

# Provider News

A PEHP Provider Relations Publication



Provider website

**Online tools to help you, members**

**PAGES 2-3**



## In This Issue

Online tools.....	2	PEHP policy updates.....	6
Cost tools.....	3	PEHP Wellness rebates .....	7
Network updates .....	3	Provider summit 2019 .....	8
New face at PEHP.....	4	Lab testing.....	9
Network management.....	5	Pharmacy updates .....	10
Formulary management.....	5	PR Specialists .....	11
		Contact info.....	12

# Online tools to help you and PEHP members



## Online Tools

**P** *EHHP 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>.

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.

### Information available on the unsecured site

#### Claims & Billing

*Appeals, Code Edits, Coordination of Benefits (COB), Electronic Funds Transfer (EFT), Electronic and Paper Claims Submissions, Preauthorization Forms, Preventive Services, Remittance Advice, Timely Filing*

#### Care Management & Wellness

*PEHP Programs, Medical Preauthorization, Case Management*

#### Electronic Data Interchange (EDI)

*EDI Support, EDI Transactions, UHIN Information, Benefits of EDI, Electronic Claims Tool – Tutorial (new)*

#### Online Services

*Online Agreement (ETPA)*

#### Contact Us

*Health Benefits Department, Provider Relations Specialists*

#### Contracts / Credentialing

*Application, Contracting Process, Credentialing Policy, Medical Networks*

#### Pharmacy

*Preferred Drug List, Express Scripts Home Delivery, Preauthorization, Specialty Pharmacy*

#### Provider Library

*Provider Basics (updated), FAQ, Forms, Member ID Cards, Newsletters, Manual*

#### What's New

*Communications*

### Information available on the secured site

#### Main Menu

*Review current TIN, NPI, Networks, Provider URL (website) can also be entered*

#### User Profile

*View assigned USER NAME to secured site, add valid email address, change password*

#### Eligibility

*Verify member eligibility and coverage*

#### Claim Status/Remittance

*Check claim status and Obtain remittance advice*

#### EDI Claim Acknowledgement

*See if the EDI claim was accepted or rejected into PEHP's system*

#### Documents/Newsletters

*View Pharmacy Newsletters, Master Policies, Provider Agreement*

#### Clinical Policies

*Review current clinical policies for benefit coverage*

#### Billing and Physical Address(es)

*Verify what we have for their billing and physical locations. Notify Provider Relations Specialists, if changes are necessary*

#### Pharmacy and Medical Preauthorization Forms

*Download forms online*

#### How to submit medical claim to PEHP & Submit Medical Claims

*Tutorial of how to submit claim (COB included) to PEHP Claim form*

#### Clear Claim Connection

*Enter claim information to determine if services would be allowed or denied, with rational*

#### Fee Schedule Lookup

*View current fee schedule*

#### Appeals

*Print off appeal form*

#### User Management Tool

*Add additional users or remove users from our website*

#### EFT Agreement

*Sign up for direct deposit and/or change banking information*

#### Provider Directory

*Retrieve list of contracted PEHP providers*

## NEW FEATURES NOW AVAILABLE WITH COST TOOL

Members can search  
medical services to find  
providers and costs

PEHP has offered our members a cost transparency tool for many years to assist them in both



### Online Tools

via co-insurance and high deductible benefit design plans.

PEHP has recently added many more physician and facility procedure costs to our tool.

PEHP is committed to transparency and assisting our members to find the best cost and quality options our networks offer. This means the same service may have large price differences based upon the location or provider offering the service.

We hope you will continue to work with our members in providing quality healthcare with the knowledge that the cost of healthcare greatly impacts the benefits our members are able to access.

**Learn more:**  
[www.pehp.org/general/how-to-use-cost-saving-tools](http://www.pehp.org/general/how-to-use-cost-saving-tools)

understanding the cost of different procedures and identifying the procedure options available to them, as members have increased their financial responsibility



# Hospital opening prompts Advantage Network changes

Intermountain Health Care opened its Layton Hospital on October 15, 2018. As a result, PEHP will be making



### Medical Networks

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

# Welcome Mark Brown to Executive Team



**PEHP  
Provider  
Relations**

**E**arlier 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](http://www.pehp.org).



**Did You Know?** Marriage counseling is an exclusion from coverage with PEHP.

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



**PEHP  
Fraud**

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



**PEHP  
Pharmacy**

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.



# Making you aware of recent changes to PEHP policies



PEHP  
Policies

**K**eeping 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 hallus 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](http://www.pehp.org). A login is required. Please contact your Provider Relations Specialist if you don't have one.

