

2017 Message to the Community

We are proud to share Select Health of South Carolina's 2017 Message to the Community, "Strong Roots, Healthy Communities." You can view an electronic version at www.selecthealthofsc.com.

You may also request a printed copy be sent to you by mail by contacting your Provider Network Management Account Executive.



Select Health's roots in South Carolina run deep. We have provided access to high-quality health care for more than 20 years through our First Choice health plan. First Choice demonstrates an excellent model of care grounded in stability and strength, a reflection of our standing as the state's oldest and top-rated Medicaid health plan.

Important reminders

Providers must enroll with the South Carolina Department of Health and Human Services (SCDHHS) to participate in the South Carolina Medicaid program.

To enroll, a provider should:

- Complete and submit an online provider enrollment application and submit necessary supporting documentation.
- Accept the terms and conditions of the online application by electronic signature.
- Be licensed by the appropriate licensing body, certified by the standard-setting agency, and complete other pre-contractual approval processes established by SCDHHS.
- If eligible, obtain a National Provider Identifier (NPI) number and share it with SCDHHS.
- **Be enrolled in the Medicaid program and receive official notification of enrollment. This also applies to providers wanting to contract with one or all of the Medicaid managed care organizations.**
- Continuously meet South Carolina licensure requirements and/or certification requirements of their respective professions or boards to maintain Medicaid enrollment.
- Comply with all current federal and state laws and regulations, as well as all policies, procedures, and standards required by the Medicaid program.

(continued)

Claims must be submitted with your taxonomy number

In accordance with SCDHHS guidelines, typical providers must use the NPI of the ordering or referring provider and the NPI and **taxonomy code for each rendering, pay-to, and billing provider** when submitting claims to Medicaid.

Sources:

SCDHHS Physicians, Laboratories and Other Medical Professionals Provider Manual, February 1, 2005, edition, posted February 1, 2005, updated September 1, 2017; section 3, page 14, www.scdhhs.gov/internet/pdf/manuals/Physicians/Section%203.pdf

Select Health Claims Filing Manual, updated May 2017, page 10, www.selecthealthofsc.com/pdf/provider/claims-manual.pdf

Notice of nondiscrimination

First Choice by Select Health of South Carolina complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. First Choice does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Language services

If your primary language is not English, language assistance services are available free of charge. Call **1-888-276-2020 (TTY 1-888-765-9586)**.

All rendering providers must be enrolled in the Medicaid program. Enrolled providers are prohibited from allowing non-enrolled providers to use their Medicaid ID numbers or NPI numbers to be reimbursed for services. Claims for Medicaid reimbursement submitted under a Medicaid ID number or NPI number other than that of the ordering, referring, or rendering provider will be considered invalid and may result in a program integrity investigation and/or recoupment of the Medicaid payment. As required by federal regulation 42 CFR 455.440, all claims submitted for payment for items and services that were ordered or referred must contain the NPI of the physician or other professional who ordered or referred such items or services.

Source: SC Medicaid Provider Enrollment manual, December 1, 2012, edition, posted December 3, 2012, updated August 2, 2017, section 1, pages 1 – 2, www.scdhhs.gov/internet/pdf/manuals/Provider%20Enrollment/Manual.pdf

Psychotherapy supervision guidelines

- Only a licensed psychologist, licensed psycho-education specialist (LPES) supervisor, licensed independent social worker — clinical practice supervisor (LISW-CP-S), licensed professional counselor supervisor (LPC/S), or licensed marriage and family therapist supervisor (LMFT/S) may supervise. They must be licensed to practice in South Carolina.
- Licensed psychologists may supervise an unlicensed person providing psychological services. No more than three full-time supervisees may be employed by the psychologist supervisor.
- An LMFT/S may supervise only those with LMFT intern (LMFT/I) designation. An LPC/S may supervise only those with LPC intern (LPC/I) designation. No more than six full-time supervisees may be employed by the LMFT/S or LPC/S.
- LISW-CP-S may supervise only applicants for LISW licensure. No more than six full-time supervisees may be employed by the LISW-CP-S.

Supervision must be “direct,” meaning at the same location as the supervisee. The supervising clinician must cosign all clinical notes and be immediately accessible by phone or other device at the time of service provision. Written protocol for crisis situations must also be in place.

Source: SCDHHS Licensed Independent Practitioners Manual, July 2010 edition, posted July 23, 2010, updated September 1, 2017, section 2, pages 39 – 42 www.scdhhs.gov/internet/pdf/manuals/LIPS/Section%202.pdf

Prior authorization update

As of August 25, 2017, you no longer need prior authorization for outpatient infusion or injectable medications billed at \$250 or more.

A comprehensive list of Healthcare Common Procedure Coding System (HCPCS) codes that require prior authorization is available at www.selecthealthofsc.com/pdf/provider/pharmacy/hcpcs-prior-auth-req.pdf.

