

# Medical Office Update

October 2025

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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](#)

## Learn what's new for 2026. Sign up today!

Moda Health's Provider Relations team invites you to join our virtual provider workshops, which begin Oct. 16, 2025. Our fall workshops will cover several important topics, including:

- Network update/changes
- Policy updates
- Claim billing and appeals
- Quality and value-based care programs

[Sign up today](#) for the workshop that best fits your schedule and region! These workshops will last about an hour.

We look forward to sharing our 2025 updates and providing a glimpse of what's new for 2026!

## New PEBB 90-day medication program

Starting **Jan. 1, 2026**, the Public Employees' Benefit Board (PEBB) will begin a **mandatory 90-day supply program** for certain maintenance medications. This includes those with Moda Health coverage.

### How it works

- Members may fill their 90-day supply at any network retail pharmacy or through a network mail-order pharmacy.
- To give members time to adjust, they may continue receiving up to **two 30-day prescription fills 1/1/2026**. After that, a 90-day supply will be required.

### Why consider mail order?

Mail-order pharmacies are a safe, simple and convenient way to get prescriptions delivered right to their home. Members will have access to two convenient mail order pharmacy options:

<b>Postal Prescription Services</b> ppsrx.com 800-552-6694	<b>Costco Mail-Order Pharmacy*</b> pharmacy.costco.com 800-607-6861 <i>*You do not need to be a Costco member</i>
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Questions? Call the Moda Health Navigator team at **844-776-1594**.

## When it comes to mammograms, 40 is the new 50

Last year the U.S. Preventive Services Task Force updated its guidelines for breast cancer screenings. They now recommend that people get a mammogram every other year starting at age 40 through age 74.

NCQA has adopted this change for the 2025 measurement year. The Breast Cancer Screening (BCS-E) measure now reflects the new age range. This makes it more important than ever to talk with your patients about what regular screening should look like for them.

### October is Breast Cancer Awareness Month

It's a perfect time to have these conversations. With the new age guidelines, many patients who are now eligible may have never had a mammogram. Some may also have questions about when to begin screenings or how personal risk factors, like family history, could affect their schedule. Your guidance can make all the difference.

If you are part of a value-based provider program, you can log in online to view your [provider reports](#). This will help you identify any patients in your practice who may be due for their breast cancer screening.

Learn more about NCQA ECDS measures [here](#) and review and the research behind USPSTF's recommendations [here](#).

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### Rivaroxaban update for older adults

The American Geriatrics Society (AGS) Beers Criteria now lists rivaroxaban (Xarelto) as a medication that may not be the most appropriate for older adults when used long-term for nonvalvular atrial fibrillation or venous thromboembolism. This update emphasizes limiting rivaroxaban use in older adults and recommends instead safer alternatives like apixaban (Eliquis) or dabigatran (Pradaxa).

#### Why this change?

Research shows that older adults taking rivaroxaban have a higher risk of serious bleeding, including gastrointestinal bleeding, compared with those taking other direct oral anticoagulants (DOACs).<sup>1</sup>

#### DOAC switching guidance

Follow these steps when switching between DOACs:

1. Stop the current DOAC.
2. Start the new one at the time the next dose is due.<sup>2</sup>

#### When rivaroxaban may still be appropriate

In certain situations, rivaroxaban may still be a reasonable option, such as for other approved uses or when or when once-daily dosing helps a patient stay on track with their medication.

#### Important clinical considerations

When prescribing rivaroxaban in older adults:<sup>2</sup>

- Monitor renal function and adjust therapy accordingly, particularly in patients at higher risk of decline
- Limit use of other medications that raise bleeding risk (e.g., NSAIDs, corticosteroids)
- Consider gastroprotective agents when necessary
- Teach your patients how to recognize warning signs of serious gastrointestinal bleeding and when to seek immediate care

#### Supporting deprescribing conversations

It can be challenging to talk with patients about stopping long-term medications, especially if they haven't had bad side effects. Consider the following strategies:<sup>1</sup>

- Share a clear explanation of risks compared to other options
- Involve your patients in shared decisions that reflect their values and preferences

#### Questions?

We're here to help! Access the full [AGS 2023 Beers Criteria](#) or call the Moda Health Pharmacy Customer Service team at **888-361-1610**.

#### References:

<sup>1</sup>By the 2023 American Geriatrics Society Beers Criteria® Update Expert Panel. American Geriatrics Society 2023 updated AGS Beers Criteria® for potentially inappropriate medication use in older adults. *J Am Geriatr Soc.* 2023;71(7):2052-2081.

<sup>2</sup>Chen A, Stecker E, A Warden B. Direct Oral Anticoagulant Use: A Practical Guide to Common Clinical Challenges. *J Am Heart Assoc.* 2020;9(13):e017559.

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### Meet our new behavioral health clinical liaison

We're excited to welcome Claire Slater to the Moda Healthcare Services Behavioral Health team. She's a Licensed Professional Counselor and Board-Certified Art Therapist with 14 years of hands-on experience supporting people with severe and persistent mental illnesses. Over the years, she's worn many hats, including case manager, therapist, supervisor and program director.

Claire is passionate about helping providers feel supported and confident in their work. Before joining Moda, she was at CareOregon, where she led best practice training, technical assistance and quality improvement programs for in-network behavioral health providers.

As a behavioral health clinical liaison, Claire's main focus will be guiding and supporting providers in the Behavioral Health Incentive Plan (BHIP) while making sure the program keeps growing to deliver the highest-quality services and care for our members.

If you have questions, please email us at [behavioralhealth@modahealth.com](mailto:behavioralhealth@modahealth.com).

### Training to help you support every patient

Cultural competency means understanding that every patient has different needs and being aware of those differences. These differences can include race, ethnicity, primary language, age, where they live, gender identity, sexual orientation, physical abilities or limitations, spiritual beliefs, economic status and literacy.

Moda Health wants to help you build strong, healthy relationships with your patients. As part of our Cultural Competency Program, we encourage you to use our available resources and training to better understand and meet and support the needs of your patients.

To learn more and access training, visit the following sites:

- [National Institutes of Health \(NIH\) Clinical Conversations Training Program - Health Literacy Modules](#)
- [U.S. Department of Health and Human Services, Health Resources and Services \(HRSA\)](#)
- [Centers for Disease Control and Prevention \(CDC\) – Effective Communication for Healthcare Teams](#)
- [U.S. Department of Health and Human Services – Think Cultural Health](#)

### 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](#)

#### 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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