulos, CPC, RN Specialist, Monica Silva, CDC, Specialist, and Shelley Wiseman, MPA, Manager.

Shelley Wiseman is not new to PEHP, but is new to the team. She has 29 years of contract and compliance experience, in both the public and private sectors of the health insurance industry.

Formulary management

Biosimilar coverage

Cost associated with use of biologics, to treat various conditions, accounts for almost 40% of the US prescription drug spending from 2010 to 2015. PEHP has not been exempt from the cost associated with the utilization of these medications and continues to evaluate methods to help control these costs. One of the most effective strategies is formulary management.

Through our formulary management, we attempt to offer the safest, most beneficial, and cost-effective medications to our members.

As a result of this strategy, we have included coverage of available biosimilar medications.

PEHP currently covers several biosimilars, with the intent to continue to add biosimilar coverage as more products become available. Biosimilars currently covered include: Granix, Zarxio, Fulphila and Nivestym. Additionally, PEHP intends to add infliximab biosimilar coverage by the end of the year.

For additional question please contact PEHP pharmacy department at 801-366-7551 or 888-366-7551.

Did You Know? Marriage counseling is an exclusion from coverage with PEHP.
Making you aware of recent changes to PEHP policies

Keeping providers updated on PEHP policies changes is a critical part of our relationship. Recent changes include:

**Pharmacogenomic**
- Pharmacogenomic for targeted drug therapy for mental health conditions is not covered.

**Hammertoe Surgery:**
- PEHP considers fixation implants (e.g., the Acumed Hammertoe Fusion Set, the BME Hammerlock Implant, the CrossTie Intraosseous Fixation System, the Futura Flexible Digital Implant, the Futura LMP Lesser Phalangeal Joint Implant, the OsteoMed Interflex IPG system, the Pro-Toe Hammertoe Implant, the Smart Toe, the StayFuse Fusion Device, the ToeGrip device, the Weil-Carver Hammertoe Implant, and the Wright Cann Phalinx System) experimental and investigational for hammertoe repair because of a lack of evidence of effectiveness and safety in the peer-reviewed published medical literature.

**Metatarsal and Metacarpal Phalangeal Joint Replacement:**
- PEHP considers the prosthetic replacement of the first metatarsal phalangeal joint for hallux rigidus or valgus, as well as the prosthetic replacement of a metacarpophalangeal joint, investigational when compared to solid arthrodesis.
- PEHP considers modular implants (e.g., the METIS prosthesis, and the ToeFit-Plus prosthesis) experimental and investigational for replacement of the first metatarsal phalangeal joint and for other indications because their long-term effectiveness has not been established.
- PEHP considers interpositional arthroplasty with biologic spacers (e.g., the Cartiva (organic polymer) “Hydrogel”, the InterPhlex interdigital implant) and total prosthetic replacement arthroplasty using total metallic or silastic implants experimental and investigational for hallux rigidus, degenerative arthritis, and other indications involving the metatarsal phalangeal, Proximal Interphalangeal (PIP), or Distal Interphalangeal (DIP) joints because their effectiveness has not been established.

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.

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**Did You Know?**
For a successful appeal, it must include:
1. an explanation of why the provider feels the denied charge is payable; and
2. have supporting documentation/guidelines to back up the appeal. Furthermore, provider must highlight in the records where their claim is supported. Failure to include these documents will result in the appeal being returned to the providers office.
Could your patients use an extra little “nudge” to make some improvements in their health? PEHP is here to help motivate them to take the next step in achieving optimal well-being.

Eligible PEHP members and their spouses may earn one or more cash rebates ranging from $25 to $300 for improving their biometrics and managing their medical conditions.

There is something for everyone, no matter what your patient’s personal health goals may be.

Rebate forms require documented baseline and improved measures verified by a Physician or Healthy Utah Staff member signature. Labs must be attached to rebate form in some instances. Qualifying criteria and instructions are included on rebate forms.

Rebate forms can be downloaded at www.pehp.org. Click on the ‘Your Health’ tab. Call 1-855-366-7300 or 1-801-366-7300 for more information on rebates.

