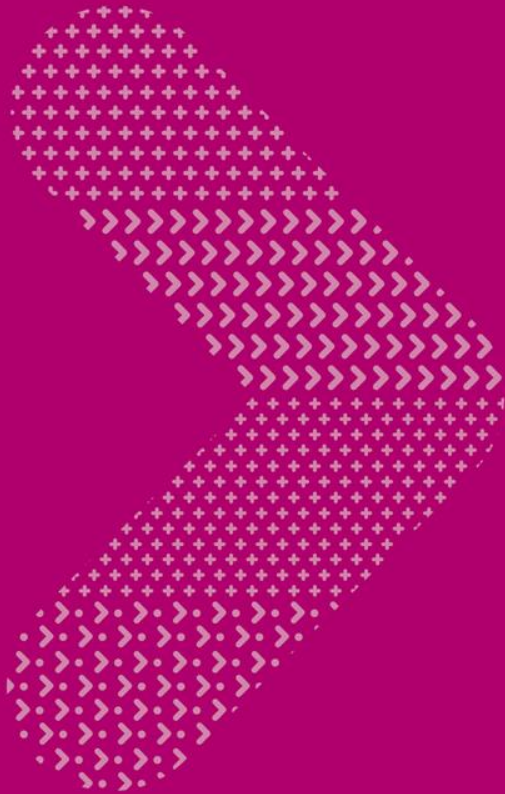


# Moda on the **move**

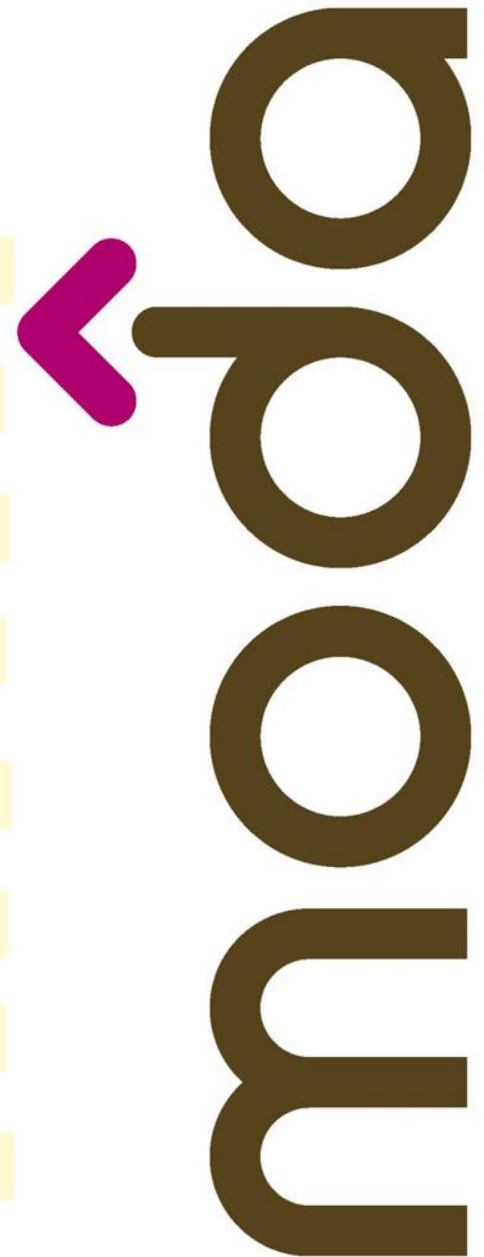


# Welcome!



# Agenda

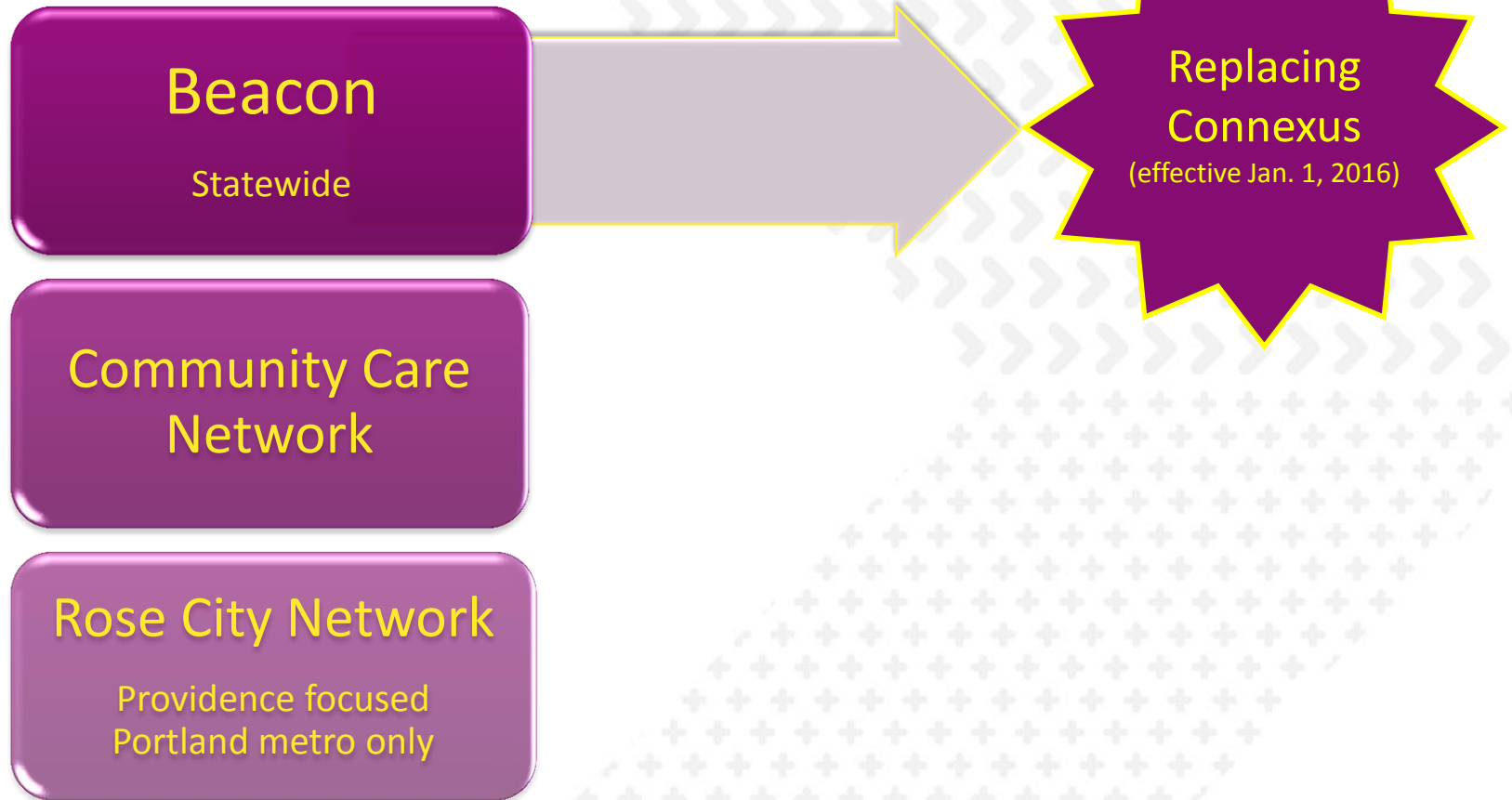
- Networks and products
  - Beacon
  - Community Care Network (CCN)
  - Rose City
  - Synergy/Summit
- Membership map and locations
- ICD 10
- Claim edits policy
- National Drug Codes (NDC)
- Magellan Rx
- Credentialing
- Provider resources
- Healthcare services
- Provider survey
- Contact information



# Networks and products



# Individual network lineup 2016



# Beacon Network

Effective January 1, 2016

## What is different?

---

- Replaces current Connexus Network for individual
- Statewide, broad network with some provider changes
- PPO based, no PCP assignment required

Goal:

Future affordability and sustainability of the individual product

# Community Care Network (CCN)

Limited network panel

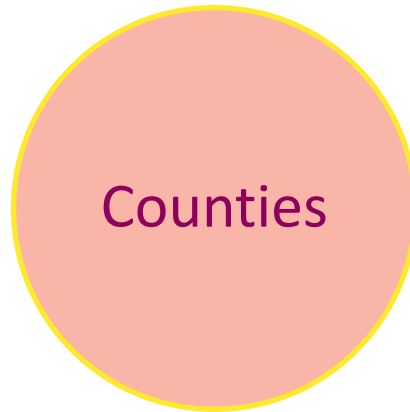


- Clackamas
- Deschutes
- Marion
- Multnomah
- Polk
- Washington
- Yamhill

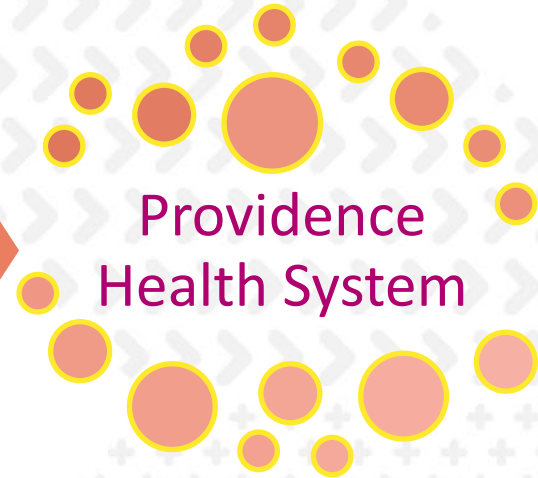
- Legacy Health
- OHSU
- Portland Adventist
- Salem Health
- St. Charles

