



Reviewing the appropriate use of resources

Ambetter from Arkansas Health & Wellness has developed both utilization management and claims management systems to identify, track and monitor the care provided to our members. Utilization management (UM) decisions are based only on the appropriateness of care as well as service and the existence of coverage. Ambetter from Arkansas Health & Wellness does not reward providers, practitioners or other individuals for issuing denials of coverage or care. Denials are based on lack of medical necessity or lack of covered benefit.

UM care criteria cover preventive care, emergency care, primary care, specialty care, acute care, short-term care, health homes, maternity care and ancillary care services. Ambetter from Arkansas Health & Wellness uses nationally recognized criteria (such as InterQual) if available for the specific service. Other criteria are developed internally through a process that includes a review of scientific evidence and input from relevant specialists.

Providers can help us make appropriate and timely UM decisions by submitting complete clinical information with the initial request for a service or treatment.

Providers can discuss any medical UM denial decisions with a physician or another appropriate reviewer at the time of the notification of an adverse determination.

Providers can obtain a copy of Ambetter from Arkansas Health & Wellness' UM criteria, ask questions of UM staff or contact a reviewer by calling **1-877-617-0390**.

Behavioral health services for your patients

If you have patients who struggle with depression, anxiety, substance abuse or other behavioral health conditions, we have resources to help. Ambetter from Arkansas Health & Wellness offers our members access to all covered, medically necessary behavioral health services. You can learn more about our behavioral health services at **Ambetter.**

ARHealthWellness.com. For help identifying a behavioral health provider or for prior authorization for inpatient or outpatient services, call **1-877-617-0390**.

HEDIS for child and adolescent well visits

In addition to HEDIS immunization measures that assess whether children and adolescents receive recommended immunizations on schedule, several HEDIS topics cover issues related to child and adolescent well visits:

Well-Child Visits in the First 15 Months of Life: Assesses children who turned 15 months old during the measurement year and had up to six well-child visits with a primary care physician during their first 15 months of life.

Well-Child Visits in the Third, Fourth, Fifth and Sixth Years of Life: Assesses children ages 3–6 who received one or more well-child visits with a primary care practitioner during the measurement year.

Adolescent Well-Care Visits: Assesses adolescents and young adults ages 12–21 who had at least one comprehensive well-care visit with a primary care practitioner or an OB-GYN practitioner during the measurement year.



Avoid Surprise Billing

In-network providers have a responsibility to our members to assist in avoiding surprise billing. Surprise billing generally occurs when a member seeks services at an in-network provider's location but receives a bill from a third-party provider for services received at that in-network setting.

Often, in-network providers work with third parties to supply services, durable medical equipment, medical supplies or testing to our members. Sometimes, these third parties are out-of-network providers with Ambetter from Arkansas Health & Wellness. When our members receive a bill from an out-of-network provider, even though they received care at an in-network provider's location, it creates a surprise bill and causes a negative financial impact on them.

When a service is delivered at an in-network location, that service should be billed by the in-network provider with the exception of services provided by other physicians.

HEDIS measures performance

Ambetter from Arkansas Health & Wellness strives to provide quality healthcare to our members as measured through HEDIS quality metrics.

HEDIS (Healthcare Effectiveness Data and Information Set) is a set of standardized performance measures developed by the National Committee for Quality Assurance (NCQA), which allows direct, objective comparison of quality across health plans. NCQA develops the HEDIS measures through a committee of purchasers, consumers, health plans, healthcare providers and policymakers.

HEDIS allows for standardized measurement and reporting, as well as accurate, objective side-by-side comparisons. Learn more at ncqa.org or review the Quality Improvement information at Ambetter.ARHealthWellness.com.

Please take note of the HEDIS measures highlighted in this issue regarding child and adolescent health visits.

AHW Provider Webinar Series

Arkansas Health & Wellness hosts webinars every quarter. The Provider Webinars are designed to offer our providers and their office staff the opportunity to learn from subject-matter experts and ask questions about current topics and best practices. Registration is free and each webinar will be one hour in length.

Please proceed to Ambetter.ARHealthWellness.com/provider-resources/provider-webinars.html and register. Instructions on accessing the webinars will follow. Reminders will be sent by email after registration.



