



Collaborate

2023 Fall Provider Newsletter



4 Things Providers Can Do to Tackle Obesity

People who struggle with obesity often avoid seeking help from their doctors because they anticipate feeling devalued and belittled during the encounter. Too often, overweight patients go to doctors about one health problem only to be told it can be attributed to their weight. These patients often leave the encounter feeling unheard, still in pain, and defeated. The notion that patients can fix their health and weight problems if they simply “eat less and move more” can be counterproductive. It can also lead to a greater focus on weight than on potential health risks.

Research also shows that overweight patients shop for doctors 23% more often than their lower-weight counterparts. For patients with obesity, that number increases to 52%, which demonstrates how difficult it is for overweight patients to find doctors that meet their needs with empathy and compassion. Too often, bigger patients do not receive proper care or achieve positive health outcomes because of negative experiences that have deterred them from seeing doctors. As a provider, consider these four things you and your staff can do to create better results and experiences for patients with obesity:



1. Make sure your office practice is set up to accommodate heavier patients.

For instance, do you have gowns that fit larger bodies? Do your scales have higher weight limits >300 pounds? Is there a private weighing area? Does your waiting room have comfortable seating for morbidly obese patients?

2. Treat obesity as you would any other chronic disease like high blood pressure or diabetes.

This means educating yourself on the different therapies available that focus on the genetics, food access, hormone levels, sleep patterns, mental health and physical activity.

3. Encourage members to lose weight and make healthy lifestyle changes.

CareFirst BlueCross BlueShield Community Health Plan Maryland (CareFirst CHPMD) members can participate in the Diabetes Prevention Program (DPP) included in their health plan. Information about DPP is available at [Diabetes Prevention Program](#).

4. When dealing with overweight children, take the whole family's health into account.

Parenting skills, using food to reinforce positive behaviors, emotional eating, genetics and other factors need to be considered when assessing the underlying cause of the child's obesity.

Encourage members to lose weight and make healthy lifestyle changes.





Overcoming Barriers to Medication Adherence: Scene Health

If you have CareFirst CHPMD members with asthma, type 2 diabetes, and/or hypertension who are having problems managing their medications, consider referring them to Scene Health.

What is Scene?

Scene is a medication support program that empowers patients to take every dose of medication as prescribed. Scene's easy-to-use mobile app, Spotlight, allows patients to connect with a care team of pharmacists, nurses and health coaches through daily video check-ins, anytime and anywhere. Scene makes it simple for patients to stay on top of their medications, helps them address any medication challenges, and empowers them to improve their health by identifying and addressing barriers to adherence related to social determinants of health.

How the program works

After enrolling, members talk to a Scene pharmacist and build a customized schedule based on their prescribed medication(s). To help members track their medication use, members use a HIPAA compliant mobile application (app) called Spotlight to record daily video check-ins and to connect with Scene's care team of pharmacists, nurses, and health coaches. Members are encouraged to track their symptoms, record any side effects and report barriers preventing them from taking their medication(s) regularly.

Scene's care team reviews the videos and messages from the app. If needed, someone from the care team will reach out to the member through video or chat within the app. If an issue arises that requires your attention, the care team may contact your office. During the program, Scene will encourage members to schedule regular clinical appointments.

Members spend up to 60 days in the program and continue to receive ongoing support after program completion. If they meet certain adherence goals, they can earn up to \$50 in gift cards. You can work with Scene to get regular reporting on the member's medication use.

Member eligibility

Members ages 5–64 with an asthma diagnosis, ages 18–64 with a type 2 diabetes diagnosis, and/or ages 18–64 with a hypertension diagnosis and prescribed medications are eligible to join the program.



To learn more about the program:

Visit scene.health/enroll/carefirst or email carefirst@scene.health.