# Rose City

Limited network panel

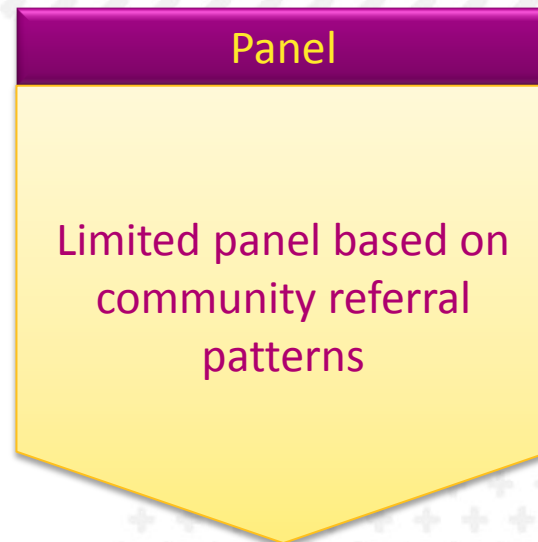
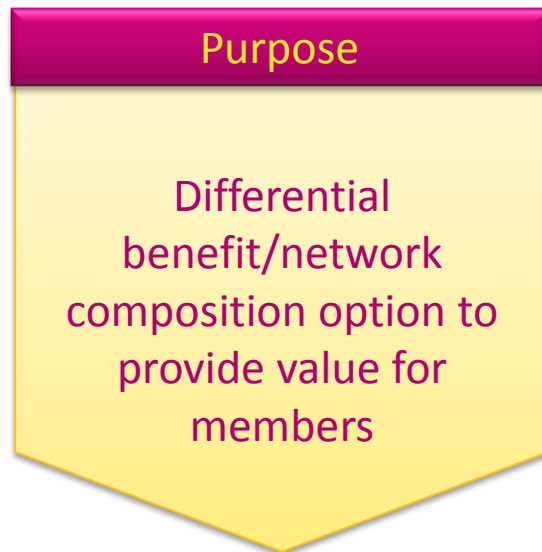


- Clackamas
- Multnomah
- Washington
- Yamhill





# CCN & Rose City Network



Providers were specifically selected based upon several determining factors to enhance the high-value concept characteristic of this network.

# Employer group network lineup 2016

*Small group*

**Connexus**

Statewide

**Synergy/Summit**

Select counties

**Rose City Network**

Providence focused exchange  
based

*Large group*

**Connexus**

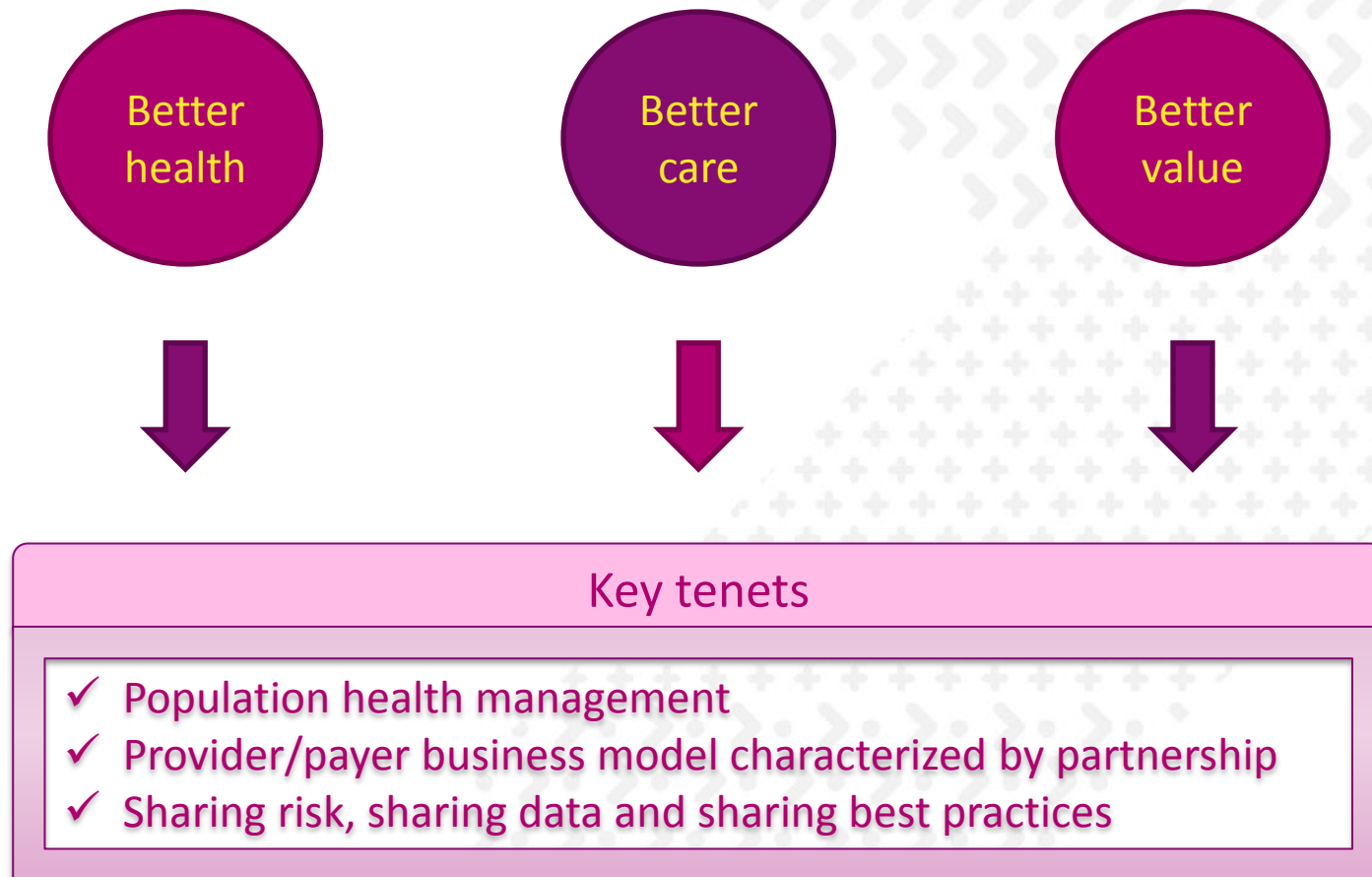
Statewide

**Synergy/Summit**

Select counties

# Synergy/Summit purpose

Partnership between Moda Health & providers to achieve Triple Aim goals



# Synergy/Summit



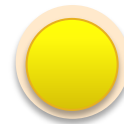
# OEBB Reference Price Program



**October 1, 2013**



**October 1, 2014**



**October 1, 2014**

## **Bariatric surgery**

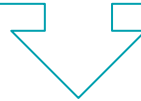
Bariatric surgery to  
members that qualify



Established price  
of \$20,000

## **Oral appliances**

Used to treat obstructive  
sleep apnea (HCPCS E0485  
& E0486)



Established price  
of \$1,800

(Appliance only)

## **Major joint replacement**

Major joint replacement for  
knees & hips (DRG 470)

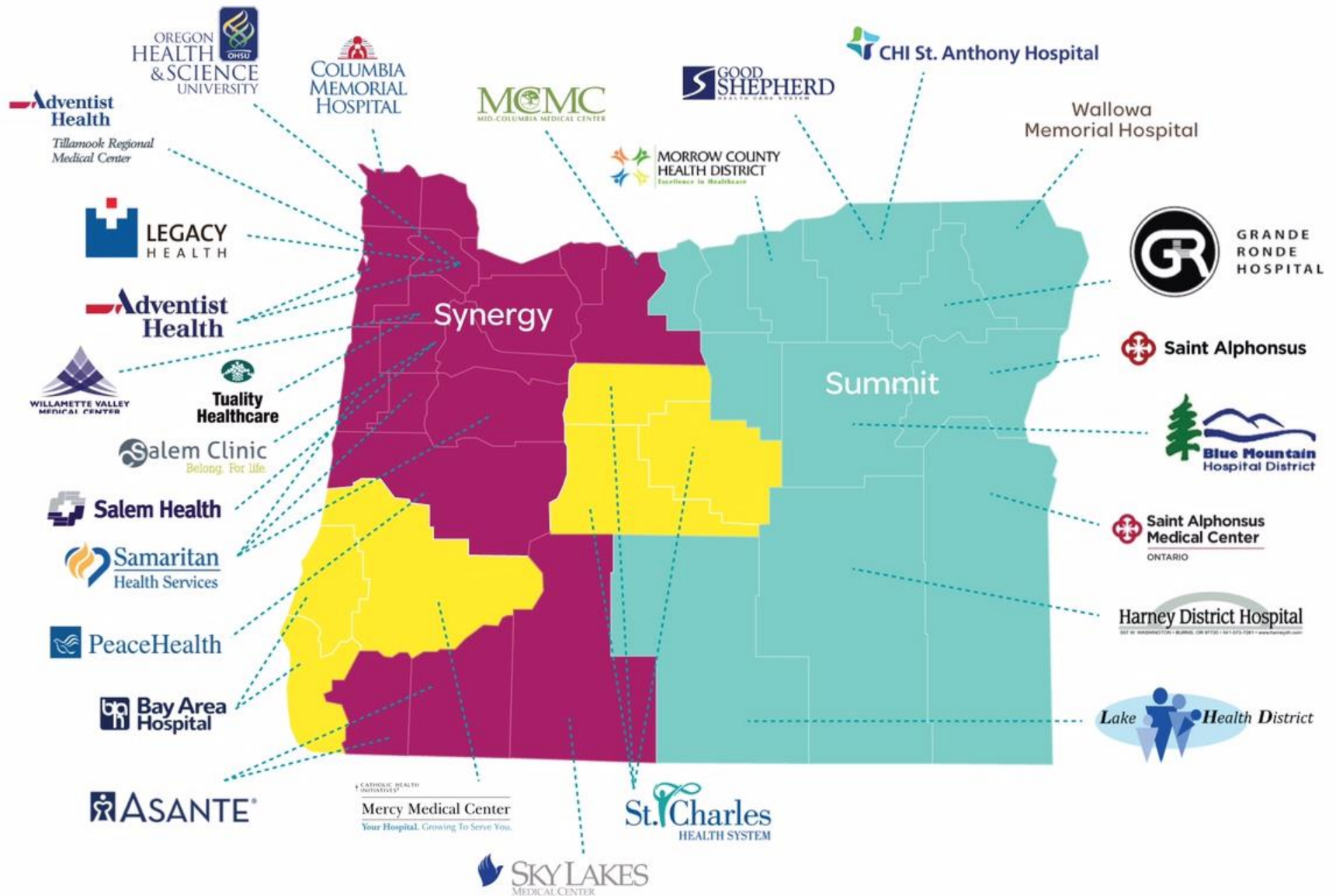


Established price  
of \$25,000

(Facility & implant cost only)

