

# PROVIDER NEWSLETTER



**BlueCross BlueShield  
of Western New York**  
MEDICAID | CHILD HEALTH PLUS

<https://providerpublic.mycbcswny.com>

January 2021



## Table of Contents

**Disease Management/  
Population Health program** Page 2

**Updates to AIM Specialty  
Health *Cardiac Clinical*  
*Appropriateness Guidelines*** Page 3

**Medical drug benefit  
*Clinical Criteria* updates** Page 3

***Medical Policies and Clinical  
Utilization Management  
Guidelines* update** Page 4



**Want to receive the  
Provider Newsletter via email?**

Click [here](#) to provide/update your  
email address.

## BlueCross BlueShield of Western New York

Amerigroup Partnership Plan, LLC provides management services for BlueCross BlueShield of Western New York's managed Medicaid. Amerigroup Partnership Plan, LLC brinda servicios administrativos para Medicaid administrado de BlueCross BlueShield of Western New York. Amerigroup Corporation, an independent company, administers utilization management services for BlueCross BlueShield of Western New York's managed Medicaid. Amerigroup Corporation, una compañía independiente, administra los servicios de administración de utilización para el programa administrado de Medicaid de BlueCross BlueShield of Western New York. BlueCross BlueShield of Western New York is a division of HealthNow New York Inc., an independent licensee of the Blue Cross and Blue Shield Association. BlueCross BlueShield of Western New York es una división de HealthNow New York Inc., licenciatario independiente de Blue Cross and Blue Shield Association. BlueCross BlueShield of Western New York partners with Amerigroup companies to administer certain services to Medicaid Managed Care (MMC) and Child Health Plus (CHPlus) members. Please note this newsletter is specific to the MMC and CHPlus programs only.

# Disease Management/Population Health program

Disease Management/Population Health is designed to support providers in caring for patients with chronic health care needs. BlueCross BlueShield of Western New York provides members enrolled in the program with continuous education on self-management, assistance in connecting to community resources, and coordination of care by a team of highly qualified professionals whose goal is to create a system of seamless health care interventions and communications.



## Who is eligible?

Disease Management/Population Health case managers provide support to members with:

- Asthma.
- Bipolar disorder.
- COPD.
- Diabetes.
- Congestive heart failure.
- Coronary artery disease.
- HIV/AIDS.
- Hypertension.
- Major depressive disorder — adults.
- Major depressive disorder — children and adolescents.
- Schizophrenia.
- Substance use disorder.

Our case managers use member-centric motivational interviewing to identify and address health risks, such as tobacco use and obesity, to improve condition-specific outcomes. Interventions are rooted in evidence-based clinical practice guidelines from recognized sources. We implement continuous improvement strategies to increase evaluation, management and health outcomes.

For more information on our program and how to refer, please visit our [website](#).

Your input and partnership is valued. Once your patient is enrolled in the Disease Management/Population Health program, you will be notified by the case manager assigned.

We look forward to working with you.

NYW-NL-0300-20

# Updates to AIM Specialty Health *Cardiac Clinical Appropriateness Guidelines*

Effective for dates of service on and after March 14, 2021, the following updates apply to the AIM Specialty Health<sup>®</sup>\* (AIM) *Advanced Imaging of the Heart and Diagnostic Coronary Angiography Clinical Appropriateness Guidelines*.

## Evaluation of patients with cardiac arrhythmias:

- Updated repeat transthoracic echocardiography (TTE) criteria.
- Added restrictions for patients whose initial echocardiogram shows no evidence of structural heart disease, and follow-up echocardiography is not appropriate for ongoing management of arrhythmia.

## Evaluation of signs, symptoms or abnormal testing:

- Added restrictions for TTE in evaluation of palpitation and lightheadedness based on literature.

## Diagnostic coronary angiography:

- Updated criteria to evaluate patients with suspected congenital coronary artery anomalies.

Ordering and servicing providers may submit prior authorization requests to AIM in one of several ways:

- Access AIM's **ProviderPortal**<sup>SM</sup> directly.
- Online access is available 24/7 to process orders in real-time, and is the fastest and most convenient way to request authorization.
- Access AIM via the **Availity Portal**.<sup>\*</sup> Call the AIM Contact Center toll free at **1-800-714-0040** from 7 a.m. to 7 p.m.

For questions related to guidelines, contact AIM via email at [aim.guidelines@aimspecialtyhealth.com](mailto:aim.guidelines@aimspecialtyhealth.com). Additionally, you may access and **download** a copy of the current and upcoming guidelines.