Member Spotlight: Janice's Story¹



Meet Janice, age 45

- Single mother of two children, ages 6 and 10
- Employed full-time as a customer service representative
- Diagnosed with both hypertension and pre-diabetes
- Has trouble taking her maintenance medications as prescribed
- Does not exercise and is slightly obese

CareFirst CHPMD is committed to helping our healthcare delivery partners provide care that is tailored to the needs of the diverse population of patients that CareFirst CHPMD serves. Under the guidance of her care provider, Janice can use the following CareFirst CHPMD benefits to improve her health:

Recommendation	How it will help Janice	Resource
Scene Health	<ul style="list-style-type: none"> ■ Allows her to work with a support team to develop a medication schedule ■ Provides her with an interactive application tool to track and identify barriers to medication adherence 	To learn more about the program: scene.health/enroll/carefirst
Diabetes Prevention Program	Designed to help her develop a healthy, active lifestyle that may prevent or delay type 2 diabetes	To learn more about this program: carefirstchpmd.com/health-wellness/diabetes-prevention-program
Behavioral Health	<p>Janice may have stress in her life and could possibly benefit from behavioral health services. Services available to her include:</p> <ul style="list-style-type: none"> ■ Case management ■ Emergency crisis/mobile crisis services ■ In-patient psychiatric services ■ Outpatient mental health centers ■ Residential treatment centers 	<p>To find more information for behavioral health and substance abuse resources:</p> <p>Visit maryland.optum.com or call (800) 888-1965, TTY 711.</p> <p>Visit Mental Health CareFirst Community Health Plan Maryland (carefirstchpmd.com)</p>
Blue 365	<ul style="list-style-type: none"> ■ Offers gym membership discounts 	Browse All Offers Blue365 Deals
Free CareFirst Engagement Classes	<ul style="list-style-type: none"> ■ CareFirst Engagement programs offers fitness classes, wellness classes, yoga and more 	carefirst.com/cec

¹ This is a fictional representation.



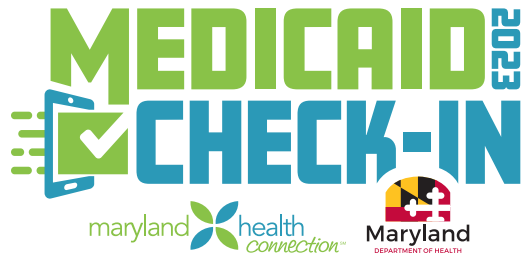
Using EPSDT to Keep Our Children Healthy

It's important for infants, children and adolescents up to age 21 to receive regular checkups. The Healthy Kids Early and Periodic Screening, Diagnostic and Treatment (EPSDT) program helps identify, treat and prevent health problems before they become complex and costly. EPSDT is a comprehensive benefit that covers medically necessary medical, dental, vision and hearing services. The table below shows the ages when children need well child visits.

Age	Well-Child Exam Assess Development Health Education	Childhood Immunizations (*influenza recommended every year starting at 6 months of age)	Blood Lead Test (*additional if at risk)
Birth	X	X	
3-5 days	X		
1 month	X		
2 months	X	X	
4 months	X	X	
6 months	X	X	
9 months	X		
12 months (1 year)	X	X	X
15 months	X	X	
18 months (1.5 years)	X	X	
24 months (2 years)	X		X
30 months (2.5 years)	X		
36 months (3 years)	X		
4-20 years	X (yearly)	X (ages 4-6, 9-12 and 16)	



Updates and Reminders



Do your patients currently have health insurance through Medicaid or the Maryland Children’s Health Program (MCHP)?

This year, Medicaid renewals are not automatic.

- Ask your patients to make sure their contact information is up to date with Maryland Health Connection.
- Encourage them to be on the lookout for notices. They will be contacted by mail or through their online account when it’s their turn to renew.
- And please stress the importance of completing renewals on time. Participants can log in to their account at MarylandHealthConnection.gov/Checkin or call 855-642-8572 to get started.

Providers will be able to access patient redetermination dates via EVS and CRISP.

Help get the word out about the Medicaid Check-In. For more information, visit <https://health.maryland.gov/mmcp/Pages/MedicaidCheckIn-Providers.aspx>.