[www.modahealth.com/medical/reference-price-program](http://www.modahealth.com/medical/reference-price-program)

# Synergy/Summit counties

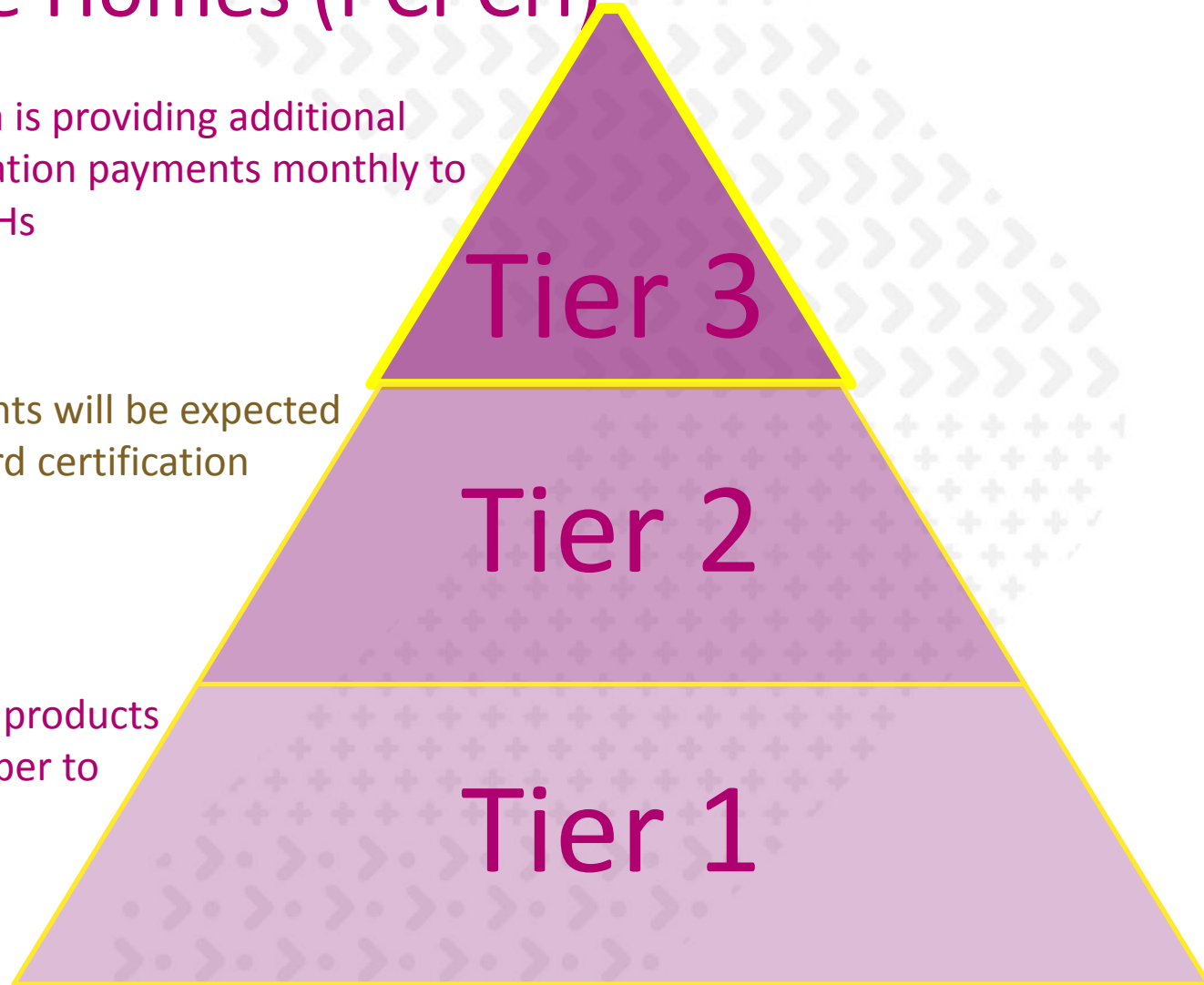


# Synergy/Summit/EOCCO Patient-Centered Primary Care Homes (PCPCH)

Moda is providing additional capitation payments monthly to PCPCHs

PCP participants will be expected to work toward certification

Synergy & Summit products require each member to choose a PCP





# Certified Moda medical home

## Need more information?

To get certified contact Oregon Health Authority:

[www.oregon.gov/oha/ohpr/pages/healthcarereform/pcpch](http://www.oregon.gov/oha/ohpr/pages/healthcarereform/pcpch)

Already part of Moda PCPH and have questions?

[pcpchquestions@modahealth.com](mailto:pcpchquestions@modahealth.com)

What are the standards  
for recognition?

How do I become  
certified?

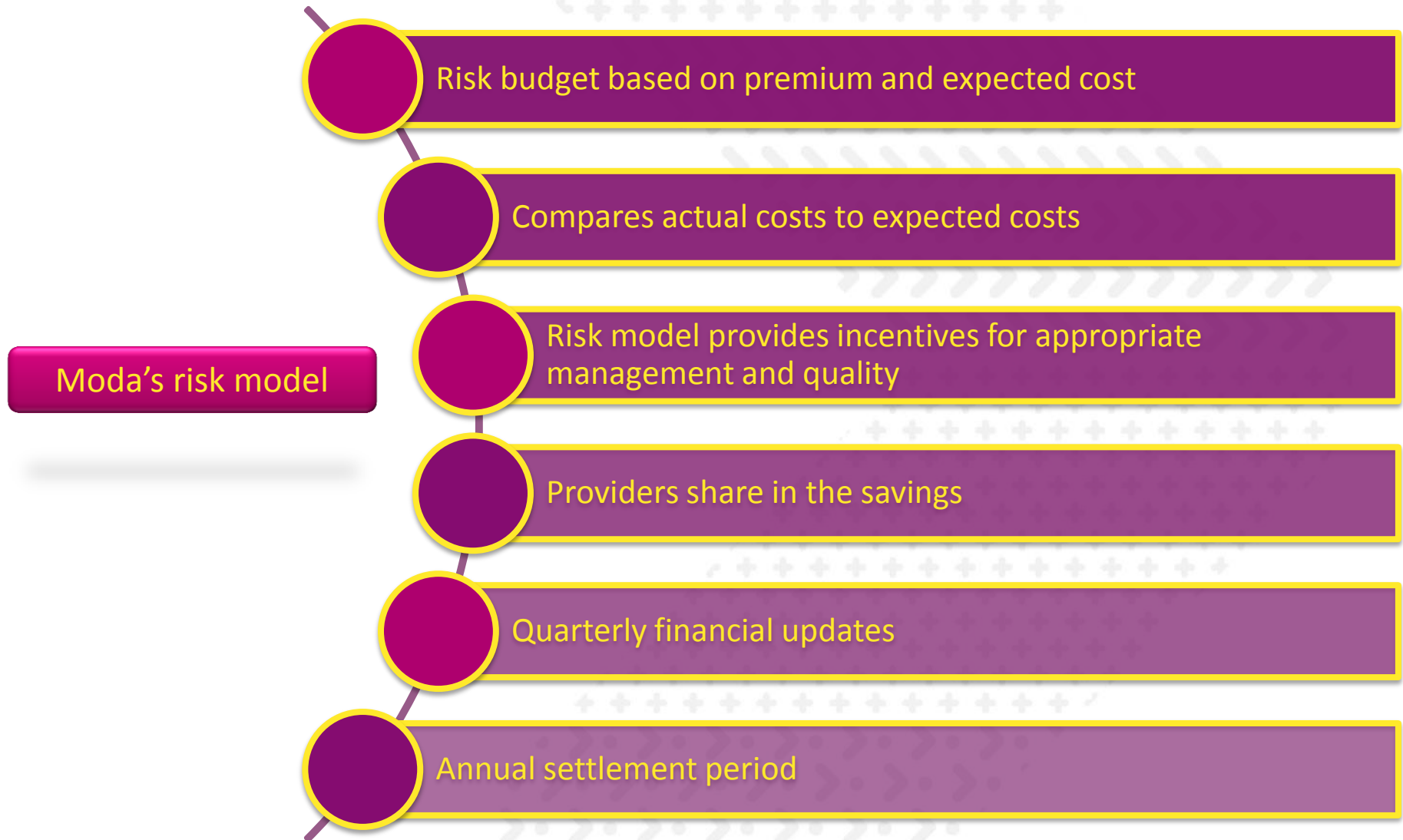
Where do I  
direct patients  
with questions?



