

March 2023

# Provider News

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## Contact Us

If you have questions or need assistance, visit the *Contact Us* section at the bottom of our provider website for up-to-date contact information and self-service tools or call Provider Services.

**Provider website:**  
<https://provider.wellpoint.com/md/>

**Provider Services:**  
833-707-0868



# Administrative

## Remittance advice message enhancements: providing clear descriptions and actionable next steps

It can be difficult to understand why a claim has been denied, particularly when the descriptions aren't as understandable as they can be. We want to make it easier to understand why your claim was denied and how to update your claim with the information needed for processing.

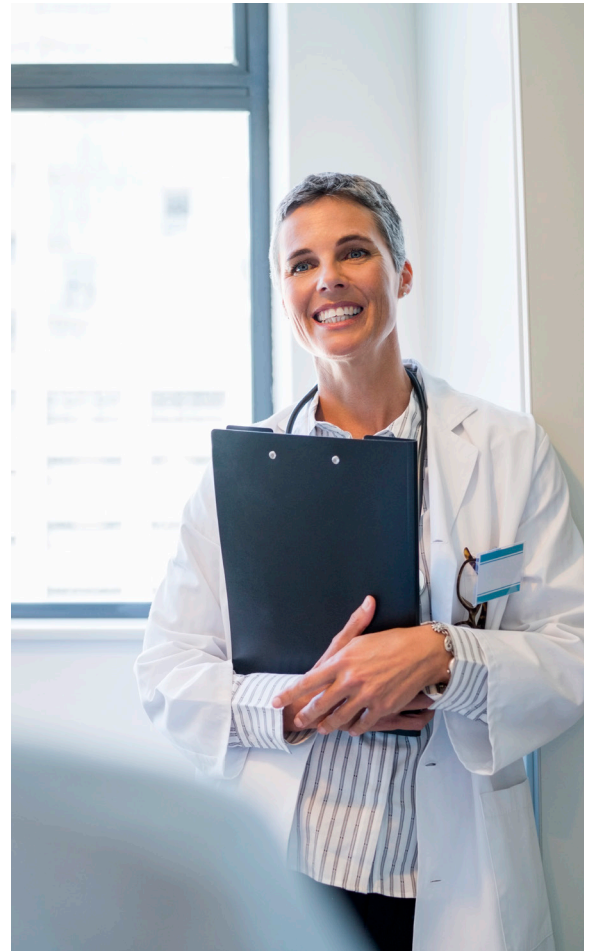
We're phasing in clear, concise, and simplified denial descriptions that explain in greater detail why the claim or claim line was denied and what to do next. We've even included details about how to provide us with information digitally, to move the claim further along faster in the claims process.

### Continuing to improve

The new denial descriptions will be phased in over the next few months. We're starting with those claim descriptions that have caused the most confusion based on your feedback. If new denial reasons are added, those descriptions will be expanded as well.

Save time. Increase efficiency. Go digital. If you're not enrolled in Availity Essentials, [register online](#). There is no cost for our providers to use the applications through [Availity.com](#).

MDWP-CD-014710-22-CPN14593



## InterQual 2023 revisions

Effective May 1, 2023, Wellpoint will transition to the InterQual® 2023 criteria to include updates from October 2022.

MDWP-CD-014459-22-CPN13803



## Advancing Mental Health Equity for Youth & Young Adults

Register today for the Advancing Mental Health Equity for Youth & Young Adults forum hosted by Wellpoint and Motivo for Wellpoint providers on Wednesday, March 15, 2023, from 4 to 5:30 p.m. ET.

Wellpoint is committed to making healthcare simpler and reducing health disparities for youth and young adults. We believe that advancing health equity for young people is critical to not only improving their experience, but also ensuring the mental health system is a safe and trusted resource. Authentic conversations lead to reducing implicit bias and improving the health and wellbeing of all Americans and the communities in which we live and serve.