If your patient qualifies for coverage because they are aged, blind, disabled or enrolled in a Home and Community-Based Services program, they can contact the Department of Human Services to update their contact information.

Participants can log in to their account at Mymdthink.maryland.gov, or they can contact their local [Department of Social Services](#) to get started.

Provider Disputes and Appeals

A provider may appeal a decision by CareFirst CHPMD to deny or partially deny payment of services rendered. Providers must file an appeal within 90 business days from the date of the denial of payment. Providers have at least 15 business days from the date of denial to file each subsequent level of appeal.

CareFirst CHPMD will acknowledge an appeal within five (5) business days of receipt. CareFirst CHPMD will resolve an appeal in writing within 90 business days of receipt. For the entire appeals process, please refer to the [Appeals & Grievances](#) page on the [CareFirst Community Health Plan Maryland](#) website.

New Paper Claims Mailing Addresses

CareFirst Community Health Plan
Maryland P.O. Box 14362
Lexington, KY 40512

Upcoming Holidays

Date	Holiday
11/23/23–11/24/23	Thanksgiving
12/25/23	Christmas Day
1/2/24	New Years Day



Mobile Integrated Community Health (Spotlight)

CareFirst CHPMD covers Mobile Integrated Health (MIH) services provided by approved Emergency Medical Services (EMS) agencies for eligible adults. CareFirst CHPMD will contract with Jurisdictional Emergency Medical Services Operational Programs (JEMSOPs) that are active in CareFirst CHPMD's covered service areas to provide MIH services to Medicaid participants who are 18 years of age or older and enrolled in an MIH program. JEMSOPs

will provide MIH services in accordance with medical protocols adopted by Maryland Institute for Emergency Medical Services Systems (MIEMSS) and must deliver MIH services—community-based preventative, primary, chronic, pre-admission or post-admission health care services—in a participant's home or other community-based setting. Services delivered to members will be billed to CareFirst CHPMD.

Reimbursement for Maryland Medicaid Community Violence Prevention Services

Did you know...

Effective July 1, 2023, Maryland Medicaid will reimburse providers for community violence prevention services.

Community violence prevention services are defined as evidence-based, trauma-informed, supportive and non-psychotherapeutic services which are 1) deemed medically necessary; and 2) rendered to a participant who has been exposed to community violence or has a personal history of injury resulting from community violence, is at an elevated risk of violent injury or retaliation resulting from another act of community violence, as determined by a certified or licensed health care provider or social services provider, and has been referred by a certified or licensed health care provider or social services provider. Maryland Medicaid will reimburse for this service at a fee-for-service rate of \$32.76 per 30-minute increments up to a maximum of 100 increments in a rolling 12-month period.³

Updated 2023 Authorization Guidelines

You can access the new [2023 Authorization Guidelines](#) on our "For Provider Page" at [Authorization Guidelines](#) on carefirstchpmd.com.

You're Invited!

CareFirst BlueCross BlueShield and CareFirst BlueChoice, Inc. (CareFirst) invites you to attend our CareFirst CHPMD and DSNP Quarterly Webinar. **Registration is required.**

To register, click on the date you wish to attend. Once registered, you will receive a link to the webinar.

Dates: [November 29th @ 2pm](#)
[November 30th @ 10am](#)



Pharmacy J Code Prior Authorization

CareFirst CHPMD is continually working with healthcare delivery partners to optimize Utilization Management (UM) strategies to increase efficiencies and control costs while ensuring members receive affordable, quality care. Prior authorization helps balance access with appropriate and safe utilization of high-cost medications.