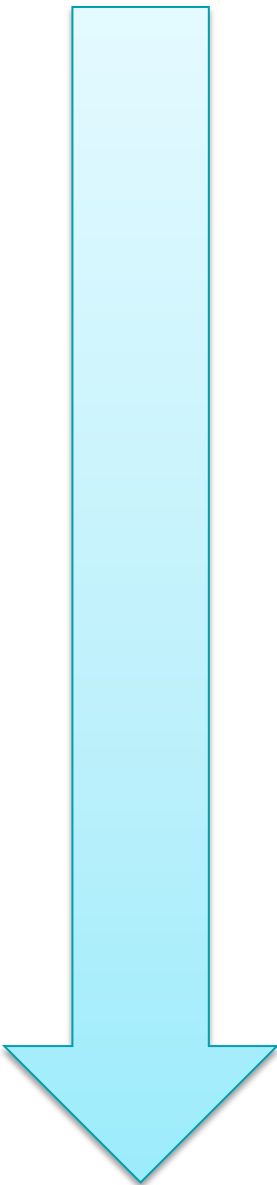
# Provider reports



# Purpose of risk model & reports



# Risk model report timeline



	Milestone
October 2014	OEBB is the first group to offer Synergy/Summit
Mid-December, 2014	First Member Roster reports sent to PCPs
January 2015	Additional groups (e.g. OHSU, Moda, PCC, etc.) have members in Synergy/Summit
February 2015	PCP reports sent out
March 2015	Specialists and hospitals begin to receive reports
2 <sup>nd</sup> quarter 2015	Web portal for accessing reports comes online
December 31, 2015	Settlement period ends
May 2016	Settlement payments will be made

# Synergy/Summit clinical reports package

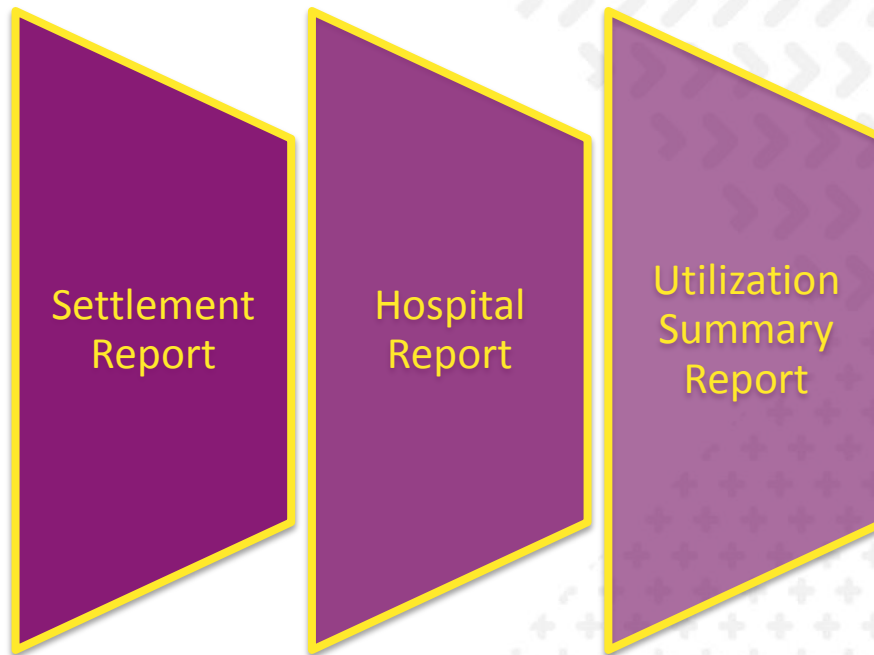
Audience: Practice/office and clinic managers, medical directors; chief physicians



- Monthly report
- Data on each assigned member's medical conditions and treatments
- Opportunities to improve care for individual
- Meet quality measurement

# Financial report

Audience: CEOs, CFOs, practice/office and clinic managers, medical directors, chief physicians

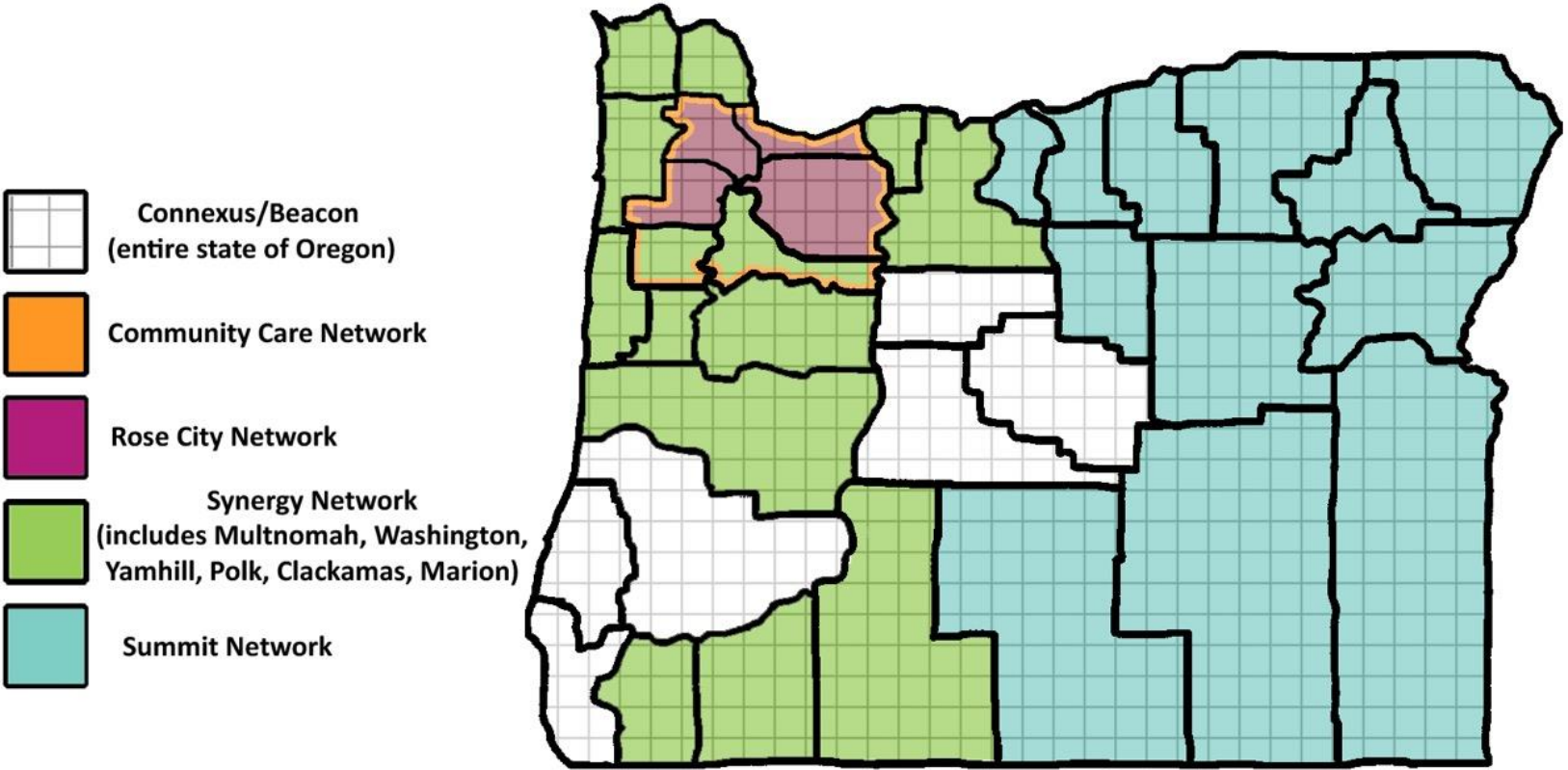


- Monthly report
- Show the amount of bonus a provider has earned by keeping members healthy
- Displays utilization statistics such as claims cost and count
- Questions can be sent to **[RiskRptQuestions@modahealth.com](mailto:RiskRptQuestions@modahealth.com)**