*\* Availity, LLC is an independent company providing administrative support services on behalf of BlueCross BlueShield of Western New York. AIM Specialty Health is an independent company providing some utilization review services on behalf of BlueCross BlueShield of Western New York.*

NYW-NL-0290-20



## Medical drug benefit *Clinical Criteria* updates

On August 21, 2020, the Pharmacy and Therapeutics (P&T) Committee approved *Clinical Criteria* applicable to the medical drug benefit for BlueCross BlueShield of Western New York. These policies were developed, revised or reviewed to support clinical coding edits.

Effective dates are reflected in the ***Clinical Criteria* Web Posting August 2020**.

NWY-NL-0294-20

*Clinical Criteria* is publicly available on the provider websites. Visit ***Clinical Criteria*** to search for specific policies.

If you have questions or would like additional information, use this **email**.



# Medical Policies and Clinical Utilization Management Guidelines update

The *Medical Policies, Clinical Utilization Management (UM) Guidelines* and *Third-Party Criteria* below were developed and/or revised to support clinical coding edits. Note, several policies and guidelines were revised to provide clarification only and are not included. Existing precertification requirements have not changed.

To view a guideline, visit [https://medicalpolicies.amerigroup.com/am\\_search.html](https://medicalpolicies.amerigroup.com/am_search.html).

## Updates:

Updates marked with an asterisk (\*) notate that the criteria may be perceived as more restrictive.

- MED.00134 — Non-invasive Heart Failure and Arrhythmia Management and Monitoring System:
  - Revised Investigational and Not Medically Necessary indications
- SURG.00156 — Implanted Artificial Iris Devices:
  - Revised Investigational and Not Medically Necessary indications
- SURG.00157 — Minimally Invasive Treatment of the Posterior Nasal Nerve to Treat Rhinitis:
  - Revised Investigational and Not Medically Necessary indications
- CG-DME-07 — Augmentative and Alternative Communication (AAC) Devices with Digitized or Synthesized Speech Output:
  - Revised Medically Necessary and Not Medically Necessary indications
- GENE.00052 — Whole Genome Sequencing, Whole Exome Sequencing, Gene Panels, and Molecular Profiling:
  - Revised Medically Necessary indications
- SURG.00077 — Uterine Fibroid Ablation: Laparoscopic, Percutaneous or Transcervical Image Guided Techniques:
  - Expanded scope and revised Investigational and Not Medically Necessary indications
- SURG.00112 — Implantation of Occipital, Supraorbital or Trigeminal Nerve Stimulation Devices (and Related Procedures):
  - Revised scope and Investigational and Not Medically Necessary indications
- CG-REHAB-12 — Rehabilitative and Habilitative Services in the Home Setting: Physical Medicine/Physical Therapy, Occupational Therapy and Speech-Language Pathology:
  - A new Clinical UM Guideline was created from content contained in CG-REHAB-04, CG-REHAB-05 and CG-REHAB-06.

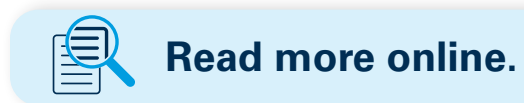
- There are no changes to the guideline content.
- Publish date is scheduled for December 8, 2020.
- The following AIM Specialty Health<sup>®\*\*</sup> (AIM) *Clinical Appropriateness Guidelines* have been revised and will be effective on December 21, 2020. To view AIM guidelines, visit the AIM [page](#):
  - Chest Imaging (See August 16, 2020, version.)\*
  - Oncologic Imaging (See August 16, 2020, version.)\*
  - Sleep Clinical Guidelines (See August 16, 2020, version.)\*

## Medical Policies

On August 13, 2020, the Medical Policy and Technology Assessment Committee (MPTAC) approved several *Medical Policies* applicable to BlueCross BlueShield of Western New York (BlueCross BlueShield). These guidelines take effect December 21, 2020.

## Clinical UM Guidelines

On August 13, 2020, the MPTAC approved several *Clinical UM Guidelines* applicable to BlueCross BlueShield. These guidelines were adopted by the medical operations committee for our members on September 24, 2020. These guidelines take effect December 21, 2020.



\*\* AIM Specialty Health is an independent company providing some utilization review services on behalf of BlueCross BlueShield of Western New York.

NYW-NL-0295-20