

### Welcome, Fall!

In this bulletin, we'll share reminders about our upcoming Regional Provider Meetings, along with some tips we've given Members to save on healthcare costs, an update on our expanded EMS network, information about Community Health Options Annual Member Meeting, along with Prior Authorization, Preventive Services and Pharmacy updates.

### Remember to Register for the Regional Provider Meetings

Please join us for lunch at our upcoming Regional Provider Meetings, where we'll update you on what's going on at Community Health Options, as well as discussing policy updates, clinical processes and operational procedures, with plenty of time for open discussion and Q&A.

The Provider Network Operations team is looking forward to meeting you in person in Bangor or Portland, or via Zoom. Registration is required and seating is limited, so please RSVP for one of the following sessions [using this link](#). Each attendee must complete the registration. The sessions are as follows:

- 11 a.m. to 2 p.m., Thursday, Nov. 2, via Zoom.
- 11 a.m. to 2 p.m., Wednesday, Nov. 8, at the Holiday Inn, 404 Odlin Road, Bangor.
- 11 a.m. to 2 p.m., Thursday, Nov. 9, at MPX, 2301 Congress Street, Portland.

### Community Health Options Benefits Help Your Patients Reduce Costs

Health insurance can become overwhelming for your patients, who often don't take advantage of the benefits they pay for. Community Health Options can help them lower their out-of-pocket costs, often for everyday services, like urgent care, prescriptions or lab work.

We can also help manage costs for diagnosed chronic illnesses, including asthma, coronary heart disease, chronic obstructive pulmonary disease, diabetes and hypertension, which will help you help them take their prescriptions the way they should.

We recently shared some tips and tricks to save on costs with our Members. You [can read more here](#).

### Community Health Options Expands Its EMS Network

Community Health Options has added more than a dozen emergency medical services providers to its network. The expanded network comes after Gov. Janet Mills signed a new law that creates opportunities for greater reimbursement for EMS providers—and improved coverage for Community Health Options' Members.

Mills signed LD 1602 on July 7, 2023, paving the way for health insurers and EMS providers to come together through a new standard contract. The law includes information on reimbursement for services, along with certain changes to Prior Authorization requirements for covered transportation services. Community Health Options has developed a new contract that includes the provisions of the standard contract referenced in the legislation.

The Community Health Options team continues to welcome all EMS providers and respond to any questions. To learn more, please send an email to: [contracting@healthoptions.org](mailto:contracting@healthoptions.org).

### We're Updating Our Claims System

Community Health Options is enhancing processes around claim edit functionality through an upgrade of our claims system. Starting in early 2024, some previously published policies will be fully implemented and enforced. All these policies are in line with industry standards, and we urge our provider partners to review the specific policies listed below:

Policy Name	Original Publication Date
Modifier Reference Guide	7/9/2021
Outpatient & Professional Service Edits	9/4/2019 for effective date 10/1/2019
National Drug Code (NDC) Billing Requirements	7/20/2022

As a reminder, you can find all of Community Health Options' policies and resource materials on [our website](#) under [Provider Resources](#) and through our Provider Portal-Availity.

### Prior Authorization Update

Community Health Options has removed Prior Authorization requirements for Non-OB Ultrasounds, OB Ultrasounds and all fracture codes, effective Oct. 1, 2023. There are changes to other one-off codes, but these are the three large categories we addressed. For more information, call 855-624-6463.

### Preventive Services Update

As of Sept. 15, 2023, Community Health Options is covering Beyfortus under Preventive benefits, at \$0 cost share for infants aged <8 months born during or entering their first RSV season, and for infants and children aged 8–19 months who are at increased risk of severe RSV disease entering their second RSV season, following the Aug. 3, 2023, recommendation of the Advisory Committee on Immunization Practices.

Similarly, on June 21, 2023, the ACIP recommended that persons aged ≥60 years may receive a single dose of RSV vaccine, using shared clinical decision-making. As of Aug. 15, 2023, Arexvy and Abrysvo are covered under Preventive benefits, at \$0 cost share.

Finally, as a reminder as we enter flu season and possible Covid resurgence, that vaccines are also covered at \$0 cost share for our Members.