# Membership map & locations



# Map of network coverage



Washington



Connexus (Clark/Cowlitz)  
Synergy (Clark)  
First Choice

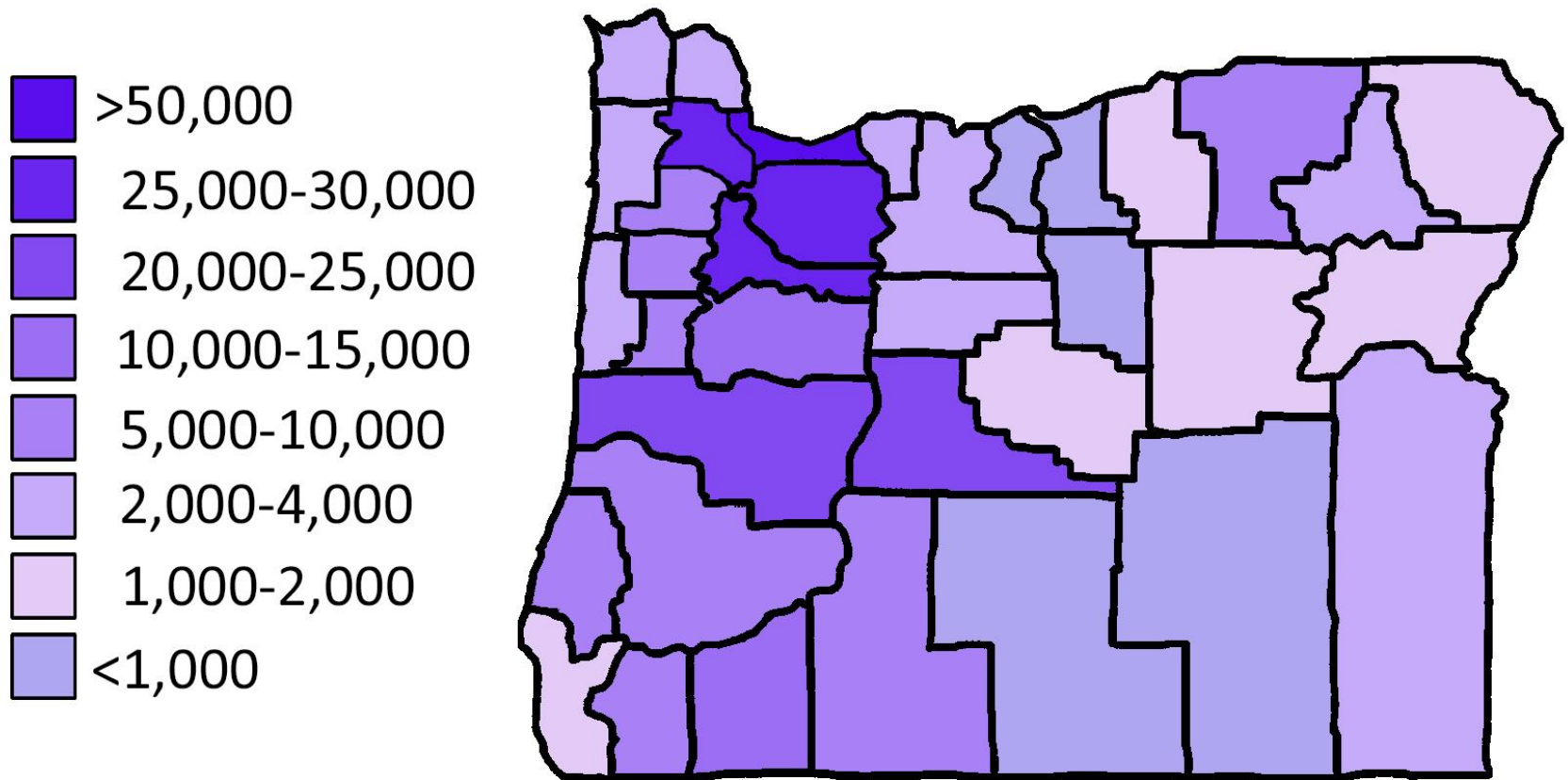
Idaho



Connexus  
Summit  
Idaho Physicians Network



# Commercial membership by county



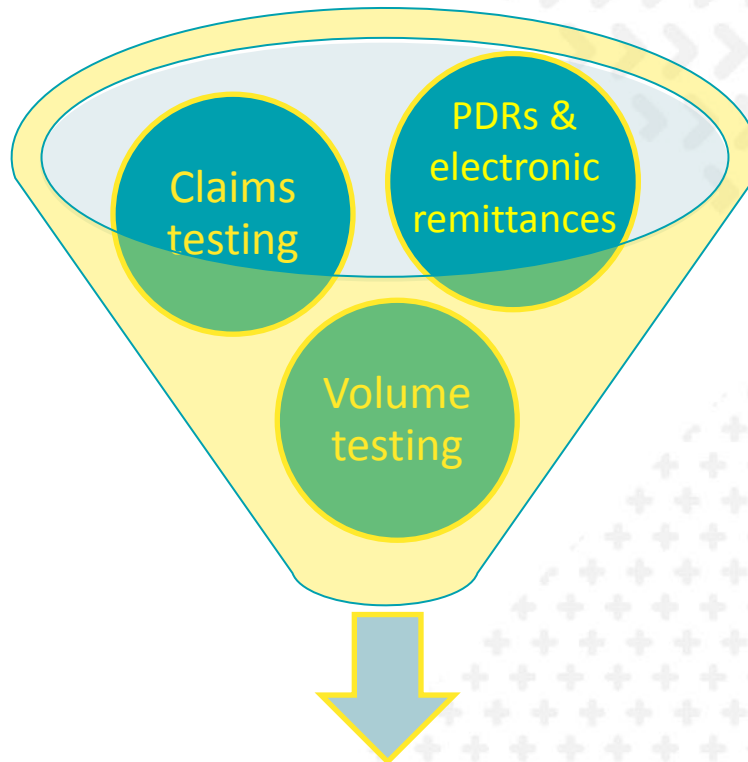


# ICD-10



# ICD-10

Effective **October 1, 2015**, all claims with DOS after the implementation date will need to be submitted with ICD-10



Completed end-to-end testing with multiple trading partners, including nurses, physician offices, ancillary and hospitals

# ICD-10 FAQ

**Q: Why is CMS upgrading to ICD-10?**

**A:** ICD-9 provides limited data about medical conditions and procedures → ICD-10 is more specific for describing diagnosis

**Q: Will my payment change?**

**A:** Payment will continue to be based on CPT codes. You should not experience any change in payment due to ICD-10

**ICD-10**  
[www.cms.gov/ICD10](http://www.cms.gov/ICD10)

# ICD-10 FAQ Continued

**Q:** Will you allow ICD-9 and ICD-10 codes to be submitted on the same claim?

**A:** No, ICD-9 and ICD-10 codes on the same claim will not be accepted

**Q:** What happens if I don't switch to ICD-10?

**A:** Claims that do not use ICD-10 diagnosis and inpatient procedure codes on or after **October 1, 2015** will not be processed

**ICD-10**  
[www.cms.gov/ICD10](http://www.cms.gov/ICD10)

# ICD-10 FAQ continued

**Q:** I need to reprocess a claim submitted with ICD-9 but the DOS was prior to October 1. Do I need to convert it to ICD-10 now?

**A:** Diagnosis will still be date of service specific

**Q:** At what point will you require ICD-10 codes for authorizations?

**A:** We will require ICD-10 codes for pre-authorizations submitted starting October 1, 2015

**ICD-10**  
[www.cms.gov/ICD10](http://www.cms.gov/ICD10)

# Claim edits policy



# Claim edits policy

Effective **September 1<sup>st</sup>, 2015**, Moda has expanding its claim check program for injectable and/or infusion drugs:

Avastin

Rituxan

Gammagard

Remicade

Herceptin

Treanda

Neulasta

Tysabri

Perjeta

Velcade

- ✓ Appropriate frequency
- ✓ Safety
- ✓ Correct units
- ✓ Eligible diagnosis code

*We will expand this initiative to cover and include specialty and injectable drugs in the future*

# National Drug Codes (NDC)

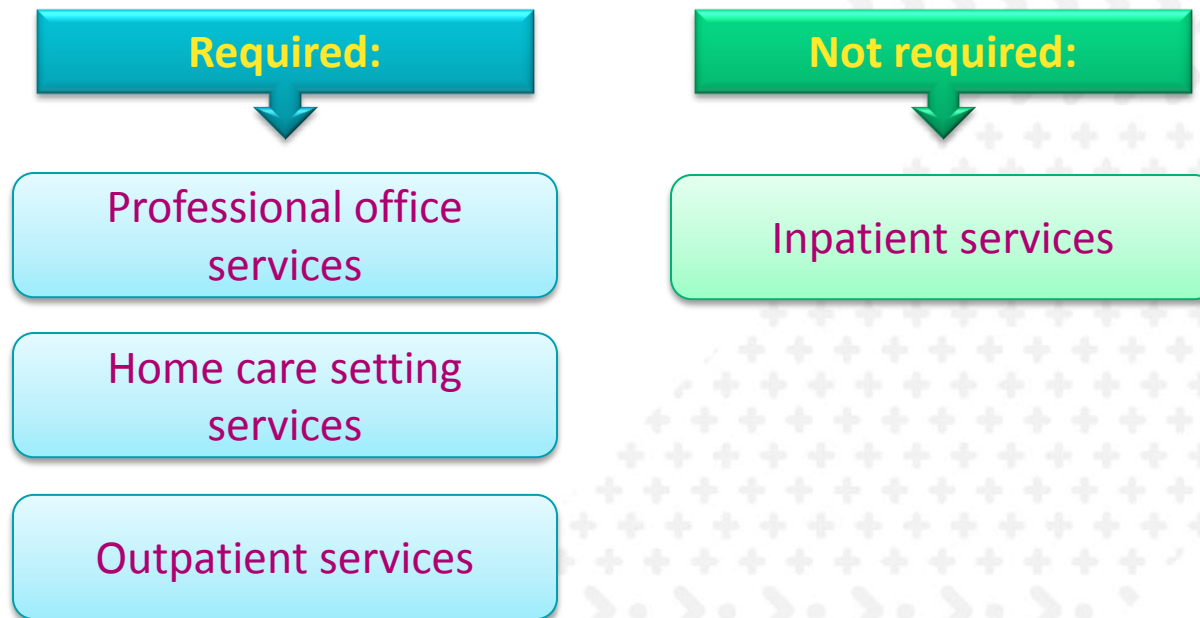




# New National Drug Codes (NDC) Policy

## Effective September 1, 2015:

Complete NDC information will be required on all professionally administered drug claims billed to Moda for the **Oregon Health Plan (Medicaid), Medicare, and Commercial Members.**



# NDC

*Example of Correct NDC code:*

24. A. DATE(S) OF SERVICE						B.	C.	D. PROCEDURES, SERVICES, OR SUPPLIES			E.	F.	G.	H.	I.	J.
From To						PLACE OF		(Explain Unusual Circumstances)			DIAGNOSIS	\$ CHARGES	DAYS OR UNITS	EPSDT Family Plan	ID. QUAL	RENDERING PROVIDER ID #
MM	DD	YY	MM	DD	YY	SERVICE	FMG	CPT/HCPCS	I	MODIFIER	POINTER					
N412345678901 UN20																123456789
MM	DD	YY	MM	DD	YY	1		J#####		UD [for 340B drugs]	1		###	##	20	NPI 1234567890

Specific unit of measure must be noted to the metric decimal

Any missing information will be subject to denied claim to provider liability

# Magellan Rx

*(formerly known as ICORE)*



# Magellan Rx

*(formerly known as ICORE)*

An additional 21 new HCPCs are being added to the prior authorization list of medications

---

What injectable medications will be covered?

Magellan Rx will review your prior authorization requests for the following specialty injectable medications that are performed in:

Outpatient  
facility

Patient's home

Physician's  
office

# Magellan Rx

We appreciate your support in assuring Moda Health members receive:

- ✓ High-quality affordable care
- ✓ Ability to deliver results consistent with nationally recognized clinical criteria and guidelines

## Questions?

**Full list of covered injectable medications:**

[www.modahealth.com/medical/injectables](http://www.modahealth.com/medical/injectables)

**List of FAQ:**

[www.modahealth.com/pdfs/faq\\_injectables.pdf](http://www.modahealth.com/pdfs/faq_injectables.pdf)

# Credentialing



# Credentialing

## New providers we credential:

- **LMP** – Licensed Massage Practitioners
- **RD** – Registered Dieticians

## Providers we do not credential:

- **RN** – Registered Nurse
- **CNA** – Certified Nurse Assistant
- **CNS** – Certified Nurse Specialist
- **LPN** – Licensed Practical Nurse
- **QMHP** – Qualified Mental Health Practitioner
- **QMHA** – Qualified Mental Health Associate
- **CADC** – Certified Alcohol and Drug Counselor
- **CNM\***-Certified Nurse Midwife –*Unless a Nurse Practitioner*
- **Providers part of a delegation**
- **Hospital Based only providers**