Performance Analytics Platform

We are pleased to announce the launch of our Performance Analytics Platform, a new suite of modules designed to contribute to both the health of our members and the success of our providers. The Performance Analytics Platform comprises two modules—Patient Analytics and Provider Analytics. Together, Patient and Provider Analytics will address both the clinical and financial components of the care that you deliver to our members, your patients.

Patient Analytics is a population health management tool designed to support you in the delivery of timely, efficient and evidence-based care to our members.

Patient Analytics includes:

- Population health management tools, including disease registries to support condition-specific member outreach
- Comprehensive reporting of care opportunities at member and population levels
- Claims-based patient histories from across the continuum of care (care team view)
- Exportable patient data to support chart records and reports

More information on Patient Analytics will be communicated at a later date.

Provider Analytics is a cost and utilization tool designed to support our providers who participate in a value-based program.

Provider Analytics includes the following performance dashboards:

- Key Performance Indicators*—high-level summary statistics to help direct inquiries to plan specific opportunities
- Cost and Utilization—categorization and trending of costs and utilization of services by disease category and type of service
- Emergency Room—cost and trending of emergency room utilization and identification of potentially preventable visits
- Pharmacy—comparison and trending of generic versus brand cost and utilization
- **Available now!** Quality—identification and trending of quality performance and gaps in care
- **Available now!** Value-based Contracting—quarterly reports that include performance summaries and identifies number of members needed to meet care gap targets and potential dollars to earn

**At this time, Provider Analytics offers a high-level dashboard view of the above. Member detail is not yet available for all dashboards, but will be available for quality care gap reporting during the first release.*

Provider Analytics prioritizes measures based on your performance to help identify where to focus clinical efforts to optimize your Pay for Performance (P4P) payouts. This tool can be accessed through the provider portal on the right-hand side of the landing page. Clicking on "Provider Analytics" will take you to a landing page where you can select either the Quality tab to get Care Gap information and/or the Value-based Contracting tab for scorecards. We encourage you to begin to explore this tool and incorporate it into regular use to monitor your P4P progress.

The Performance Analytics Platform is a portal-based solution that is designed to provide you with timely and actionable clinical, cost and utilization data to improve care management of your patients as well as improve your performance against contracted incentives. Use of these tools will enable you to improve clinical outcomes for patients with the most critical care needs while also achieving success in your contracted incentives. All providers should be aware that use of these tools falls within the bounds of the HIPAA Privacy Rule, and the Provider Manual has been updated to stipulate the limitations of the use of its content.

Over the coming months, we will introduce training programs to support your use of these tools and ensure that you are able to get the most value from them. Please keep an eye out for these materials in conjunction with the launch of Patient and Provider Analytics in 2017.



Notice: Policy Updates

This notification is to inform you that Arkansas Health & Wellness is amending or implementing new policies. The effective date for the policies listed below is Oct. 25, 2017. To view policies in detail, visit AmBetter.ARHealthWellness.com/provider-resources/clinical-payment-policies.html.

