

PROVIDER DIGEST

## Provider Digest – March 2022

AmeriHealth Caritas North Carolina (ACNC) is committed to providing the support you deserve. You will find the following topics in this email:

- Electronic Funds Transfer (EFT) Enrollment
- Pharmacy Prior Authorizations
- Physician's Drug Program (PDP) Reminders
- Preferred Drug List Updates
- Medication Look Up Tool
- COVID-19 Vaccine Incentive Program
- COVID-19 Vaccination Eligibility and Overdue Report
- New Provider Network Management Director, Carole Snyder, Joins ACNC
- Training Opportunities

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CLAIMS AND BILLING

## Electronic Funds Transfer (EFT) Enrollment

If you have not already registered for electronic funds transfer (EFT) payments, we have simplified the process with the addition of a downloadable registration form. You can find the form on the [Claims and Billing Page of our website](#) under EFT along with a step-by-step guide. EFT offers a fast and easy way to receive your payments. There are **no fees** for single payer agreements to receive a direct payment from AmeriHealth Caritas North Carolina via EFT or to receive an electronic remittance advice (ERA). Payments are administered by Change Healthcare and ECHO® Health Inc.

PHARMACY

## Pharmacy Prior Authorizations

Prior authorization is required for certain drugs prescribed to AmeriHealth Caritas North Carolina members. Our Pharmacy team reviews pharmacy prior authorizations to make sure your prescribed medications are safe and appropriate.

- You can find drug and indication-specific pharmacy prior authorization forms for download on our website [here](#). Please fax completed forms to **1-877-234-4274**.
  - It will save you time and effort if you use the drug or indication-specific pharmacy prior authorization forms when submitting requests for your patients. Submitting prior authorization requests for a drug on the Standard Drug Request Form may result in a denials and delays in treatment for your patients due to missing pertinent information.
    - Example: There is a higher rate of denials for opioid prior authorizations when submitted on the Standard Form. Instead, utilize the Short-Acting and Long-Acting Opioid Analgesics Forms and be sure to submit clinical documentation as instructed to support your request.
- Remember:** In the event a member needs to begin therapy with a medication before you can obtain prior authorization, pharmacies are authorized to dispense up to a 72-hour emergency supply.
- Providers also can initiate pharmacy prior authorizations electronically via electronic prior authorization through your EHR vendor, in our provider portal, [NaviNet](#), or by calling 1-**866-885-1406**, 7 a.m. to 6 p.m., Monday through Saturday.

## Physician's Drug Program (PDP) Reminders

AmeriHealth Caritas North Carolina follows NC Medicaid's Clinical Coverage Policy No: 1B, [Physician's Drug Program](#) that outlines coverage for drugs purchased for use in an outpatient office setting when the administering provider is also the purchasing provider of the drug. Drugs administered under the Physician's Drug Program **do not require** a clinical prior authorization, except when otherwise stated. Please use the link below to access the details on coverage in the (PDP).

Examples of covered drugs include:

- Injectable drugs
- IV administrations
- Chemotherapy
- Vaccines/toxoids
- Immune globulins
- Radiopharmaceuticals
- Long Acting Reproductive Contraceptives

Note: While these claims do not require clinical review, they could be flagged for review based on cost or diagnosis.

Additional resources:

[NC DHHS Physician Administered Drug Program Catalog](#)

[NC DHHS Physician Administered Drug Program Fee Schedule](#)

## Preferred Drug List Updates

Effective April 1, 2022, AmeriHealth Caritas North Carolina will implement the North Carolina Medicaid and NC Health Choice Preferred Drug List (PDL) changes made based on the January 13, 2022 PDL Panel meeting.

For details, please visit our website

<https://www.amerihhealthcaritasnc.com/provider/pharmacy/index.aspx>

## Medication Look Up Tool

AmeriHealth Caritas North Carolina Medication Look Up Tool is available 24/7 to determine medication coverage status for medications dispensed at pharmacies. Visit [Medicine Look Up Tool](#) to try out the tool.

Our Medication Look Up Tool provides details on a medications preferred and non-preferred status, diabetic testing supplies and prior authorization requirements. If you cannot find the information you need in our Medication Look Up Tool, please reach out to our PerformRx® NC Provider Services for assistance at **1-866-885-1406**.

### PROVIDER RESOURCES

## COVID-19 Vaccination Incentive

COVID-19 vaccines are the best way to prevent serious illness, hospitalization and death from the disease. AmeriHealth Caritas North Carolina continues to promote full vaccination among our members, including an incentive program that offers members a financial reward on their ACNC CARE Card for getting vaccinated. Beginning this month, our incentive program offers any member that was not vaccinated before November 1, 2021 the opportunity to earn a reward. The CARE Card may be used to purchase over-the-counter health medicines, health products and supplies, and healthy foods at a variety of retailers, including WalMart, Walgreens, CVS, Food Lion, and Dollar General. Find out more about the [vaccine incentive program here](#).

## COVID-19 Vaccination Eligibility and Overdue Report

As of Friday, February 25, 2022, providers can access the Vaccination Eligibility and Overdue Report on [NaviNet](#). For reference, a screen shot is shown below that links to NaviNet sign in page.

The screenshot displays the NaviNet web interface. The browser address bar shows the URL: <https://piacc.navimedix.com/insurers/acnc/report-inquiry/administrative-reports?start>. The NaviNet header includes navigation tabs for WORKFLOWS, HEALTH PLANS, and ADMINISTRATION. The main content area shows the 'COVID19 Eligibility/Overdue Report' v. 3.0.0. On the left, there is a 'Provider/Member Information' sidebar with a search field and options for 'Current' or 'Previous' report type. The main report area is overlaid with an Excel spreadsheet titled 'Overdue\_Report\_1645797382730.xls [Compatibility Mode] - Excel'. The spreadsheet content includes the title 'COVID19 VACCINATION ELIGIBILITY AND OVERDUE REPORT', the date 'Data as of February 16, 2022 Provided by North Carolina', and a highlighted row for 'Report Recipient' with a redacted name.

## New Provider Network Management Director, Carole Snyder, Joins ACNC



Carole Snyder joined AmeriHealth Caritas North Carolina as the Director of Provider Network Management in January 2022. She oversees a team of 19 individuals supporting more than 51,000 providers in our North Carolina network.

Snyder has 35 years of experience in managed care, many of them in North Carolina. She has worked in leadership roles with health plans, provider organizations, and as a consultant representing providers in their negotiations with health plans.

Prior to joining ACNC, Snyder spent 15 years with Humana leading teams in Provider Network Operations, Provider Contracting, Retail Service Operations and Account Installation where she supported the sales management teams in the west region of the United States. She also worked with Aetna and United Healthcare in Provider Contracting. Snyder's experience also includes serving as Director of Contracting and Managed Care at Detroit Medical Center, an eight-hospital health system primarily based in inner city Detroit, and Vice President/Contract Officer for the Wayne State University School of Medicine Physician Organization.

## Training Opportunities

[Claims and Billing Office Hours](#) – Offered weekly each Wednesday in March

[Provider Orientation](#) – Offered the first three Tuesdays of March

[Jiva Training](#) – Outpatient and inpatient dates available in March and April

[Trauma-informed Care Education Series](#) – Offered in collaboration with Project ECHO®, a no-cost training where participants can earn CEUs and may attend one or all of the sessions.

Visit the [Provider section](#) of the AmeriHealth Caritas North Carolina website for more information, news and resources for providers. If you need assistance regarding this email or other issues, please [contact](#) your Account Executive. *If you would like to be removed from this newsletter digest, please click [Remove Me](#) to submit a request.*