



# Hamaspik Headliner

Edition #2 | Winter 2023

## Is your NPI information up-to-date?

Hamaspik wants to remind you to review your National Provider Identifier (NPI) data in the National Plan & Provider Enumeration System (NPPES) as soon as possible to ensure that accurate provider data is displayed. As you may know, providers are legally required to keep their NPPES data current. Centers for Medicare & Medicaid Services (CMS) is also encouraging Medicare Advantage Organizations to use NPPES as a resource for our online provider directories. By using NPPES, we can decrease the frequency by which we contact you for updated directory information and provide more reliable information to Medicare beneficiaries.

If the NPPES database is kept up to date by providers, our organization can rely on it as a primary data resource for our provider directories, instead of calling your office for this information. With updated information, we can download the NPPES database and compare the provider data to the information in our existing provider directory to verify its accuracy.

When reviewing your provider data in NPPES, please update any inaccurate information in modifiable fields including provider name, mailing address, telephone and fax numbers, and specialty, to name a few. You should also make sure to include all addresses where you practice and actively see patients and where a patient can call and make an appointment. Do not include addresses where you could see a patient, but do not actively practice. Please remove any practice locations that are no longer in use. Once you update your information, you will need to confirm it is accurate by certifying it in NPPES. Remember, NPPES has no bearing on billing Medicare Fee-For-Service.

If you have any questions pertaining to NPPES, you may reference NPPES help at <https://nppes.cms.hhs.gov/webhelp/nppeshelp/HOME%20PAGE-SIGN%20IN%20PAGE.html>.



## Chief Medical Officer's Corner



### From our Medical Director, Hammad Rizvi, DO, MBA, CPE, FHM

#### *New Year Goals: Annual Wellness Visits (AWV) and Health Risk Assessment (HRA)*

The Annual Wellness Visit is an important tool for the wellness of our patients and for providers to stay informed about their patients' risk profiles and potential interventions. As we enter the new year, providers should focus on making a plan to complete AWV on all qualified patients in 2023.

Health Risk Assessment (HRA) is the driving force behind AWV. Remember, an HRA needs to be completed in order to properly bill for AWV. HRA should be completed prior to or during the patient encounter. This will provide patient and doctor with action items for future health care services. Once the HRA is done the rest of AWV can be completed.

A personalized risk prevention plan can be very helpful in caring for your patients. HRA should include age, gender, exercise and any tobacco use, ADL assessments including mood and physical health. It is best if it is kept to 20 min and prioritize key questions. Try to keep questions short and to the point in order to keep patients engaged and answer to their best abilities. Also, it is important to have an HRA that easily integrates into your EMR will make it most effective and valuable in the long-term.

Most importantly, the HRA gives the ability to have shared decision making with the patient. The provider can prioritize interventions and work with patient to reduce high risk behavior. That is why it is best to incorporate the HRA into subsequent follow-up visits.

# Hamaspik Medicare Provider Manual Changes

Hamaspik, Inc. has updated our Medicare Provider Manual which can be found at <https://hamaspik.com/hubfs/2022%20Hamaspik%20Provider%20Manual%20FINAL%2002.14.2022.pdf>. The most significant changes are to the Prior Authorization requirements.

Highlights are below. Please note that Hamaspik has a prior authorization request form (PDF only) available on our website at [https://hamaspik.com/hubfs/AUTH%20REQ%20FORM\\_2022\\_EM\\_FILLABLE\\_FINAL-2.pdf](https://hamaspik.com/hubfs/AUTH%20REQ%20FORM_2022_EM_FILLABLE_FINAL-2.pdf).

## PRIMARY CARE PROVIDERS (PCP) and SPECIALISTS:

- Office visits do NOT require authorization.
- Certain procedures you may perform in the office may require prior authorization.
- Specialty referrals do NOT require authorization unless the provider is not in our network.
- All non-network or “out-of-network” referrals require prior authorization. Our provider network can be found in our online directory at <https://www.hamaspik.com/directory-search>
- Most simple x-ray tests do NOT require authorization if they are done at a network facility. All MRIs, PET scans and nuclear medicine procedures require prior authorization.
- All procedures performed at a hospital or ambulatory surgery facility require prior authorization.

## RADIOLOGY CENTERS (Freestanding and Hospital-based):

- Most simple radiology tests do NOT require prior authorization.
- All Advanced radiology testing such as MRI,

PET and nuclear testing requires prior authorization.