# Provider resources

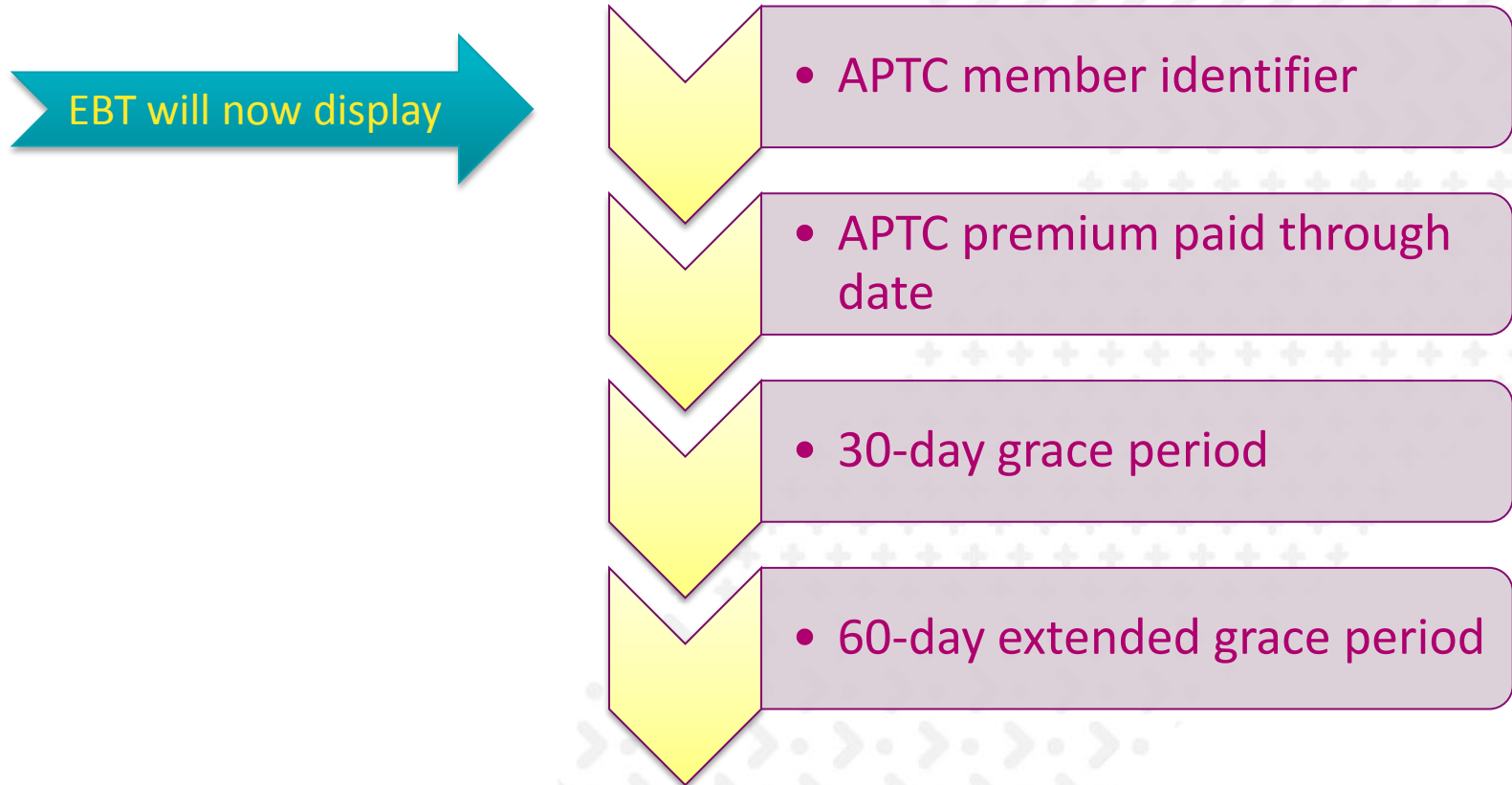






# Advanced Premium Tax Credit (APTC)

[More access to patient benefit information](#)

Enterprise Benefit Tracker (EBT) online tool will show APTC information when viewing member benefits.



# 30-day grace period

**Benefit Tracker**

- Medical Benefits

[Medical Benefits](#) | [Vision Benefits](#) | [Rx Benefits](#) | [Claims](#) | [PCP History](#) | [EOBs](#) |  
[Member Handbook](#) | [Family](#)



**Subscriber ID:**  
**Subscriber Name:**  
**Subscriber Address:**  
**Network:** Connexus (formerly ODSPlus)  
**Insurance Type:** Preferred Provider Organization  
**Group Number:**  
**Plan Number:**  
**Group Name:**  
**State Issued:** OR

**Claims information**  
APTC premium paid through date: 01/01/2015  
30 day grace period: 01/31/2015 ?  
Extended 60 day grace period: 04/01/2015 ?  
**Check eligibility for another date:**  
**30 day grace period:** HIX grace period. During the first month of grace period which applies once the subscriber has paid their first full months premium, claims will be considered at regular plan benefits compliant with advance premium tax credit

**Patient Name:**

Gender	Relationship	Birth Date	Plan Begin	Plan End	Status	COB Begin	COB End
Male	Subscriber		10/01/2009	--/--	Active		

# 60-day extended grace period



## Medical Benefits

[Medical Benefits](#) | [Vision Benefits](#) | [Rx Benefits](#) | [Claims](#) | [PCP History](#) | [EOBs](#) | [Member Handbook](#) | [Family](#)

**Subscriber ID:**

**Subscriber Name:**

**Subscriber Address:**

**Insurance Type:** Preferred Provider Organization

**Group Number:**

**Plan Number:**

**Group Name:**

**Network:** Connexus (formerly ODSPPlus)

**State Issued:** OR

### Claims information

APTC premium paid through date: 01/01/2015

30 day grace period: 01/31/2015 ?

Extended 60 day grace period: 04/01/2015 ?

Check eligibility for another date: 10/10/2014 Go

**Extended 60 day grace period:** HIX grace period. Active coverage under grace period however, claims will be pended until full premium is received from subscriber

**Patient Name:**

Gender	Relationship	Birth Date	Plan Begin	Plan End	Status	COB Begin	COB End
Male	Subscriber		10/01/2009	--/--	Active		

# Electronic claim submission

Lower  
administrative  
costs

Greatly  
enhanced  
service

Reduces claim  
processing  
time

Questions?

Email:

[EDIGroup@modahealth.com](mailto:EDIGroup@modahealth.com)

# Reimbursement Policy Manual

The screenshot displays the Moda Health website interface. On the left is a vertical navigation menu with the following items: Provider home, Benefits & eligibility, Authorization & referrals, Patient care programs, Working with Moda Health (highlighted in a darker shade), Credentialing, Policies and manuals (with a left-pointing arrow), Claims and appeals, Networks, Fraud prevention, and Provider resources. The main content area is titled 'Policies and manuals' and includes a sub-header 'Moda Health Commercial Plans'. Below this, it states 'The following policies have been outlined for health care providers:' and lists several links: Clinical Editing Policy Information, Electronic remittance explanation codes, Preauthorization Requirements for CPT code 95165, Provider Manual (Requires login to Benefit Tracker), and Moda Health – Secure Storage and Transport of PHI. A green rectangular box highlights the 'Policies and manuals' section of the left menu and the list of links in the main content area. A green arrow points from the 'Policies and manuals' menu item to the 'Reimbursement Policy Manual' link in the list. Below the highlighted section, the 'Oregon Health Plan (OHP)' section is visible, listing links for Clinical Editing Policy Information, EOCCO – Secure Storage and Transport of PHI, Policy, Member Handbook, Provider Announcements, and Provider Manual.

**moda**

Oregon Contact us FAQs

**Policies and manuals**

**Moda Health Commercial Plans**

The following policies have been outlined for health care providers:

- > Clinical Editing Policy Information
- > Electronic remittance explanation codes
- > Preauthorization Requirements for CPT code 95165
- > Provider Manual (Requires login to Benefit Tracker)
- > Moda Health – Secure Storage and Transport of PHI
- > Policy
- > Reimbursement Policy Manual

**Oregon Health Plan (OHP)**

- > Clinical Editing Policy Information
- > EOCCO – Secure Storage and Transport of PHI
- > Policy
- > Member Handbook
- > Provider Announcements
- > Provider Manual

**Provider home**

**Benefits & eligibility**

**Authorization & referrals**

**Patient care programs**

**Working with Moda Health**

**Credentialing**

**Policies and manuals**

**Claims and appeals**

**Networks**

**Fraud prevention**

**Provider resources**

# Reimbursement Policy Manual

## Purpose:

To document payment policy for covered medical and surgical services and supplies



**Manual:** Reimbursement Policy

**Policy Title:** After Hours and Other Special Circumstances

**Section:** Administrative

**Subsection:** None

**Date of Origin:** 5/1/2003

**Last Updated:** 7/6/2011

**Policy Number:** RPM004

**Last Reviewed:** 7/9/2014

# Prior authorization guidelines

Referral and authorization guidelines for all lines of business

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Provider home

Benefits & eligibility

**Authorization & referrals**

Referral and a uthorization guidelines <

Diagnostic Imaging Management Service FAQs

Injectable medication program

Claimed its policy

Medical necessity criteria

MCG®

Patient care programs

Working with Moda Health

## Referral and authorization guidelines

### Care coordination

Care coordination registered nurses work directly with facilities and providers to facilitate preauthorization of scheduled procedures, inpatient stays, and follow-up care as needed for members during urgent or emergent admissions. During the time a member is receiving care or is hospitalized, care coordination nurses may refer them to a case management nurse if they require additional assistance and coordination for complex or catastrophic conditions.

The hospital calls Moda Health to notify us of all urgent/emergent hospital admissions within 48 hours, or as soon as possible.

### Inpatient admission

Preauthorization is required for all non-emergent inpatient admissions, including acute care hospitals, inpatient rehabilitation and skilled nursing facilities. If the member is experiencing a serious illness or injury and requires post-hospital follow-up such as home-health or outpatient therapy, Moda Health care coordination nurses will work with the facility to coordinate discharge needs.

To obtain the required preauthorization, please call us at 503-243-4496 or toll-free 800-258-2037. You may also fax a request to 503-243-5105 or submit a request online using the **preauthorization form**.