- **CP.MP.109** Panniculectomy
- **CP.MP.110** Bronchial Thermoplasty
- **CP.MP.140** EpiFix wound treatment
- **CP.MP.141** Nonmyeloablative allogeneic stem cell transplant
- **CP.MP.142** Urinary incontinence devices and treatments
- **CP.MP.143** Wireless motility capsule
- **CP.MP.144** Mechanical stretch devices
- **CP.MP.145** Electric tumor treatment fields
- **CP.MP.22** Stereotactic body radiation therapy
- **CP.MP.24** Multiple sleep latency testing
- **CP.MP.26** Articular cartilage defect repairs
- **CP.MP.27** Hyperbaric oxygen therapy
- **CP.MP.31** Cosmetic and reconstructive surgery
- **CP.MP.46** Ventricular assist devices
- **CP.MP.55** Assistive reproductive technology
- **CP.MP.62** Hyperhidrosis treatments
- **CP.MP.69** Intensity modulated radiation therapy
- **CP.MP.71** Long-term care placement
- **CP.PHAR.01** Omalizumab (Xolair)
- **CP.PHAR.100** Axitinib (Inlyta)
- **CP.PHAR.101** Mifepristone (Korlym)
- **CP.PHAR.109** Tesamorelin (Egrifta)
- **CP.PHAR.111** Cabozantinib (Cometriq, Cabometyx)
- **CP.PHAR.114** Teduglutide (Gattex)
- **CP.PHAR.115** Pegloticase (Krystexxa)
- **CP.PHAR.119** Ramucirumab (Cyramza)
- **CP.PHAR.121** Nivolumab (Opdivo)
- **CP.PHAR.126** Ibrutinib (Imbruvica)
- **CP.PHAR.14** Hydroxyprogesterone Caproate (Makena/compound)
- **CP.PHAR.165** Ferumoxytol (Feraheme)
- **CP.PHAR.166** Ferric Gluconate (Ferrelecit)
- **CP.PHAR.167** Iron Sucrose (Venofer)
- **CP.PHAR.168** Repository Corticotropin Injection (H.P. Acthar Gel)
- **CP.PHAR.177** Ecallantide (Kalbitor)
- **CP.PHAR.178** Icatibant (Firazyr)
- **CP.PHAR.179** Romiplostim (Nplate)
- **CP.PHAR.180** Eltrombopag (Promacta)
- **CP.PHAR.181** Hemin (Panhematin)
- **CP.PHAR.184** Aflibercept (Eylea)
- **CP.PHAR.185** Pegaptanib (Macugen)
- **CP.PHAR.186** Ranibizumab (Lucentis)
- **CP.PHAR.187** Verteporfin (Visudyne)
- **CP.PHAR.188** Teriparatide (Forteo)
- **CP.PHAR.189** Ibandronate Sodium (Boniva)
- **CP.PHAR.190** Ambrisentan (Letairis)
- **CP.PHAR.191** Bosentan (Tracleer)
- **CP.PHAR.192** Epoprostenol Sodium (Flolan, Veletri)
- **CP.PHAR.193** Iloprost (Ventavis)
- **CP.PHAR.194** Macitentan (Opsumit)
- **CP.PHAR.195** Riociguat (Adempas)
- **CP.PHAR.196** Selexipag (Uptravi)
- **CP.PHAR.197** Sildenafil (Revatio)
- **CP.PHAR.198** Tadalafil (Adcirca)
- **CP.PHAR.199** Treprostinil (Orenitram, Remodulin, Tyvasco)
- **CP.PHAR.200** Mepolizumab (Nucala)
- **CP.PHAR.201** Belatacept (Nulojix)
- **CP.PHAR.202** C1 Esterase Inhibitors (Berinert, Cinryze, Ruconest)
- **CP.PHAR.203** Cosyntropin (Cortrosyn)
- **CP.PHAR.204** Trabectedin (Yondelis)
- **CP.PHAR.205** Total Parenteral Nutrition and Intradialytic Parenteral Nutrition
- **CP.PHAR.206** Carglumic acid (Carbaglu)
- **CP.PHAR.207** Glycerol phenylbutyrate (Ravicti)
- **CP.PHAR.209** Aztreonam (Cayston)
- **CP.PHAR.210** Ivacaftor (Kalydeco)
- **CP.PHAR.211** Tobramycin (Bethkis Inhalation Solution, Kitabis Pak, TOBI Inhalation Solution, TOBI Podhaler)
- **CP.PHAR.212** Dornase Alfa (Pulmozyme)
- **CP.PHAR.213** Lumacaftor-Ivacaftor (Orkambi)
- **CP.PHAR.214** Desmopressin Acetate (DDAVP Injection)
- **CP.PHAR.215** Factor VIII (Human, Recombinant)
- **CP.PHAR.216** Factor VIII/von Willebrand Factor Complex (Human - Alphanate, Humate-P, Wilate)
- **CP.PHAR.217** Anti-Inhibitor Coagulant Complex (Human - Feiba)
- **CP.PHAR.218** Factor IX (Human - AlphaNine SD, Mononine; Recombinant - Alprolix, BeneFIX, Ixinity, Rixubis)
- **CP.PHAR.219** Factor IX Complex (Human - Bebulin, Profilnine)
- **CP.PHAR.220** Factor VIIa (Recombinant - NovoSeven RT)
- **CP.PHAR.221** Factor XIII (Human - Corifact)
- **CP.PHAR.222** Factor XIII A-Subunit (Recombinant - Tretten)
- **CP.PHAR.223** Reslizumab (Cinqair)
