Date: September 20, 2023

Dear Provider,

This week, we are sharing the following provider updates — see below to learn more.

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# Inappropriate Use of Modifier 57

Optima Health is implementing the following payment and reimbursement policy, effective December 1, 2023. This applies to professional claims billing. Policies are applicable to all Optima Health lines of business:

- Per CMS and AMA guidelines, modifier 57 should be added to E&M claims when billing a major surgical procedure code for the same member, on the same date of service, or after date of service the E&M was performed. E&M claims billed with modifier 57 without a qualifying surgical procedure code will be denied.

# Attention: OB/GYN Providers - Doula Balance Billing

The Department of Medical Assistance Services (DMAS) notified Optima Health that they are continuing to receive complaints that some providers are charging members for completion of the Doula Recommendation and Verification of Pregnancy forms required to access doula care. This is considered balance billing.

Please be reminded that it is not permissible to balance bill Medicaid members for covered services. Providers must reimburse members who have been charged for the completion of the Doula Recommendation and Verification of Pregnancy form, a covered Medicaid service.

If you have any questions regarding this notice, please contact your assigned Network Educator at 1-877-865-9075, option 2.

# Imaging and Cardiac Services Program

Effective September 18, 2023, we implemented an imaging and cardiac services program (aka Medical Specialty Solutions) managed by National Imaging Associates, Inc. (NIA). This program includes prior authorization of nonemergent, advanced outpatient imaging and some cardiac services. The decision to implement this program is consistent with industry-wide efforts to ensure clinically appropriate quality of care and to manage the increasing utilization of these services. (Original notification was sent on June 29, 2023)

Please contact NIA to seek prior authorization for the following procedures:
1. CT/CTA
2. CCTA
3. MRI/MRA
4. PET Scan
5. Myocardial Perfusion Imaging
6. MUGA Scan
7. Stress Echocardiography
8. Echocardiography
9. Cardiac Implantable Devices (defibrillator, pacemaker, resynchronization therapy)
10. Left Heart Catheterization

Please note the following:
- The ordering physician is responsible for obtaining authorization prior to rendering the above-listed services.
- Providers rendering the services listed above should verify that the necessary authorization has been obtained by visiting RadMD.com or by calling NIA at **1-800-424-1663**. Failure to do so may result in nonpayment of your claim.
- Emergency room, observation, and inpatient procedures do not require authorization.

- Authorizations for imaging and cardiac services for **fully insured plans** will be managed by NIA.
- Authorizations for imaging and cardiac services for **self-insured plans** will be managed by Optima Health. Self-insured plans may opt into the program soon and notification will be made as this occurs.

# Medicare Data and Eligibility Verification Outage

In preparation for the upgrading of our systems, Medicare claims data collected from May 1, 2023 to date, as well as authorizations and eligibility verification, will be unavailable on September 23-24. Access will be fully restored on Monday, September 25.

# New Password Requirements

As of September 13, 2023, we moved from an 8-character network password to a 12-character network password policy. The policy will take effect on the user's next required password rotation and includes Provider Connection, our secure portal.

The policy change is being implemented to address the vulnerability of short passwords. To demonstrate this business risk, our current 8-character password can potentially be hacked within two minutes versus a 12-character password which would take an estimated 226 years to hack. Increasing the password length and complexity mitigates the ease that criminals can crack passwords.

Below are the new network passwords requirements:
- 12 characters
- mix of lower- and upper-case letters
- numbers
- special characters

Sincerely,

Your Optima Health Team