### Urgent/emergent admissions

# Medical necessity criteria

## What to expect?

Criteria & description

Limitations

Info to submit with a pre-authorization

Applicable CPT codes

The screenshot displays the Moda Health website interface. The top navigation bar includes the 'moda' logo, a location dropdown set to 'Oregon', and links for 'Contact us' and 'FAQs'. A left-hand sidebar menu lists various service areas: 'Provider home', 'Benefits & eligibility', 'Authorization & referrals' (highlighted in dark red), 'Referral and authorization guidelines', 'Diagnostic imaging Management Service FAQs', 'Injectable medication program', 'Claimed its policy', 'Medical necessity criteria' (highlighted with a green box), 'MCG®', 'Patient care programs', and 'Working with Moda Health'. The main content area is titled 'Medical necessity criteria' and lists 'Moda Health Commercial Plans'. Below this, a list of medical procedures is provided, each with a document icon and a date: 'Abdominoplasty – Panniculectomy' (last updated 5/2015), 'Abraxane (Paclitaxel prote in-bound particles)' (last updated 5/2015), 'Acupuncture' (last updated 1/2015), 'Adjustment Disorders' (last updated 5/2015), 'Ado-trastuzumab (Kadcyla)' (new effective 1/1/2015), 'Alimta (Pemetrexed)' (last updated 5/2015), 'Allergy Testing – Blood' (last updated 6/2015), 'Aloxi (palonosetron)' (last updated 1/2015), 'Anesthesia for Routine Endoscopic Procedures' (last updated 11/2014), 'Ankle-Foot Orthotic (AFO)' (new effective 07/2015), 'Anodyne' (last updated 5/2015), 'Applied Behavior Analysis' (last updated 5/2015), 'Avastin (Bevacizumab)' (last updated 4/2015), 'Belimumab (Benlysta®)' (last updated 6/2015), and 'Blepharoplasty and Brow Ptosis Repair' (last updated 4/2015).



# Benefit Tracker

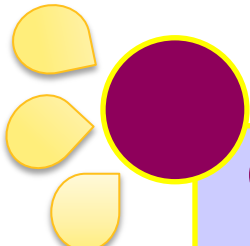
[www.modahealth.com/EBTWeb/](http://www.modahealth.com/EBTWeb/)



Claims status



Copayments &  
deductibles



Check benefits  
& eligibility



Member  
Handbooks

# Find Care

[Find Care](#) | [Search tips](#) | [Glossary](#) | [Contact us](#) | [m](#)

[Medical](#) [Dental](#) [Pharmacy](#) [Vision](#)

Go to:

[www.modahealth.com/ProviderSearch](http://www.modahealth.com/ProviderSearch)

Click on **Search**  
as a **Guest**

Click **Medical**,  
**Pharmacy** or **Vision**

From the **Network** drop  
down, select member's  
**in-network type**

## Enter your search criteria

Provider or facility name	Provider type		
<input type="text"/>	<input type="text" value="Any type"/>		
Provider specialty			
<input type="text" value="Any specialty"/>			
Network/networks			
<input type="text" value="Any network"/>			
Location			
<input type="text" value="City"/>	<input type="text" value="State"/>	<input type="text" value="ZIP"/>	
<input type="text" value="Distance.."/>			
<input type="checkbox"/> Show only providers who are accepting new patients.			
<a href="#">Show more search options</a>			
<input type="button" value="Search"/>			

# Provider updates & changes

You are required to notify Moda if you have any changes to the following:

Office  
name  
change

Tax ID  
change

Practice/Billing  
address change

Providers  
who have  
left

Accepting  
new  
patients  
status

Office  
phone  
number  
change

Open/Close  
practice  
status

Send updates to [providerupdates@modahealth.com](mailto:providerupdates@modahealth.com)  
or call **503-265-5711**

# Member benefits example

Please refer to member's ID cards to find:

- Member's network type
- If the member needs a referral



**moda**  
HEALTH

**Subscriber/Dependent(s)**  
(00) John A Smith  
(01) Jane A Smith  
(02) Dep2FN Dep2LN  
(03) Dep3FN Dep3LN

**Networks**  
Synergy - Referral required  
Delta Dental Premier

**ID number**  
P12345678

**Group number**  
10002802

**Mobile PIN code**  
1683

This card does not certify or guarantee benefits.

[www.modahealth.com](http://www.modahealth.com)



**Moda Health**  
Medical: 844-776-1593  
Dental: 888-217-2365  
Pharmacy: 844-776-1594

**Send claims to:**  
P.O. Box 40384, Portland OR 97240

PCN: 38600  
BIN: 003585

As a third party administrator, Moda Health and ODS assume no financial obligation regarding paying claims.

  
Moda Health uses  
PHCS-Healthy Directions  
for members traveling  
outside the service area.



# Provider newsletter

The screenshot shows the Moda Provider Newsletters page. The header includes the Moda logo, a location dropdown set to 'Oregon', and links for 'Contact us' and 'FAQs'. A left sidebar contains navigation links: 'Provider home', 'Benefits & eligibility', 'Authorization & referrals', 'Patient care programs', 'Working with Moda Health', and 'Provider resources'. Under 'Provider resources', a list of links includes 'Clinical guidelines and tools', 'Behavioral health', 'Preventive services', 'Compliance', 'Forms', 'Samples', 'Workshops', and 'Newsletters'. The main content area is titled 'Newsletters' and lists updates for 2015 (Summer and Spring) and 2014 (Winter, September, June, and February). A purple callout box on the right lists newsletter topics: 'Significant announcements', 'Medical policy updates', 'Prior authorization changes', and '& much more!'. A green arrow points from the 'Newsletters' link in the sidebar to a 'Join our email list' form at the bottom right, which includes an email address input field and a 'go!' button.

moda

Oregon ▼ Contact us FAQs

## Newsletters

2015  
Summer 2015 - Provider News Update  
Spring 2015 - Provider News Update

2014  
Winter 2014 - Provider News Update  
September - Provider News Update  
June - Provider News Update  
February - Provider News Update

Provider home

Benefits & eligibility

Authorization & referrals

Patient care programs

Working with Moda Health

Provider resources

- Clinical guidelines and tools
- Behavioral health
- Preventive services
- Compliance
- Forms
- Samples
- Workshops
- Newsletters

Join our email list

go!

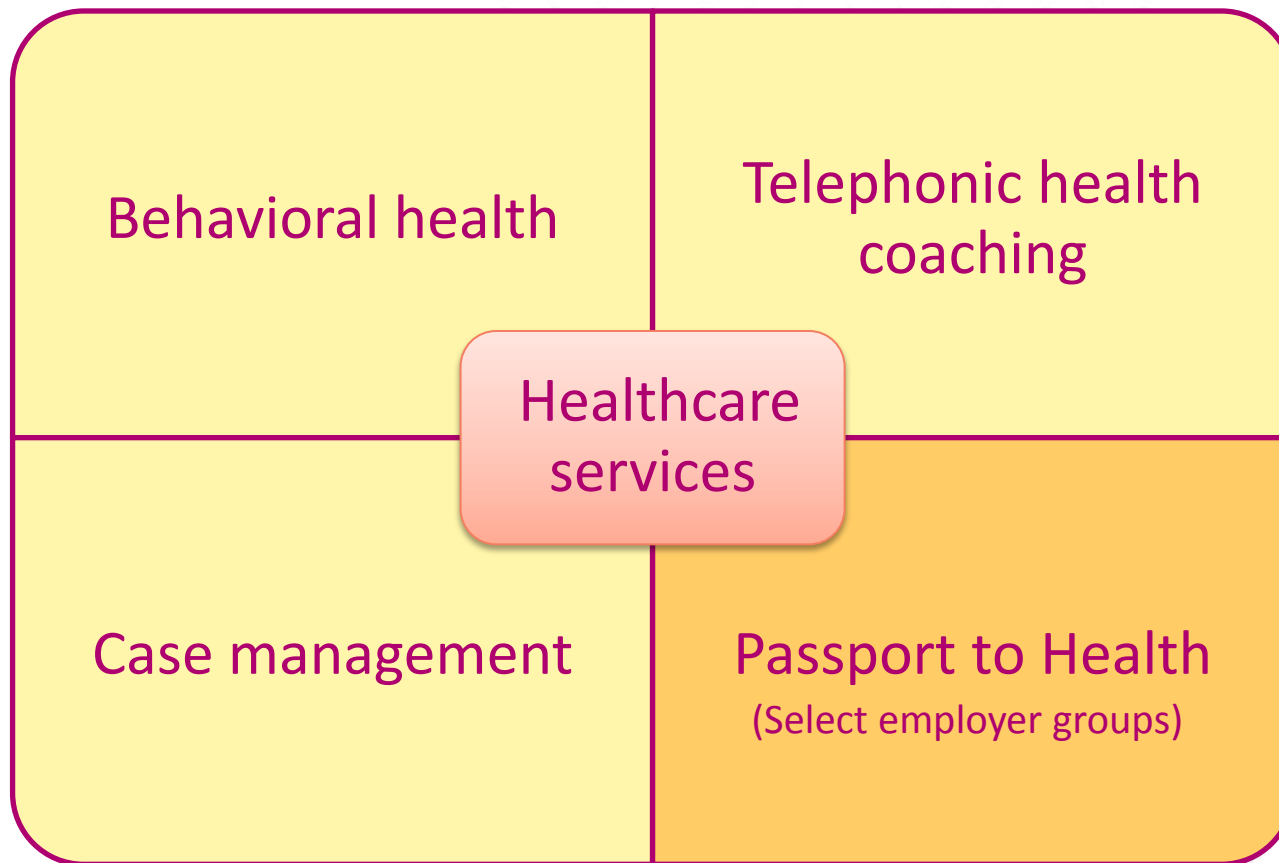
EMAIL ADDRESS

- Significant announcements
- Medical policy updates
- Prior authorization changes
- & much more!

