

## October 2021 Updates from Anthem

Here are some opportunities to consider this month:

### **\$\$ 2021 Smoking Cessation Provider Incentive Program \$\$**

Anthem is offering a Smoking Cessation Provider Incentive Program (SCPIP) to encourage smoking cessation counseling to members who use tobacco, including referring them to Indiana's Tobacco Quitline. The SCPIP will offer an incentive of **\$20.00**, in addition to the reimbursement for the counseling service, to providers who:

- 1) Provide members who use tobacco with intensive smoking/tobacco cessation counseling for **greater than 10 minutes**.
- 2) Submit code **4004F** in addition to code **99407** — Smoking and tobacco use cessation counseling visit; intensive, **greater than 10 minutes**, with **modifier U6** — Per 15 minutes and a Primary ICD-10 diagnosis code of **F17.200-F17.299**.

This additional incentive will be paid **once every calendar year per unique member**. See attached file for more information on how to qualify for and obtain this additional payment.

### **\$\$ Health Needs Screening (HNS) Provider Incentive Program \$\$**

Anthem Blue Cross and Blue Shield (Anthem) attempts to complete the Indiana Family and Social Services Administration Health Needs Screening (HNS) with individuals enrolled in Indiana's Hoosier Healthwise, Hoosier Care Connect, or Healthy Indiana Plan (Medicaid members) to identify Medicaid Members for outreach and engagement in care coordination. Anthem has designed HNSPIP to encourage providers to assist Medicaid Members in completing the HNS and offers an incentive to providers who have Medicaid Members complete the HNS at an office visit **during the first 90 days of a member's enrollment**. The HNS is completed online at <https://hns.anthem.com>. Providers are eligible for the \$20 incentive payment once per unique eligible member upon completion of the HNS in the provider's office. See attached file for more information on how to qualify for and obtain this additional payment.

### **Anthem Provider Satisfaction Surveys**

If you have received a Provider Satisfaction Survey from Anthem, please take the opportunity to respond and give specific feedback to make your voice heard. We can only discuss with Anthem what we are aware of, but Anthem wants to hear directly from you. Another survey is coming out soon. An independent vendor will call offices and ask questions about the availability of appointments and other questions. Please prepare your phone staff to transfer the call to the appropriate person who can respond to the questions.

### **Provider Experience Managers**

Some of the Anthem Medicaid "Provider Experience Managers" (aka Provider Relations Reps) have recently been reassigned, especially in Behavioral Health. Please see the updated list to find your current Anthem representatives in the attached file.

## Other Updates

- ❖ REMINDER: The IHCP Annual seminar was held recently and all the of presentations from each Medicaid plan are on the IHCP website @ <https://www.in.gov/medicaid/providers/provider-education/2021-ihcp-roadshow/>. If you were unable to attend or would like copies of any of the presentations, please check them out.
- ❖ The new Indiana Anthem provider webpage is <https://providers.anthem.com/indiana-provider/home>. Please bookmark this website for future use.
- ❖ Effective Sept. 1, 2021, the Indiana Medicaid AIM phone number is **844-767-8158**.
- ❖ Anthem holds a webinar for providers on the third Thursday of each month. The November presentation will cover:
  - Using Availity website
  - Patient 360
  - Interactive Care Reviewer (ICR)
  - Claim Appeals
  - Additional Reminders