

In this bulletin, we'll share information about Prior Authorizations for outside laboratories, our new credentialing partnership with Verisys, along with reminders on claims payments, the continued expansion of our EMS network, and formulary updates, along with general Community Health Options updates.

Filing Prior Authorizations for Outside Lab Work Helps to Lower Costs

Providers or hospitals using outside laboratories should check whether a Prior Authorization is required for certain tests, before sending a patient or specimen for testing. Without authorization, claims could be denied, not only for the provider asking the testing to be done, but also for the lab doing the test—a problem that drives up costs for providers and Members.

Importantly, clinical pathology labs don't see patients face-to-face or have any clinical information related to the patient. As a result, they're unable to obtain the authorization they need when a service requires one. Without it, they won't be paid if the requesting doctor doesn't get one. To avoid non-payment and to keep costs low, please check requirements and submit a Prior Authorization request before the service is performed or within 10 business days after the date of service.

You can find code-specific requirements on our online authorization platform in the [provider portal](#). A sampling of categories generally requiring authorization include:

- Allergen Specific IGE/IGG
- Urine Drug Testing (see Urine Drug Testing for details)
- Genetic Testing
- Molecular Pathology Procedure
- Unlisted Lab Codes

Community Health Options Partners with Verisys for Credentialing

Community Health Options has begun working with Verisys®, the largest outsourced credentialing provider in the market, for primary source credentialing verifications. Verisys has a 99.9% verification accuracy rate when it comes to verifying professional licenses, status, issue and expiration dates and any current or historical disciplinary actions.

As a reminder, please review CAQH applications for practitioners in a timely manner. Any expired application can delay processing.

Instamed and Claim Forms Information to Receive Payments Your Way

To ensure claim payments are received the way you want to receive them—whether EFT or paper check—it is critical that you update instamed and Community Health Options simultaneously when there is a change in any of the data relating to “pay to” information.

Changes to payment information can include addresses, TIN or additions/removal of location or practitioner NPIs. Payments are issued after comparing the “pay to” information submitted on the claim and information within Instamed. It's important for that information to be the same, because when the

information on the claim form doesn't match. Instead, the payment is made based on the claim form, rather than what you've set up in Instamed.

Community Health Options Partners With Firefly Health To Expand Access To Care

Community Health Options this year has begun giving Members 18 and over the option of using a virtual first primary care team, expanding access to care. Alongside its traditional provider network, Community Health Options now offers Members 18 and older the option to choose a virtual-first primary care team through [Firefly Health](#). No matter which plan Members have, they can choose a virtual primary care team for ongoing care from a team that includes a primary care provider, nurse practitioner, behavioral health specialist and health guide. Learn more [here](#).

Community Health Options Continues to Expand its EMS Network

Community Health Options added 18 EMS providers to its emergency medical services network in 2023, after Gov. Janet Mills signed a new law that creates opportunities for greater reimbursement for EMS providers—and better 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, and 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 look to welcome all EMS providers. To learn more, please send an email to: contracting@healthoptions.org.

Community Health Options Ranks Among Best Places to Work in Maine



Community Health Options has been ranked among the Best Places to Work in Maine among mid-sized companies with 50-249 employees. Now in its 18th year, Best Places to Work in ME recognized through the Maine State Council of the Society for Human Resources Management, in partnership with the Best Companies Group and Bridgetower Media.

Community Health Options has earned the distinction each year it has participated, beginning as a small employer with less than 50 employees in 2013, then moving up to mid-size for 2017, 2019, 2021 and 2023.

Community Health Options to Open New Fitness Court

Maine's newest Fitness Court® is coming to the University of Maine at Farmington this spring as Community Health Options continues its partnership with National Fitness Campaign (NFC).

Community Health Options and NFC launched the statewide partnership in 2021 to provide free access to world class fitness by bringing Fitness Courts to communities across the state. The first two opened in 2022 in the City of Lewiston and the Town of Hampden and attracted six public-private investment partners to provide new healthy infrastructure for 40,000 Maine residents.

To learn more about bringing a Fitness Court to your community, please visit the [Maine Statewide Campaign](#) website.

Medical Pharmacy Benefit Management Updates

Newly Added Medications Requiring Prior Approval, Effective January 1, 2024

Medications that are subject to voluntary Site of Care transition are denoted with an asterisk (*).

BRAND NAME	Generic Name
ABRILADA	<i>adalimumab-afzb</i>
BLUEPRINT	<i>pemetrexed</i>
DAXXIFY	<i>daxibotulinumtoxina-lanm</i>
ELREXFIO	<i>elranatamab-bcmm</i>
EYLEA HD	<i>afibercept hd</i>
F18 (FDG)	<i>fludeoxyglucose f18</i>
IZERVAY	<i>avacincaptad pegol</i>
LEQEMBI	<i>lecanemab-irmb</i>
NEXOBRID	<i>anacaulase-bcdb (topical)</i>
PEMRYDI RTU	<i>pemetrexed</i>
SANDOZ	<i>pemetrexed</i>
TALVEY	<i>talquetamab-tgvs</i>
TEVA 505(b)(2)	<i>paclitaxel protein-bound particles</i>
UZEDY	<i>risperidone</i>
YCANTH	<i>cantharidin for topical administration</i>

Medications No longer Requiring Prior Authorization, Effective January 1, 2024

Medications that are subject to voluntary Site of Care transition are denoted with an asterisk (*).

BRAND NAME	Generic Name
TAXOTERE	<i>docetaxel</i>

Newly Excluded Medications, Effective January 1, 2024

Medications that are subject to voluntary Site of Care transition are denoted with an asterisk (*).

BRAND NAME	Generic Name
ELEVIDYS	<i>delandistrogene moxeparvovec-rokl</i>
IXCHIQ	<i>chikungunya virus vaccine</i>

Medications No longer Excluded, Effective January 1, 2024

Medications that are subject to voluntary Site of Care transition are denoted with an asterisk (*).

BRAND NAME	Generic Name
LEQEMBI	<i>lecanemab-irmb</i>

Resources

[Urgent Care Provider Sheet](#)

[Company Profile](#)

[Availity Portal](#)

[Community Health Options Website Provider Resources](#)

[Community Health Options' Provider Network](#)