- **CP.PHAR.224** Enoxaparin (Lovenox)
- **CP.PHAR.225** Dalteparin (Fragmin)
- **CP.PHAR.226** Fondaparinux (Arixtra)
- **CP.PHAR.234** Ferric Carboxymaltose (Injectafer)
- **CP.PHAR.235** Atezolizumab (Tecentriq)
- **CP.PHAR.279** Ledipasvir/Sofosbuvir (Harvoni)
- **CP.PHAR.281** Sofosbuvir (Sovaldi)
- **CP.PHAR.318** Eribulin Mesylate (Halaven)
- **CP.PHAR.319** Ipilimumab (Yervoy)
- **CP.PHAR.320** Necitumumab (Portrazza)
- **CP.PHAR.321** Panitumumab (Vectibix)
- **CP.PHAR.322** Pembrolizumab (Keytruda)
- **CP.PHAR.323** Plerixafor (Mozobil)
- **CP.PHAR.324** Temsirolimus (Torisel)
- **CP.PHAR.325** Ziv-Aflibercept (Zaltrap)
- **CP.PHAR.326** Olaratumab (Lartruvo)
- **CP.PHAR.327** Nusinersen (Spinraza)
- **CP.PHAR.328** Asfotase Alfa (Stensiq)
- **CP.PHAR.329** Siltuximab (Sylvant)
- **CP.PHAR.330** Protein C Concentrate, Human (Ceprotin)
- **CP.PHAR.331** Deflazacort (Emflaza)
- **CP.PHAR.332** Pasireotide (Signifor LAR)
- **CP.PHAR.333** Avelumab (Bavencio)
- **CP.PHAR.334** Ribociclib (Kisqali)
- **CP.PHAR.335** Ocrelizumab (Ocrevus)
- **CP.PHAR.336** Dupilumab (Dupixent)
- **CP.PHAR.40** Octreotide Acetate (Sandostatin Injection, Sandostatin LAR Depot)
- **CP.PHAR.43** Sapropterin (Kuvan)
- **CP.PHAR.52** InterferonGamma 1-b (Actimmune)
- **CP.PHAR.59** Zoledronic Acid (Reclast, Zometa)
- **CP.PHAR.61** Cinacalcet (Sensipar)
- **CP.PHAR.63** Everolimus (Afinitor, Afinitor Disperz)
- **CP.PHAR.80** Vandetanib (Caprelsa)
- **CP.PHAR.91** Vemurafenib (Zelboraf)
- **CP.PHAR.93** Bevacizumab (Avastin)
- **CP.PHAR.93** Bevacizumab (Avastin)
- **CP.PHAR.94** Alpha-1 Proteinase Inhibitors (Aralast NP, Glassia, Prolastin-C, Zemaira)
- **CP.PHAR.96** Naltrexone (Vivitrol)
- **CP.PHAR.97** Eculizumab (Soliris)
- **CP.PHAR.98** Ruxolitinib (Jakafi)
- **HIM.PA.104** Linezolid (Zyvox)
- **HIM.PA.110** Lorcaseerin (Belviqu)
- **HIM.PA.111** Mecamylamine (Vecamyl)
- **HIM.PA.112** Naltrexone;bupropion (Contrave)
- **HIM.PA.113** Netupitant;palonosetron (Akyzneo)
- **HIM.PA.114** Phendimetrazine
- **HIM.PA.115** Phentermine
- **HIM.PA.116** Sildenafil (Viagra)
- **HIM.PA.118** Tedizolid (Sivextro)
- **HIM.PA.36** Itraconazole (Sporanox)
- **HIM.PA.37** Milnacipran (Savella)
- **HIM.PA.39** Benign Prostatic Hyperplasia (BPH) agent
- **HIM.PA.40** Overactive bladder agents
- **HIM.PA.44** Quetiapine XR (Seroquel XR)
- **HIM.PA.45** Fentanyl oral transmucosal
- **HIM.PA.46** Butorphanol nasal spray
- **HIM.PA.SP10** Fingolimod (Gilenya)
- **HIM.PA.SP11** Glatiramer (Copaxone, Glatopa)
- **HIM.PA.SP12** Icatibant (Firazyr)
- **HIM.PA.SP13** Iloprost (Ventavis)
- **HIM.PA.SP14** Interferon beta-1a (Avonex, Rebif)
- **HIM.PA.SP15** Interferon beta-1b (Betaseron, Extavia)
- **HIM.PA.SP16** Macitentan (Opsumit)
- **HIM.PA.SP17** Natalizumab (Tysabri)
- **HIM.PA.SP18** Peginterferon beta-1a (Plegridy)
- **HIM.PA.SP19** Propranolol Hcl (Hemangeol)
- **HIM.PA.SP20** Riociguat (Adempas)
- **HIM.PA.SP21** Sildenafil (Revatio)
- **HIM.PA.SP22** Sonidegib (Odomzo)
- **HIM.PA.SP23** Tadalafil (Adcirca)
- **HIM.PA.SP24** Teriflunomide (Aubagio)
- **HIM.PA.SP25** Tresprostinil (Orenitram, Romodulin)
- **HIM.PA.SP26** Apremilast (Otezla)
- **HIM.PA.SP27** Daclatasvir (Daklinza)
- **HIM.PA.SP28** Golimumab (Simponi)
- **HIM.PA.SP29** Secukinumab (Cosentyx)
- **HIM.PA.SP30** Sucroferric oxyhydroxide (Velphoro)
- **HIM.PA.SP31** Tavorole (Kerydin)
- **HIM.PA.SP32** Tocilizumab (Actemra)
- **HIM.PA.SP33** Etoposir (Exondys)
- **HIM.PA.SP4** Ambrisentan (Letairis)
- **HIM.PA.SP5** Bosentan (Tracleer)
- **HIM.PA.SP7** Dalfampridine (Ampyra)
- **HIM.PA.SP8** Dimethyl fumarate (Tecfidera)
- **HIM.PA.SP9** Eliglustat (Cerdelga)
- **HIM.SP6.SP** Daclizumab (Zinbryta)



