



Healthy Blue

HERITAGE  
HEALTH

# Provider News | July 2022



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## Table of Contents

### Featured Announcements:

COVID-19 information .....Page 2

Introducing Elevance Health .....Page 3

### Administrative

Provider notice for COVID-19 testing .....Page 5

### Policy Updates

Medical drug benefit *Clinical Criteria* updates .....Page 6

### Products and Programs

#### Pharmacy:

Generic Albuterol HFA (ProAir) inhalers  
now a preferred product .....Page 7

## Contact Us

If you have questions or need assistance, visit the *Contact Us* section at the bottom of our provider website for up-to-date contact information and self-service tools or call Provider Services.

**Provider website:**

<https://provider.healthybluene.com>

**Provider Services:**

**833-388-1406**

7 a.m. to 8 p.m. CT Monday to Friday



## Featured Announcements

### COVID-19 information

Healthy Blue is closely monitoring COVID-19 developments and how the novel coronavirus will impact our customers and provider partners. Our clinical team is actively monitoring external queries and reports from the Centers for Disease Control and Prevention (CDC) to help us determine what action is necessary on our part.

For additional information, reference the *COVID-19 Updates* page on our [website](#).



## Introducing Elevance Health — Focusing on whole health and its most powerful drivers

I am pleased to announce that Anthem, Inc. shareholders voted to approve the company's name change from Anthem, Inc. to **Elevance Health, Inc. (NYSE Ticker Symbol — ELV)** effective **June 28, 2022**.

### Here is what you can expect:

- **A bold new vision for the future of health**  
We chose the name Elevance Health to better reflect our business as we **elevate** the importance of whole health and **advance** health beyond healthcare for consumers, their families, and our shared communities. This new vision fuels our transformation from a traditional health benefits organization to a health company that looks beyond the traditional scope of physical health.
- No action is needed by you, and we remain committed to helping you deliver whole-person care for your patients, our customers. **Importantly, there is no impact or changes to your contract, reimbursement, or level of support. For your patients, it will not change their plan or coverage or change how they receive their medications. Provider networks will not be changing.**
- **A more holistic approach to health that improves affordability and outcomes**  
Bringing together a broad portfolio of health plans, including pharmacy, behavioral, clinical, and complex care provider partners, we can deliver integrated, holistic health solutions to meet the increasing needs of our customers and care provider partners. This includes two notable changes:
  - **Our healthcare service partners will operate under a new brand called Carelon.** This includes Beacon Health Options, AIM Specialty Health®, CareMore, and IngenioRx. You can find us at [Carelon.com](https://www.carelon.com).
  - **IngenioRx, our pharmacy benefit management partner,** will become **CarelonRx** on January 1, 2023. This name change will not impact your patient's benefits, coverage, or how their medications are filled. We will communicate detailed information about this change soon.
- **A simpler brand portfolio that makes it easier to do business with us**  
We have streamlined and simplified the complexity of our health plan and service businesses and reduced the number of brands we have in the market, so our partners and customers clearly understand where we serve, who we serve, and what our brands do.







### What does this mean for care providers?

We will continue to operate as Healthy Blue.

### Looking forward together

As your partner, we will continue to keep you updated with new information as soon as it becomes available. In the meantime, you can visit us at [ElevanceHealth.com](https://www.elevancehealth.com) or contact your provider representative with any questions.

Thank you for joining us on this exciting path forward as we reimagine what is possible for every moment of health.

Sincerely,

Bryony Winn  
President, Health Solutions

NEHB-CAID-001881-22



# Administrative

## Provider notice for COVID-19 testing

### Evaluation and management services for COVID testing — professional

Effective with dates of service on or after October 1, 2022, Healthy Blue will facilitate review of selected claims for COVID-19 visits reported with evaluation and management (E/M) services submitted by professional providers to align with CMS reporting guidelines. When the purpose of the visit is for COVID-19 testing only, reimbursement for CPT® code 99211 (office or other outpatient visit) is allowed when billed with place of service office (11), mobile unit (15), walk-in retail health clinic (17), or urgent care facility (20). Claims for exposure only may be affected. Professional providers are encouraged to code their claims to the highest level of specificity in accordance with ICD-10 coding guidelines.

Prior to payment, Healthy Blue will review the selected claims to determine, in accordance with correct coding requirements and/or reimbursement policy as applicable, whether the E/M code level submitted is appropriate for the COVID-19 visit reported. If the visit is determined to be solely for the purpose of COVID-19 testing, Healthy Blue will reimburse using CPT code 99211.

Professional providers who believe their medical record documentation supports reimbursement for the originally submitted level for the E/M service will be able to follow the Claims Payment Dispute process (including submission of such documentation with the dispute) as outlined in the provider manual.

BNE-NL-0147-22



# Policy Updates



## Medical drug benefit *Clinical Criteria* updates

The Pharmacy and Therapeutics (P&T) Committee approved several *Clinical Criteria* applicable to the medical drug benefit for Healthy Blue. These policies were developed, revised, or reviewed to support clinical coding edits.



**Read more online.**

BNE-NL-0151-22

Visit the [\*Clinical Criteria\* website](#) to search for specific policies. If you have questions or would like additional information, reach out via [email](#).





## Generic Albuterol HFA (ProAir) inhalers now a preferred product

Effective January 21, 2022, Albuterol HFA inhalers (generic for ProAir only) will be added to the *Preferred Drug List (PDL)* for Healthy Blue members in Nebraska. Nebraska Medicaid members will be able to obtain albuterol HFA inhalers (generic for ProAir) with no copay.

As a reminder, insulin aspart (generic Novolog insulin) and insulin Lispro (generic Humalog insulin) are also on the *PDL* for Nebraska Medicaid members.

Please see the state [PDL](#) for additional information.

BNE-NL-0107-21