### **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.



# Wellness rebates provide nudge in the right direction

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



**PEHP  
Wellness**

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](http://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	Amount	Description/Requirements
Know & Plan/Good For You	\$50 or \$100	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 & Plan Rebate”. If all values are normal and criteria are met, receive an additional \$50 “Good For You Rebate”
Blood Pressure Improvement	\$50	For those with blood pressure >120/80. Achieve an improved blood pressure of ≤ 120/80 or level determined reasonable by physician considering medical conditions and age.
Cholesterol Improvement	\$50	For those with a Total/HDL Ratio or >5. Achieve a Total/HDL Ratio of ≤ 5.
Tobacco Cessation	\$100	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
Body Mass Index (BMI) Improvement	\$50 or More	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 <25. Patient may also qualify based on body fat loss.
Diabetes Management Rebate	\$25 – \$300	For diabetic patients. Complete yearly exams; achieve healthy LDL Cholesterol, blood pressure and A1C levels.
Prediabetes/A1C Improvement Rebate	\$50	For non-diabetics with A1C between 5.7 and 6.4. Achieve an improved A1C measure of <5.7.
Health Coaching Rebate	\$50	For those with BMI or 30 or higher. Receive \$50 for participating in 6 months of the health coaching program.
WeeCare Enrollment Rebate	\$50	For expectant mothers. Receive \$50 for enrolling in WeeCare. Available to member, spouse and dependents.
WeeCare Weight Loss Rebate	\$50	For expectant mothers. Receive \$50 for reaching first trimester weight after delivery. Available to member, spouse and dependents.

### 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



## Online Tools

**P**EHP'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](http://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](http://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](http://www.invitae.com)) if available. Provider will order the test through the website directly.

## Pharmacy Updates

# PEHP's Preauthorization List



**PEHP  
Pharmacy**

**P**EHHP 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](http://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](http://www.pehp.org).

### Drugs Removed from List

<b>Drug Name</b>	<b>Effective Date</b>
Perjeta	July 1, 2018
Temodar	July 1, 2018
Rituxan	July 1, 2018
Abraxane	July 1, 2018
Herceptin	July 1, 2018
Armodafinil	Nov. 1, 2018
Advair	Dec. 1, 2018

### Drugs Added to List

<b>Drug Name</b>	<b>Effective Date</b>
Besponsa	July 1, 2018
Verzenio	July 1, 2018
Bevacio	July 1, 2018
Xtampza ER	July 1, 2018
Repatha	July 1, 2018
Tagrisso	Oct. 1, 2018
Orilissa	Oct. 1, 2018
Epidiolex	Nov. 1, 2018
Infliximab biosimilar	Jan. 1, 2019

# 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 zips 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 (84084 & 84088), West Valley (84119, 84120 & 84128)

#### In-State Counties

Tooele, Utah

#### Out-of-State

Wyoming

## SERVICE AREA #5

### Selena Johnson

Provider Data Specialist

Phone: 801-366-7511 or 800-753-7311

Fax: 801-245-7511

E-mail: selena.johnson@pehp.org

#### Out-of-State

All states other than those listed above

## SERVICE AREA #2

### Wendy Philbrick

Provider Relations Specialist

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

Fax: 801-245-7753

E-mail: wendy.philbrick@pehp.org

#### In-State Counties

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

#### In-State Cities

Murray (84107, 84123 & 84157)

#### Out-of-State

Idaho

## 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

Fall 2018

# 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](http://www.pehp.org)

### 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](http://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](mailto:chantel.lomax@pehp.org)

#### Henry Cruz

Provider Relations Specialist  
801-366-7721 or 800-753-7721  
[henry.cruz@pehp.org](mailto:henry.cruz@pehp.org)

#### Jenna Murphy

Provider Relations Specialist  
801-366-7419 or 800-753-7419  
[jenna.murphy@pehp.org](mailto:jenna.murphy@pehp.org)

#### Wendy Philbrick

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[wendy.philbrick@pehp.org](mailto:wendy.philbrick@pehp.org)

#### Selena Johnson

Provider Data Specialist  
801-366-7511 or 800-753-7311  
[selena.johnson@pehp.org](mailto:selena.johnson@pehp.org)

#### Josh Hunter

Provider Relations Analyst  
801-366-7341  
[josh.hunter@pehp.org](mailto:josh.hunter@pehp.org)

#### Laurel Rodriguez

Provider Relations Manager  
801-366-7350 or 800-753-7350  
[laurel.rodriguez@pehp.org](mailto:laurel.rodriguez@pehp.org)

#### Cortney Larson

Director of Provider Relations  
801-366-7715 or 800-753-7715  
[cortney.larson@pehp.org](mailto:cortney.larson@pehp.org)