### Available Rebates

<table>
<thead>
<tr>
<th>Available Rebates</th>
<th>Amount</th>
<th>Description/Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Know &amp; Plan/Good For You</td>
<td>$50 or</td>
<td>Report biometric values on the rebate form (member may also obtain biometrics at a Healthy Utah Testing Session), complete online health questionnaire and submit form to PEHP to receive $50 “Know &amp; Plan Rebate”. If all values are normal and criteria are met, receive an additional $50 “Good For You Rebate”</td>
</tr>
<tr>
<td></td>
<td>$100</td>
<td></td>
</tr>
<tr>
<td>Blood Pressure Improvement</td>
<td>$50</td>
<td>For those with blood pressure &gt;120/80. Achieve an improved blood pressure of &lt; 120/80 or level determined reasonable by physician considering medical conditions and age.</td>
</tr>
<tr>
<td>Cholesterol Improvement</td>
<td>$50</td>
<td>For those with a Total/HDL Ratio &gt;5. Achieve a Total/HDL Ratio of ≤ 5.</td>
</tr>
<tr>
<td>Tobacco Cessation</td>
<td>$100</td>
<td>For former tobacco users. Complete form with physician signature verifying patient is a former tobacco user and has been tobacco-free for at least 6 months. (Includes cigarettes, cigars, pipes, nicotine, e-cigarettes, and smokeless tobacco). PEHP Quitline participation is recommended but not required. 1-855-366-7500</td>
</tr>
<tr>
<td>Body Mass Index (BMI) Improvement</td>
<td>$50 or</td>
<td>For those with BMI of 25 or higher. Earn $50 for every 3 BMI points lost and an additional $50 for achieving a BMI of &lt;25. Patient may also qualify based on body fat loss.</td>
</tr>
<tr>
<td></td>
<td>More</td>
<td></td>
</tr>
<tr>
<td>Prediabetes/A1C Improvement Rebate</td>
<td>$50</td>
<td>For non-diabetics with A1C between 5.7 and 6.4. Achieve an improved A1C measure of &lt;5.7.</td>
</tr>
<tr>
<td>Health Coaching Rebate</td>
<td>$50</td>
<td>For those with BMI or 30 or higher. Receive $50 for participating in 6 months of the health coaching program.</td>
</tr>
<tr>
<td>WeeCare Enrollment Rebate</td>
<td>$50</td>
<td>For expectant mothers. Receive $50 for enrolling in WeeCare. Available to member, spouse and dependents.</td>
</tr>
<tr>
<td>WeeCare Weight Loss Rebate</td>
<td>$50</td>
<td>For expectant mothers. Receive $50 for reaching first trimester weight after delivery. Available to member, spouse and dependents.</td>
</tr>
</tbody>
</table>

**PEHP Wellness – Know. Plan. Act.**

**Wellness rebates provide nudge in the right direction**
Did You Know?
Providers should check member cards, verify their plan, and use our provider directory to keep our members in-network. Thus, avoiding unnecessary bills from out-of-network providers.

PROVIDER EDUCATION
SUMMIT 2019
A UTAH HEALTHCARE COMMUNITY EVENT

PES Salt Lake
March 19th, 2019

PES Layton
March 20th, 2019

PES Provo
March 27th, 2019

PES St. George
April 3rd, 2019

MORE INFORMATION TO COME
How to help members avoid high-dollar bills

PEHP’s Health Network Management Department continually reviews claims and has identified high-dollar lab bills from non-contracted providers.

Although patients may need these tests for a variety of reasons, it appears many of these tests are being requested at a higher frequency for drug screening. This can be very costly to our members, as the lab company is out of network, applying out-of-network benefits and having the risk of getting balanced billed.

Additionally, PEHP’s drug testing benefit limits coverage for drug screening two (2) times in a 30-day period. We encourage providers to be aware of our member’s benefit limits to assist them in not getting caught in obtaining services where they will not have coverage.

A complete list of PEHP’s benefit coverage and restrictions can be found in PEHP’s Master Policy and is available to providers through our web portal.

We encourage our providers to send the tests to participating laboratories whenever possible and to ensure the tests are medically necessary. A list of contracted laboratories is available at www.pehp.org.

Additionally, providers need to ensure that all testing is ordered and performed in accordance with the CLIA waiver and CLIA certification specificity.

Many providers do not meet the CLIA waiver criteria to perform these labs. Congress passed the CLIA in 1988 to establish quality standards for all non-research laboratory testing. The regulations establish quality standards for laboratory testing performed on specimens from humans, such as blood, body fluid and tissue, for the purpose of diagnosis, prevention or treatment of disease, or assessment of health.

Find additional information regarding these regulations.

Did You Know?
Providers can view which networks they are currently participating on, including effective dates at www.pehp.org. Contact your Provider Relations Specialist, if you don’t have a login.
Did You Know?  All genetic tests require preauthorization. Many of our genetic tests, if authorized, are now required to be done through Invitae Labs (www.invitae.com) if available. Provider will order the test through the website directly.

Pharmacy Updates

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 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 Preferred 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.

### Drugs Removed from List

<table>
<thead>
<tr>
<th>Drug Name</th>
<th>Effective Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Perjeta</td>
<td>July 1, 2018</td>
</tr>
<tr>
<td>Temodar</td>
<td>July 1, 2018</td>
</tr>
<tr>
<td>Rituxan</td>
<td>July 1, 2018</td>
</tr>
<tr>
<td>Abraxane</td>
<td>July 1, 2018</td>
</tr>
<tr>
<td>Herceptin</td>
<td>July 1, 2018</td>
</tr>
<tr>
<td>Armodafinil</td>
<td>Nov. 1, 2018</td>
</tr>
<tr>
<td>Advair</td>
<td>Dec. 1, 2018</td>
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</table>