### Pharmacy Benefit Update

**Effective January 1, 2024:**

- Amjevita will be added as a non-preferred adalimumab product. Cyltezo, Humira, Hyrimoz/Adalimumab-adaz will remain preferred products.
- Symicort will be added as a non-preferred product, with generic budesonide/formoterol becoming preferred.
- Bevespi Aerosphere will be added as a non-preferred product. Anoro Ellipta and Sitologos Respimat remain preferred.

Please note that the 2024 Medication Benefit Management Guide will be published on our website on or by Nov. 1, 2023.

# Provider Notifications

## Accessing Important Information

**Our Customer Service team** is available from 8 a.m. to 6 p.m., Monday-Friday, at 855-624-6463. If you do not have access to the provider portal, need assistance signing up or would like a paper copy of our documents, please call Customer Service.

### Important Information

#### Member Rights and Responsibilities

[Read more here.](#)

#### Member Support

Population Health Services: Community Health Options provides a comprehensive range of care management services tailored to the specific needs of your patients. Our dedicated team is comprised of nurses, social workers and care navigators who can support your patients with complex medical needs including physical, behavioral and psychosocial health conditions. You can also easily refer your patients to our specialized [Chronic Illness Support Program](#), for patients with asthma, hypertension, diabetes, COPD and coronary artery disease by contacting our Customer Service Team at 855-624-6463.

#### Pharmacy Benefit

Our formulary is updated monthly, so to ensure a prescribed medication is covered and minimize Member out-of-pocket cost, we recommend you consult the formulary when writing a prescription.

[Find our formulary here.](#)

Pharmaceutical management information can be found in the [Medication Benefit and Management Guide](#), or our formulary. Guide topics include a list of pharmaceuticals, including restrictions and preferences, how to use the pharmaceutical management procedures, an explanation of limits or quotas (if any), how prescribing practitioners must provide information to support an exception request, and the process for generic substitution, therapeutic interchange, and step-therapy protocols.

#### Utilization Management

Access to Staff for questions about utilization management, Prior Authorization requirements, and availability of clinical criteria for review upon request. For information, call 855-624-6463

#### Affirmative Statement:

Community Health Options coverage decisions are based on the appropriateness of care and the existence of benefits. Community Health Options does not incentivize our employees or contracted Providers to improperly deny or withhold Benefits. Community Health Options staff involved in Prior Approval decisions must sign a conflict-of-interest statement each year.

### [Join the Community Health Options Annual Member Meeting](#)

Community Health Options will hold its Annual Member Meeting from 4 p.m. to 5:30 p.m., Thursday, Nov. 16, 2023. We will share a company year in review, including fiscal updates, grant activity and improvements to plans and procedures, along with announcing the results of our Board of Directors election.

We're especially delighted to host guest speaker Dr. Amy Boutwell, founder of Collaborative Healthcare Strategies and a nationally recognized thought leader in the field of reducing hospital readmissions and improving care for people who frequently need services, often finding themselves in the hospital or emergency rooms. She will join us to discuss how we can reduce the total cost of care and improve our health outcomes here in Maine.

If you are interested in joining virtually via Zoom, please register [here](#).

### [COVID-19 and Flu Vaccinations](#)

Remember: Community Health Options provides coverage for Covid-19 and flu vaccinations and testing when administered by in-network providers at no cost to our Members.

At the same time, anti-viral medications used to treat COVID-19 will remain free to Members until supplies purchased by the federal government are exhausted. Once supplies run out, Member cost sharing will apply in accordance with their benefit plans.

Note that vaccines and testing from out-of-network providers will be subject to cost sharing, except when those services are unavailable without delay from in-network providers. For questions, call Customer Service: 855-624-6453.

### [We're Hiring!](#)

Community Health Options is looking for the following:

- **Policy and Coding Research Specialist**, responsible for reviewing clinical sources to compare coverage, maintain knowledge about new and emerging treatments and technologies, and collaborate to ensure appropriateness and accuracy of codes and configurations.

If you know someone who'd be great for this role, or others listed on our website, please share the job descriptions on [our career page](#).

### [Resources](#)

[Urgent Care Provider Sheet](#)

[Company Profile](#)

[Health Options' Provider Network](#)

[2022 Annual Report](#)