After-hours requirements

After business hours, providers are required to offer access to a covering physician or have an answering service, a triage service or a voice message that explains to members how to access urgent and emergency care. This helps ensure our members get the best possible healthcare.

Members must be able to access their provider after normal business hours and on weekends. The requirements below ensure that our members have adequate access to needed healthcare services:

Offices using an answering machine must:

- Provide a message directing the member to contact 911 or go to the nearest emergency room if he or she feels the issue is too urgent to wait for a doctor to call back.
- Provide instructions on how to page the doctor if the situation is urgent.
- If the provider's practice serves a high percentage of foreign-language speakers, the message should be recorded in both English and that language.

Offices using an answering service must:

- Direct the member to call 911 or go to the nearest emergency room if he or she feels the issue is too urgent to wait for a doctor to call back.
- Provide an option to page or otherwise contact the provider on call with the member's contact information. When possible, the provider must return the call within 30 minutes.
- If the provider's practice serves a high percentage of foreign-language speakers, the service should meet the language requirements.

Do you meet **appointment availability standards?**

Ambetter from Arkansas Health & Wellness follows the accessibility requirements set forth by applicable regulatory and accrediting agencies. Ambetter from Arkansas Health & Wellness monitors compliance with these standards annually and uses the results of monitoring to ensure adequate appointment availability and reduce unnecessary emergency room visits. The availability of our network practitioners is key to member care and treatment outcomes. Please ensure your information is up to date with Ambetter from Arkansas Health & Wellness so our members can reach your office to schedule appointments without difficulty. You can update your information by visiting the provider portal on our website at **Ambetter.ARHealthWellness.com** or by calling us at **1-844-263-2437** or email **arkcredentialing@centene.com** to request a Provider Data Change Form.

Mail or fax the completed form with supporting documents to:

Provider Data Management
PO Box 25230
Little Rock, AR 72221

Fax: **1-844-357-7890**

Please review the appointment availability standards below:

Type of appointment	Scheduling time frame
Life-threatening emergency care	Immediate and available 24 hours a day, seven days a week
Urgent care	Within 24 hours of presentation or request
Routine appointments	Within 30 calendar days
Adult sick visit	Within 48 hours
Behavioral health urgent care	Within 48 hours

To ensure appropriate care, we have adopted the following geographic availability standards:

- Primary care practitioner within 30 miles of a member ZIP code
- Specialist within 60 miles of a member ZIP code
- Hospital within 60 miles of a member ZIP code

Hours of Operation

Arkansas Health & Wellness supports extended hours of operation; we want to promote those hours to our members. Please ensure the hours of operation listed are correct. Providers can update their hours of operations by contacting Provider Services at **1-877-617-0390** or by email at **ambetterproviders@ambetterhealth.com**.