Effective 12/15/23, the following medications will be added to the list of medications subject to prior approval: Pharmacy J Codes

Drug Name	NDC Code	HCPCS Code (if Applicable)
Abecma	59572-0515-01, 59572-0515-02, 59572-0515-03	Q2055
Actimmune	75987-0111-11, 75987-0111-10	J9216
Adcetris	51144-0050-01	J9042
Altuviiio	71104-0978-01, 71104-0979-01, 71104-0980-01, 71104-0981-01, 71104-0982-01, 71104-0983-01, 71104-0984-01	J7199
Amondys 45	60923-0227-02	J1426
Amvuttra	71336-1003-01	J0225
Benefix	58394-0633-03, 58394-0634-03, 58394-0635-03, 58394-0636-03, 58394-0637-03	J7195
Blinicyto	55513-0160-01	J9039
Breyanzi	73153-0900-01	Q2054
Bylvay	74528-0040-01, 74528-0120-01	J8499
Cablivi	58468-0225-01	J3590
Carvykti	57894-0111-01, 57894-0111-02	Q2056
Cerezyme	58468-4663-01	J1786
Cinryze	42227-0081-05	J0598
Crysvita*	69794-0304-01, 69794-0203-01, 69794-0102-01	J0584
Danyelza	73042-0201-01	J9348
Daybue	63090-0660-01	J8499
Elahere	72903-0853-01	J9063
Elaprase	54092-0700-01	J1743
Elevidys	60923-0501-10, 60923-0502-11, 60923-0503-12, 60923-0504-13, 60923-0505-14, 60923-0506-15, 60923-0507-16, 60923-0508-17, 60923-0509-18, 60923-0510-19, 60923-0511-20, 60923-0512-21, 60923-0513-22, 60923-0514-23, 60923-0515-24, 60923-0516-25, 60923-0517-26, 60923-0518-27, 60923-0519-28, 60923-0520-29, 60923-0521-30, 60923-0522-31, 60923-0523-32, 60923-0524-33, 60923-0525-34, 60923-0526-35, 60923-0527-36, 60923-0528-37, 60923-0529-38, 60923-0530-39, 60923-0531-40, 60923-0532-41, 60923-0533-42, 60923-0534-43, 60923-0535-44, 60923-0536-45, 60923-0537-46, 60923-0538-47, 60923-0539-48, 60923-0540-49, 60923-0541-50, 60923-0542-51, 60923-0543-52, 60923-0544-53, 60923-0545-54, 60923-0546-55, 60923-0547-56, 60923-0548-57, 60923-0549-58, 60923-0550-59, 60923-0551-60, 60923-0552-61, 60923-0553-62, 60923-0554-63, 60923-0555-64, 60923-0556-65, 60923-0557-66, 60923-0558-67, 60923-0559-68, 60923-0560-69, 60923-0561-70	J3490, J3590