New opioid limitations

On September 1, 2017, Select Health will begin applying morphine milligram equivalent (MME) limits to short-acting opioid prescriptions for members new to therapy.

- Members will be limited to a maximum of 200 MME for short-acting opioid products.
- Members are considered “new to therapy” if they have not filled an opioid medication prescription above the MME limit in the past 90 days.
- The MME calculation will accumulate across products if members are taking more than one opioid medication concurrently.
- A short-acting opioid prior authorization request form is available at www.selecthealthofsc.com/pdf/provider/forms/request-form-for-short-acting-opioid-medications.pdf.
- In the coming months, MME and day supply limits will be applied to all members. We will share complete details when the timeline is finalized.

Members with active cancer diagnosis, sickle cell diagnosis, or in hospice or palliative care will be exempt from this requirement. If these members have claims for opioid medications which are not automatically approved, they can receive one-year approval by calling **1-866-610-2773**.

Pharmacy spotlight

Inflixtra® (infliximab-dyyb), a tumor necrosis factor (TNF) blocker, is biosimilar to Remicade® and is now available as a preferred agent on Select Health's preferred drug list (PDL). The safety and efficacy of Inflectra are comparable to Remicade.

Inflixtra may be prescribed for **adults and children ages 6 and older** with moderately to severely active Crohn's disease who have had an inadequate response to conventional therapy, with moderately to severely active rheumatoid arthritis in combination with methotrexate, with active ankylosing spondylitis (arthritis of the spine), and with active psoriatic arthritis.

Inflixtra may be prescribed for **adults** with chronic severe plaque psoriasis as well as those with moderately to severely active ulcerative colitis who have had an inadequate response to conventional therapy.

Drug updates

Please visit our website at www.selecthealthofsc.com/provider/index.aspx for up-to-date pharmacy information, including changes approved by the Pharmacy and Therapeutics Committee as well as:

- Preferred drug list (PDL) updates.
- Drug recalls.
- Updated pharmaceutical management procedures.
- New prior authorization criteria and procedures for submitting a prior authorization.
- Pharmacy benefit restrictions or limitations.

Medication adherence

One of Select Health's goals has always been to increase our First Choice members' medication adherence. Studies indicate a high level of trust and good-quality communication between providers and members substantially increase the likelihood of medication adherence. We would like to share with you a recent New York Times article, "The Cost of Not Taking Your Medications," which can be found at www.nytimes.com/2017/04/17/well/the-cost-of-not-taking-your-medicine.html.

We hope you join us in our effort to improve our members' well-being. At Select Health, we believe effectively managing medication adherence for members is key to our mission to help people get care, stay well, and build healthy communities.

Summer 2017 Healthy Now member newsletter

The summer issue of our member newsletter has been released! It includes tips on getting children to eat healthy and information about recommended preventive screenings. To see the Healthy Now member newsletter, visit www.selecthealthofsc.com/pdf/member/eng/info/newsletter/2017/spring.pdf

Integrating behavioral and physical health in Medicaid

Select Health understands the importance of treating our members' total health — both physical and mental — and would like to partner with you, our providers, to provide comprehensive care.

According to the Medicaid and Children's Health Insurance Program (CHIP) Payment and Access Commission (MACPAC), "Integrating physical and behavioral health is one approach that states and the federal government are turning to in order to improve care and reduce expenses for high-cost, high-need beneficiaries. Clinicians and program administrators are looking for better ways to treat behavioral health conditions and better ways to prevent behavioral health conditions from getting worse or contributing to a decline in physical health."

To make the most of this collaboration, we ask that behavioral health care providers provide a consultation report to members' primary care providers to keep them informed of their patients' mental health treatment.

If you do not know who your patient's primary care provider is, contact Member Services at **1-888-276-2020** or your Provider Network Management Account Executive.

Fraud, waste, and abuse contact information

To report or refer suspected cases of fraud, waste, and abuse, contact:

- **Select Health Fraud, Waste, and Abuse Hotline: 1-866-833-9718**
Mail: Special Investigations Unit
200 Stevens Dr.
Mail Stop 13A
Philadelphia, PA 19113
- **Select Health Compliance Hotline** (secure and confidential, available 24 hours a day, seven days a week): **1-800-575-0417**

Providers may also report suspected fraud, waste, and abuse to:

**South Carolina Division of Program Integrity Fraud and Abuse Hotline:
1-888-364-3224**

- Fax: **1-803-255-8224**
- Email: fraudres@scdhhs.gov
- Mail: SC Fraud Hotline
Division of Program Integrity
1801 Main Street
Columbia, SC 29202

The Fraud Tip Hotline, **1-866-833-9718**, is available 24 hours a day, seven days a week. It's secure and confidential. You may remain anonymous.