

# Medical Office Update

April 2026

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## Join our email list

Join our email list in order to begin receiving bi-monthly newsletters, as well as occasional electronic communications.

[Sign up now](#)

## Genetic testing requires prior authorization

EviCore by EverNorth is pleased to continue its partnership with Moda Health to provide utilization management services.

- Starting **May 1, 2026**, Moda Health members in Oregon, Idaho and Alaska will require prior authorization through EviCore for genetic testing services for dates of service on or after May 1, 2026.
- Starting **June 1, 2026**, Moda Health members in Texas will require prior authorization for genetic testing services through EviCore for dates of service on or after June 1, 2026.

You can see a full list of services that require prior authorization on our website.

## Acupuncture no longer needs prior authorization

EviCore by EverNorth is continuing its partnership with Moda Health to provide utilization management services.

- **Starting May 1, 2026**, Commercial Moda Health members in Alaska, Idaho, Oregon and Texas will no longer require prior authorization through EviCore for acupuncture services for dates of service on or after May 1, 2026.

You can see a full list of services that require prior authorization on our website.

## Discover the enhanced Commercial Provider Manual

We've made key updates to the Commercial Provider Manual to make it easier for you to find the information you need faster and more efficiently. Visit our [Policies and manuals](#)

[website](#) to view the revised manual. These enhancements can help you stay current with latest information.

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## **NEW!** Track benefit limits more easily

We've enhanced the Benefit Tracker tool. You can now see how much of a member's dollar or visit limits have been used to date. We believe this update will help you better manage your members' benefits.

*Your Moda Health Customer Service team*

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## Stay sharp on cataract coding

Moda Health has seen an increase in claims where CPT 64708 (Neuroplasty, major peripheral nerve, arm or leg) is billed with cataract surgery codes such as 66984. This is not appropriate and may lead to denial or audits.

Cataract surgery is performed in the eye and ocular adnexa, while CPT 64708 applies to nerves in the arm or leg. These are different body systems and should not be coded together.

We've also found that some providers are using 64708 to describe hydrodissection, which is an integral, non separately reportable component of routine cataract surgery. [CMS NCCI policy](#), states that integral services may not be billed separately simply because a CPT code exists.

### Coding reminders

- Use only ophthalmic CPT codes for cataract procedures
- Don't substitute codes from other body systems
- Make sure documentation clearly supports all billed services
- Review CMS NCCI edits before submitting claims

Accurate coding matters. We appreciate your commitment to accurate and compliant coding practices. The codes you submit must match the procedure performed and the part of the body treated, with complete and clear documentation to support it.

Learn more about the [Moda Health Reimbursement Policy](#).

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## Help your patient stay on track with lifesaving screenings

We encourage you start reminding patients to get their regular colorectal cancer screenings starting at age 45 and beyond. Screening is the best way to prevent colorectal cancer by finding it early when it's easier to treat. You're a trusted voice for our patients. A quick reminder from you can make a big difference. It also helps patients understand their options and choose what works best for them.

### NCQA suggests these testing options to close colorectal cancer screening gaps:

- FOBT/FIT – Once every year
- FIT DNA (like Cologuard) – Once every 3 years
- Flexible Sigmoidoscopy – Once every 5 years
- CT Colonography – Once every 5 years
- Colonoscopy – Once every 10 years

### What's new

A new proposed HEDIS measure for 2027 looks at follow-up care. It focuses on patients between ages 45-85 who need a colonoscopy within six months after a positive stool test. You can learn more about the proposed COF-E measure [here](#).

## We'd love your input

How does our team recommend and follow up on screenings? Our QI team wants to hear from you. Please take a few minutes to share your experience in our [brief survey](#).

If you're part of a value-based provider program, [log in](#) anytime to view your provider reports and see which patients may be due for their colorectal cancer screening.

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## Join the conversation in our monthly Quality Office Hours!

We invite all of our provider partners to join us for our monthly Quality Office Hours. This is a relaxed, open space for you to ask questions, share ideas and talk through quality improvement topics. Starting in March, each hourlong session will be on the first Wednesday of every month. You're welcome to join for the full hour or drop in when it works for you. Some months will be open discussion and others will feature a specific topic for deeper conversation.

### Meeting schedule

All sessions take place from noon to 1 p.m., Pacific time (lunch hour).

### Meeting dates:

- April 1, 2026
- May 6, 2026
- June 3, 2026
- July 1, 2026
- August 5, 2026
- September 2, 2026
- October 7, 2026
- November 4, 2026

### Upcoming topics

Topics will be shared in the Provider Monthly Newsletter leading up to each session.

*The first two topics will include:*

- **April:** Navigating patient communications using the know your care model
- **May:** Supporting parents with childhood and adolescent vaccines

### Interested in joining?

Have a topic you'd like to explore? We'd love to hear from you. Submit your ideas when you [sign up](#). For questions about joining, please email us at [qualityimprovement@modahealth.com](mailto:qualityimprovement@modahealth.com).

## Your feedback matters to us

Our 2025 Practitioner Survey is now live and takes about 5 minutes to complete. Your input helps improve communication, coordination and overall provider experience. As an NCQA-accredited organization, Moda Health is committed to strengthening collaboration between behavioral health and medical providers, and your feedback plays a big part.

### Survey options

To make your feedback as relevant as possible, we've created two tailored surveys:

- **Medical practitioner survey:** Focuses on your experience with medical care coordination, referrals, access to specialists and communication with behavioral health providers. Your insights help us identify gaps and improve integration across the care continuum.  
[Take this survey now](#)
- **Behavioral health practitioner survey:** Focuses on coordination with medical providers, access to patient information, and support for delivering timely, connected care. Your feedback helps improve collaboration and reduce barriers to whole-person care.  
[Take this survey now](#)

### Survey details

- **Open:** March 27 – April 29, 2026
- **Watch for:** An email from [qualityimprovement@modahealth.com](mailto:qualityimprovement@modahealth.com)
- **Bonus:** The first 100 participants will be entered into a raffle for a **\$75 gift card**

Thank you for your partnership and for helping us improve quality and care coordination.

– Your Moda Quality Improvement team

## Additional Information

Looking for additional information about this month's topics? Click the button below for our new comprehensive document. This month it will contain:

- [Reimbursement Policy Manual updates](#)
- [Medical Necessity Criteria](#)

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### Moda Health Medical Customer Service

For claims review, adjustment requests and/or billing policies, please call the number shown on the back of the patients Moda ID card.



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