### Drugs Added to List

<table>
<thead>
<tr>
<th>Drug Name</th>
<th>Effective Date</th>
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</thead>
<tbody>
<tr>
<td>Besponsa</td>
<td>July 1, 2018</td>
</tr>
<tr>
<td>Verzenio</td>
<td>July 1, 2018</td>
</tr>
<tr>
<td>Bevancio</td>
<td>July 1, 2018</td>
</tr>
<tr>
<td>Xtampza ER</td>
<td>July 1, 2018</td>
</tr>
<tr>
<td>Repatha</td>
<td>July 1, 2018</td>
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<tr>
<td>Tagrisso</td>
<td>Oct. 1, 2018</td>
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<tr>
<td>Orilissa</td>
<td>Oct. 1, 2018</td>
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<tr>
<td>Epidiolex</td>
<td>Nov. 1, 2018</td>
</tr>
<tr>
<td>Infliximab biosimilar</td>
<td>Jan. 1, 2019</td>
</tr>
</tbody>
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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.

<table>
<thead>
<tr>
<th>SERVICE AREA #1</th>
<th>SERVICE AREA #2</th>
<th>SERVICE AREA #3</th>
<th>SERVICE AREA #4</th>
<th>SERVICE AREA #5</th>
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</thead>
<tbody>
<tr>
<td><strong>Chantel Lomax</strong></td>
<td><strong>Wendy Philbrick</strong></td>
<td><strong>Henry Cruz</strong></td>
<td><strong>Jenna Murphy</strong></td>
<td><strong>Selena Johnson</strong></td>
</tr>
<tr>
<td>Provider Relations Specialist</td>
<td>Provider Relations Specialist</td>
<td>Provider Relations Specialist</td>
<td>Provider Relations Specialist</td>
<td>Provider Data Specialist</td>
</tr>
<tr>
<td><strong>Phone:</strong> 801-366-7507 or 800-753-7407</td>
<td><strong>Phone:</strong> 801-366-7753 or 800-753-7753</td>
<td><strong>Phone:</strong> 801-366-7721 or 800-753-7721</td>
<td><strong>Phone:</strong> 801-366-7419 or 800-753-7419</td>
<td><strong>Phone:</strong> 801-366-7511 or 800-753-7311</td>
</tr>
<tr>
<td><strong>Fax:</strong> 801-245-7507</td>
<td><strong>Fax:</strong> 801-245-7753</td>
<td><strong>Fax:</strong> 801-245-7721</td>
<td><strong>Fax:</strong> 801-328-7419</td>
<td><strong>Fax:</strong> 801-245-7511</td>
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<tr>
<td><strong>E-mail:</strong> <a href="mailto:chantel.lomax@pehp.org">chantel.lomax@pehp.org</a></td>
<td><strong>E-mail:</strong> <a href="mailto:wendy.philbrick@pehp.org">wendy.philbrick@pehp.org</a></td>
<td><strong>E-mail:</strong> <a href="mailto:henry.cruz@pehp.org">henry.cruz@pehp.org</a></td>
<td><strong>E-mail:</strong> <a href="mailto:jenna.murphy@pehp.org">jenna.murphy@pehp.org</a></td>
<td><strong>E-mail:</strong> <a href="mailto:selena.johnson@pehp.org">selena.johnson@pehp.org</a></td>
</tr>
</tbody>
</table>

**In-State Cities**
Holladay (84117, 84121 & 84124), Midvale (84047), Salt Lake City (all other zips codes not mentioned in other service areas), All University of Utah

**In-State Counties**
Kearns (84118), Magna (84044), Taylorsville (84084, 84129 & 84119), West Jordan (84084 & 84088), West Valley (84119, 84120 & 84128)

**Out-of-State Cities**
Colorado

**In-State Cities**
Box Elder, Cache, Davis, Morgan, Rich, Weber

**Out-of-State Cities**
Idaho

**In-State Counties**
Tooele, Utah

**Out-of-State Counties**
Wyoming

**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**

**Out-of-State Cities**
Las Vegas, Nevada

**Out-of-State Counties**
Mesquite, Nevada

**Out-of-State**
Arizona

**In-State Counties**
All states other than those listed above

**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 Healthy Utah
801-366-7300 or 855-366-7300

PEHP 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

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
henry.cruz@pehp.org

Jenna Murphy
Provider Relations Specialist
801-366-7419 or 800-753-7419
jenna.murphy@pehp.org

Wendy Philbrick
Provider Relations Specialist
801-366-7753 or 800-753-7753
wendy.philbrick@pehp.org

Selena Johnson
Provider Data Specialist
801-366-7511 or 800-753-7311
selena.johnson@pehp.org

Josh Hunter
Provider Relations Analyst
801-366-7341
josh.hunter@pehp.org

Laurel Rodriguez
Provider Relations Manager
801-366-7350 or 800-753-7350
laurel.rodriguez@pehp.org

Cortney Larson
Director of Provider Relations
801-366-7715 or 800-753-7715
cortney.larson@pehp.org

PROVIDER NEWS
Fall 2018