Drug Name	NDC Code	HCPCS Code (if Applicable)
Eloctate	71104-0801-01, 71104-0802-01, 71104-0803-01, 71104-0805-01, 71104-0806-01;71104-0807-01 71104-0808-01, 71104-0809-01, 71104-0810-01	J7205
Elfabrio	10122-0160-02, 10122-0160-05, 10122-0160-10	J3490; J3590
Empaveli	73606-0010-01	J3490, J3590
Evkeeza	61755-0010-01, 61755-0013-01	J1305
Fyarro	80803-0153-50	J9331
Gattex	68875-0101-01, 68875-0102-01, 68875-0103-01	J3490
Givlaari	71336-1001-01	J0223
Haegarda	63833-0828-02, 63833-0829-02	J0599
Hemgenix	00053-0099-01, 00053-0100-10, 00053-0110-11, 00053-0120-12, 00053-0130-13, 00053-0140-14, 00053-0150-15, 00053-0160-16, 00053-0170-17, 00053-0180-18, 00053-0190-19, 00053-0200-20, 00053-0210-21, 00053-0220-22, 00053-0230-23, 00053-0240-24, 00053-0250-25, 00053-0260-26, 00053-0270-27, 00053-0280-28, 00053-0290-29, 00053-0300-30, 00053-0310-31, 00053-0320-32, 00053-0330-33, 00053-0340-34, 00053-0350-35, 00053-0360-36, 00053-0370-37, 00053-0380-38, 00053-0390-39, 00053-0400-40, 00053-0410-41, 00053-0420-42, 00053-0430-43, 00053-0440-44, 00053-0450-45, 00053-0460-46, 00053-0470-47, 00053-0480-48	
Joenja	71274-0170-60	J8499
Kimmtrak	80446-0401-01	J9274
Korlym	76346-0073-01, 76346-0073-02	J8499
Krystexxa	75987-0080-10	J2507
Lamzede	10122-0180-02, 10122-0180-05, 10122-0180-10	J3490, J3590
Livmarli	79378-0110-01	J8499
Myalept	76431-0210-01	J3490, J3590
Nexviazyme	58468-0426-01	J0219
Novoseven	00169-7201-01, 00169-7202-01, 00169-7205-01, 00169-7208-01, 00169-7211-11, 00169-7212-11, 00169-7215-11, 00169-7218-11	J7189
Nulibry	73129-0001-01	J3490
Olpruva	72542-0002-01, 72542-0200-02, 72542-0200-09, 72542-0003-01, 72542-0300-02, 72542-0300-09, 72542-0400-02, 72542-0400-18, 72542-0500-02, 72542-0500-18, 72542-0600-02, 72542-0600-18, 72542-0367-01, 72542-0667-02, 72542-0667-18	J8499
Onpattro	71336-1000-01	J0222
Orfadin	66658-0204-90	J8499
Orladeyo	72769-0101-01, 72769-0102-01	J8499
Oxlumo	71336-1002-01	J0224
Poteligeo	42747-0761-01	J9204
Procysbi	75987-0101-08	J8499
Ravicti	75987-0050-06	J8499
Rethymic	72359-0001-01	J3590
Revcovi	57665-0002-01	J3590, J3490
Roctavian	68135-0927-01, 68135-0927-48	J3490, J3590

Drug Name	NDC Code	HCPCS Code (if Applicable)
Ryplazim	70573-0099-01, 70573-0099-02	J2998
Skysona	73554-2111-01	J3590
Soliris	25682-0001-01	J1300
Spinraza	64406-0058-01	J2326
Takhzyro	47783-0644-01	J0593
Tecvayli	57894-0449-01, 57894-0450-01	J9380
Tepezza	75987-0130-15	J3241
Ultomiris	25682-0022-01, 25682-0025-01, 25682-0028-01	J1303
Viltepro	73292-0011-01	J1427
Vyjuvek	82194-0510-02	J3590
Vimizim	68135-0100-01	J1322
Vyondys 53	60923-0465-02	J1429
Xenpozyme	58468-0050-01	J0218
Yervoy	00003-2328-22	J9228
Xyntha	58394-0016-03, 58394-0022-03, 58394-0023-03, 58394-0024-03, 58394-0025-03, 58394-0012-01, 58394-0013-01, 58394-0014-01, 58394-0015-01	J7185
Zolgesma	71894-0120-02, 71894-0121-03, 71894-0122-03, 71894-0123-03, 71894-0124-04, 71894-0125-04, 71894-0126-04, 71894-0127-05, 71894-0128-05, 71894-0129-05, 71894-0130-06, 71894-0131-06, 71894-0132-06, 71894-0133-07, 71894-0134-07, 71894-0135-07, 71894-0136-08, 71894-0137-08, 71894-0138-08, 71894-0139-09, 71894-0140-09, 71894-0141-09	J3399
Zynteglo		73554-3111-01
Netspot		A9587
Tzield		J3590
Pedmark		J3490
Evenity		J3111
Imfinzi		J9173

For more information on Pharmacy J Code prior authorizations, access the [Authorization Guidelines](#) on our “For Provider Page” on carefirstchpmd.com.

HealthChoice is a Program of the Maryland Department of Health.

CareFirst BlueCross BlueShield Community Health Plan Maryland complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Spanish: ATENCIÓN: Si usted habla español, tenemos servicios de asistencia lingüística disponibles para usted sin costo alguno. Llame al 1-800-730-8530 (TTY: 711).

Chinese: 小贴士：如果您说普通话，欢迎使用免费语言协助服务。请拨 800-730-8530 (TTY: 711)。