# Healthcare services



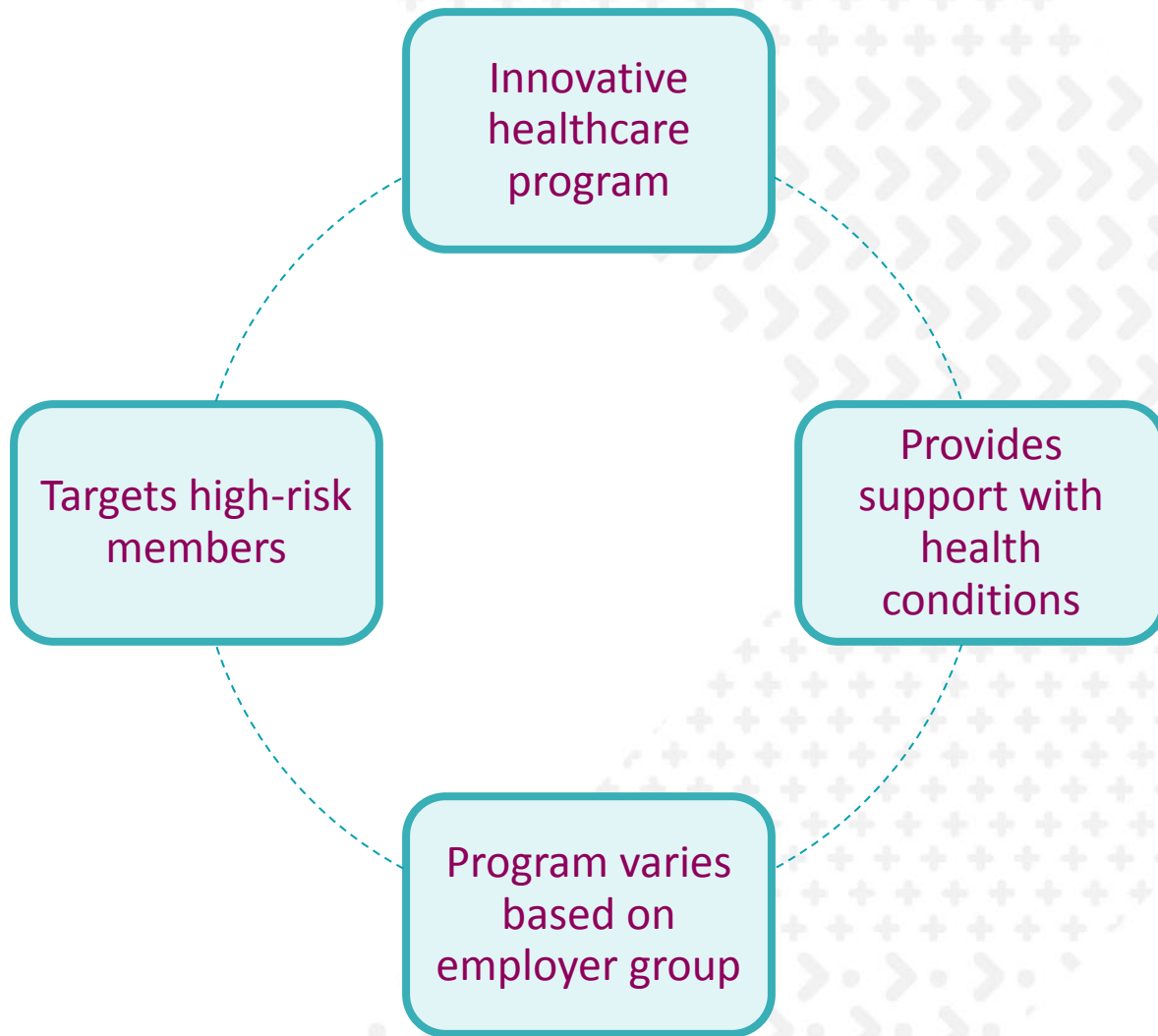
# Moda Health programs



Not sure which program to refer your patient to?

Email: [HC-Referrals@modahealth.com](mailto:HC-Referrals@modahealth.com)

# What is Passport to Health?



Email [PassportToHealth@modahealth.com](mailto:PassportToHealth@modahealth.com) to learn more



# Who has a Passport to Health program?

Program name	Employer group	Engagement level
Healthy Foundations	City of Portland	High
Passport to Health	Salem Health PCC Structurals Clark PUD	High
Comprehensive Coordinated Care (C3) Program	OEBB PEBB	Moderate

# Passport to Health engagement

Engagement



Online tools



Health style  
assessment



Patient-centered  
primary care home  
integration



Access to a  
health  
advocate



Concierge  
clinical  
services



Face-to-face  
community-based  
care team



Moderate Intensity


High Intensity



# Provider survey



# Our providers...



How do you feel about  
your partnership with  
Moda Health?



What could we do to  
make our partnership  
better?

Random sample of providers will be selected to participate in our annual  
provider survey

# Moda Contact Information

## Medical customer service

- > 877-605-3229
- > [medical@modahealth.com](mailto:medical@modahealth.com)

## Benefit Tracker

- > 877-277-7270
- > [ebt@modahealth.com](mailto:ebt@modahealth.com)

## Pharmacy

- > 888-361-1610
- > [pharmacy@modahealth.com](mailto:pharmacy@modahealth.com)

## Medical demographic changes

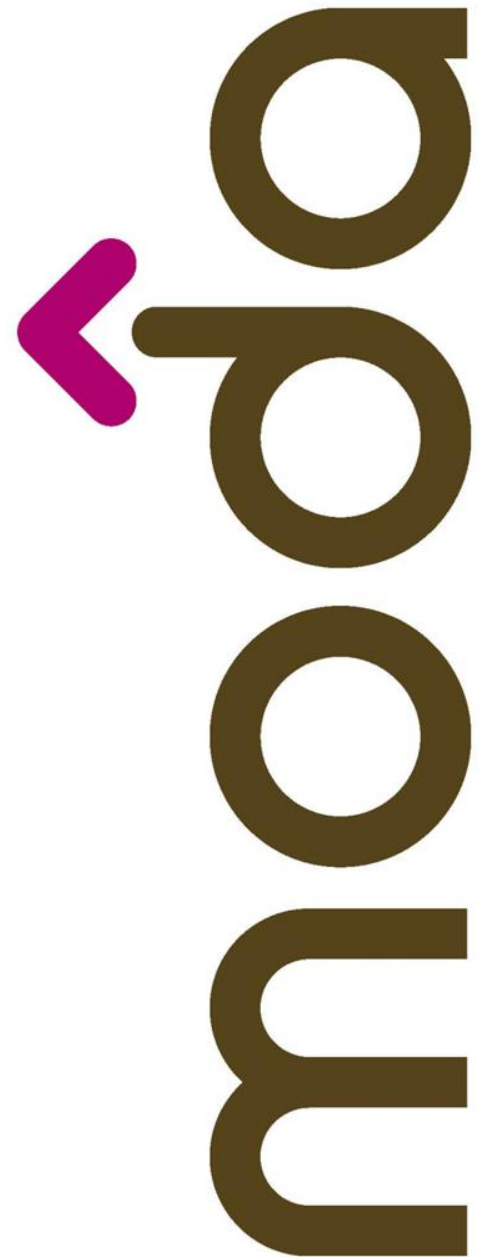
- > 877-664-4762
- > [providerupdates@modahealth.com](mailto:providerupdates@modahealth.com)

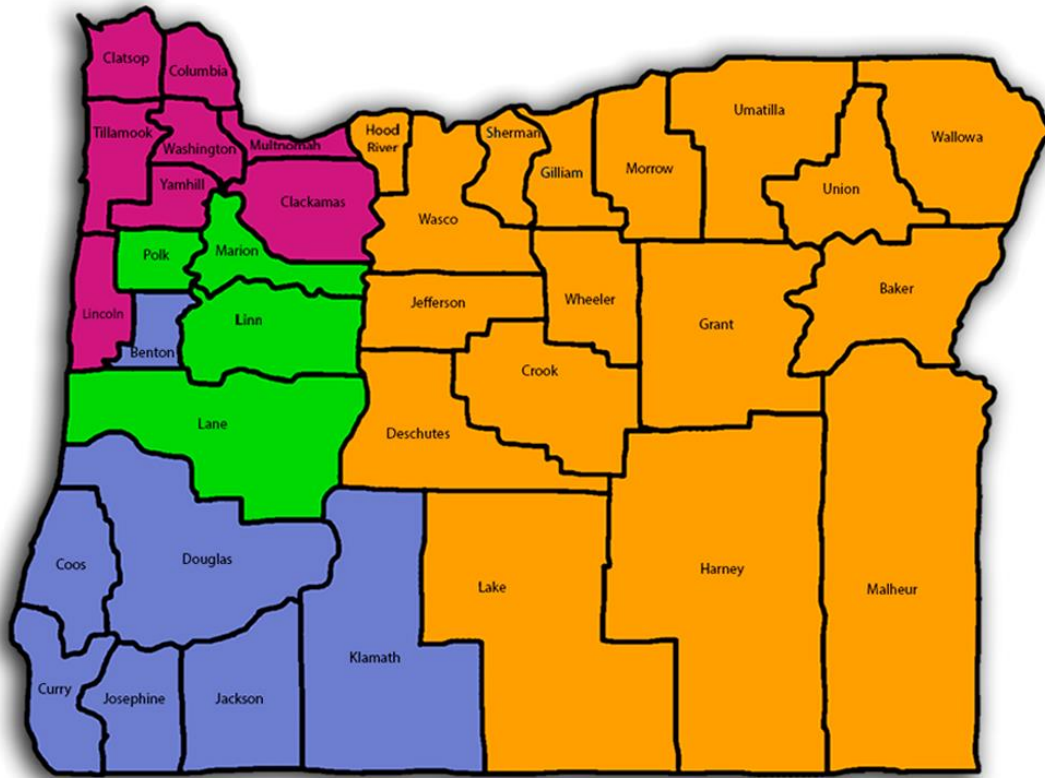
## Credentialing

- > 855-801-2993
- > [credentialing@modahealth.com](mailto:credentialing@modahealth.com)

## Referral/Authorization med Intake

- > 800-258-2037
- > Fax: 503-243-5105





## Moda Health Medical Provider Services regional representatives



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QUESTIONS?

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