Please join us to hear from a diverse panel of experienced professionals from Motivo and Wellpoint as we discuss the intersection of mental health, race, sexual orientation, gender identity, disability, and supporting youth and young adults on their mental health journey.

Each quarterly forum will continue the exploration of ways we can reduce disparities in healthcare, demonstrate cultural humility, address and deconstruct bias, have difficult and productive conversations, learn about valuable resources, and increase diversity equity and inclusion in healthcare.

Please register for this event [online](#).

MDWP-CD-017480-23-CPN17407

## Introducing the Provider Learning Hub

You can learn about many of our digital capabilities through a new educational platform called the Provider Learning Hub.



**The Provider Learning Hub will include helpful information related to:**

- Availity Essentials registration and onboarding.
- Electronic medical attachments.
- Administrative transactions.

You can access the Provider Learning Hub without a username or password.

Access the [Provider Learning Hub](#) today from the provider website under Availity Essentials.

Our first featured training will focus on attachment applications – with special emphasis on new processes that will make submitting attachments much more efficient.

MDWP-CD-013002-22-CPN10343



# Policy Updates

## Clinical Criteria updates

On May 20, 2022, August 19, 2022, and September 9, 2022, the Pharmacy and Therapeutic (P&T) Committee approved several *Clinical Criteria* applicable to the medical drug benefit for Wellpoint. These policies were developed, revised, or reviewed to support clinical coding edits.

Visit [Clinical Criteria website](#) to search for specific policies. If you have questions or additional information, reach out via email.

[Read more online.](#)

MDWP-CD-014131-22-CPN13243

## Policy Updates — Prior Authorization

### Pediatric sleep studies

Effective March 1, 2023, all in-lab sleep studies requested for members 6 years of age and older who are meeting *Carelon Medical Benefits Management Sleep Disorder Management Guidelines* for suspected obstructive sleep apnea should be conducted in a freestanding facility.

[Read more online.](#)

MDWP-CD-015389-22

### Wound care services

Effective March 1, 2023, all non-emergent wound care services requested for members 18 years of age and older should be conducted in a freestanding, unregulated facility.

[Read more online.](#)

MDWP-CD-016006-22

*Carelon Medical Benefits Management, Inc. is an independent company providing utilization management services on behalf of the health plan.*





# Policy Updates — Reimbursement Policies

## Policy Update

### Modifiers 25 and 57

*Policy G-06003, effective April 1, 2023*

Beginning with dates of service on or after April 1, 2023, Wellpoint will update the Modifiers 25 and 57 policy to not allow reimbursement for CPT® code 99211 when appended with Modifier 25.

Based on the descriptions of both Modifier 25 and CPT 99211, the Evaluation and Management must be separately identifiable, and CPT 99211 is not a separately identifiable service.

In addition, the policy titled *Modifiers 25 and 57: Evaluation and Management with Global Procedures* will be renamed to *Modifiers 25 and 57*.

For additional information, please review the Modifier 25 and 57 reimbursement policy at <https://www.provider.wellpoint.com/maryland-provider/claims/reimbursement-policies>.



# Products and Programs — Pharmacy

## Prior authorization updates for medications billed under the medical benefit

The following medication codes billed on medical claims from current or new *Clinical Criteria* documents will require prior authorization.

Please note, inclusion of a national drug code on your medical claim is necessary for claims processing.

Visit the [Clinical Criteria website](#) to search for the specific *Clinical Criteria* listed below.

### Effective for dates of service on and after March 1, 2023:

Clinical Criteria	HCPCS/CPT® code	Drug name
<a href="#">ING-CC-0214</a>	J0172	Carvykti (ciltacabtagene autoleucel)

**Note:** Prior authorization requests for certain medications may require additional documentation to determine medical necessity.

MDWP-CD-015895-22-CPN15647

### Effective for dates of service on and after May 1, 2023:

Clinical Criteria	HCPCS/CPT code	Drug name
<a href="#">ING-CC-0200</a>	C9098	Aduhelm (aducanumab)

MDWP-CD-015480-22-CPN15325

