



Provider Alert

Urgent Provider News



Date: October 19, 2023

Dear Provider,

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

- [Medicare Providers: New Comprehensive Medication Review Process](#)
- [Additional Information on NIA Program Implementation](#)
- [Brain Injury Services Program Implementation Rescheduled](#)

Medicare Providers: New Comprehensive Medication Review Process

As valued partners in healthcare, we are excited to share upcoming changes that are geared towards enhancing the quality of care for our shared patients. Our commitment to providing patient-centered and effective healthcare has led us to implement a new process for the HEDIS® Care for Older Adults (COA) Medication Review measure, beginning this month.

What's changing:

- We are introducing a process for providing Comprehensive Medication Review (CMR) records to members' primary care providers.
- The CMR is offered as part of our Medication Therapy Management (MTM) program for select members meeting the criteria. The CMR is a one-on-one consultation with a member by a pharmacist or other qualified provider to review their medications, address any concerns or questions, and develop a personalized medication action plan. Optima Health partners with SinfoniaRx to provide this service.

- The CMR satisfies the requirements of the COA Medication Review measure when entered into the member's outpatient medical record.
- The CMR records will be provided to your practice via secure fax or email and must be added to the member's outpatient medical record for compliance.

Benefits of the New Process:

- Improved collaboration between providers, the health plan, and our members by ensuring that members receive personalized and impactful medication management.
- Our providers remain informed of the CMR findings.

Next Steps:

- In the coming weeks, you may be contacted by the health plan via phone, email, or fax if your patient has received a CMR this year. Please enter the provided CMR record into the patient's medical record in a location that can be easily accessed for audit.
- Starting in 2024, the communications will come directly from our pharmacy partner.
- You may be contacted later for record retrieval or in the case of an audit.
- We encourage you to reach out with any questions or concerns so that we can ensure a smooth transition.

Additional Information on NIA Program Implementation

New vendor relationships can create provider questions, and as we've transitioned to National Imaging Associates Inc. (NIA) for imaging authorizations, we are receiving good feedback from our provider community. As part of our commitment to partnering with you through this change, please review these two common questions from the provider community, as well as our response:

- **Does NIA provide authorizations for all Optima Health services?** No, these services are only for outpatient CT/CTA, CCTA, MRI/MRA, PET Scan, Myocardial Perfusion Imaging, MUGA Scan, Stress Echocardiography, Echocardiography, and Left Heart Catheterization.
- **I have an authorization from Optima Health prior to the September 18, 2023 NIA start date. Will it be honored by Optima Health and NIA?** Yes, we will honor previously issued authorizations prior to the implementation date to ensure there are no gaps in approved services.

Providers rendering the services listed above should verify that the necessary authorization has been obtained by visiting [RadMD.com](https://www.radmd.com), or by calling NIA at 1-800-424-1663.

Brain Injury Services Program Implementation Rescheduled

DMAS has delayed implementation of the Brain Injury Services (BIS) case management service until **January 1, 2024**.

We will notify you of provider training opportunities with the health plan closer to the new implementation date.

Sincerely,

Your Optima Health Team