- Please make sure you have authorization from the plan prior to performing services or accepting patients. Failure to do so may result in denial of services.

Please review the above information with your staff and if you have any questions, feel free to contact our Provider Relations Department or our Utilization Management Department at 1-888-426-2774, option 5.

## FACILITIES (Hospitals, SNFs, ASC, etc.):

- With the exception of Emergency Department services, all procedures, testing, observation services and admissions require prior authorization at your facility.
- Please make sure you have authorization from the plan prior to performing services or accepting patients. Failure to do so may result in denial of services.

## Medical Professionals WANTED!

Are you a physician, podiatrist, nurse practitioner, physician assistant or other health professional who wants to positively influence patient care? Hamaspik Managed Care seeks medical professionals to serve on our Medical Advisory Committee. If you would like to find out more about what is involved and possibly serve on that Committee, please email: [providerrelations@hamaspikchoice.org](mailto:providerrelations@hamaspikchoice.org) and indicate interest in the Medical Advisory Committee and someone will respond to your inquiry promptly.

## Biosimilars Information from the FDA

The U.S. Food and Drug Administration (FDA) is offering information concerning biologics and biosimilars.

An infographic for use in talking with patients can be found at: <https://www.fda.gov/media/161628/download>

In addition the FDA is offering free continuing education courses for health care providers about Biosimilars and Interchangeable Products which can be accessed\* as follows:

*Biosimilars 101:*  
A Primer for Your Practice

[www.medscape.org/viewarticle/973406](http://www.medscape.org/viewarticle/973406)

*Test Your Skill:* Incorporating Biosimilars Into the Management of Patients with Immunological Conditions

[www.medscape.org/viewarticle/975295](http://www.medscape.org/viewarticle/975295)

*Biosimilars in the Real World:* Perspectives for Staying Within the Scope of Care

[www.medscape.org/viewarticle/983483?ecd=par\\_fda\\_distr\\_mscpedu](http://www.medscape.org/viewarticle/983483?ecd=par_fda_distr_mscpedu)

*Putting the Patient into Perspective:* Strategies for Educating Patients About Biosimilars

[www.medscape.org/viewarticle/979176?src=acdm part\\_fda\\_979176](http://www.medscape.org/viewarticle/979176?src=acdm part_fda_979176)

## Hamaspik Website Updated

Hamaspik Managed Care's website ([www.hamaspik.com](http://www.hamaspik.com)) has been updated to include useful information for members and providers. Under the Providers section you will find our provider manual, authorization information, claims submission requirements, links to various resources including our online provider directory.

## Benefit Managers

Hamaspik Managed Care, like most health plans, contracts with certain benefit managers to assist in the administration of specific member benefits. These benefit managers provide a vast network of credentialed providers, targeted specialty expertise, and claims payment and customer service. Although Hamaspik may cede certain responsibilities to the benefit managers, ultimately Hamaspik remains responsible for the services provided to members and as such, has a rigorous "delegation oversight" process.

*The following are Hamaspik Managed Care's Benefit Managers:*

- Acupuncture: American Specialty Health
- Behavioral/Mental Health/Substance Abuse: Beacon Health Options\*
- Chiropractic: American Specialty Health
- Dental: DentaQuest
- Pharmacy: MagellanRx
- Vision Care: EyeQuest

\* *Beacon Health Options is changing its name to Carelon Behavioral Health, effective March 1, 2023. Carelon will continue as the benefit manager for behavioral/mental health and substance abuse services for Hamaspik members.*

For services provided by a benefit manager, authorizations and claims are managed by the benefit manager. Practitioners who provide services to members in skilled nursing facilities (SNF) and long-term care facilities are especially encouraged to join the benefit managers' networks.

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## Performance Improvement Project: Social Determinants of Health

Every year, the New York State Department of Health requires managed care plans to conduct a performance improvement project (PIP) in one specific area. The project must be designed to achieve significant improvement, sustain over time, and demonstrate health outcomes and enrollee satisfaction. The area of focus selected for the year 2022-2023 is Social Determinants of Health, also known as SDOH.

As defined by the Healthy People 2030 initiative by the U.S. Department of Health and Human Services, Social Determinants of Health (SDOH) are the conditions in the environments where people are born, live, learn, work, play, worship, and age that affect a wide range of health, functioning, and quality of life outcomes and risks. Social determinants of health take many forms, including food insecurity, lack of green space, social isolation, housing insecurity, transportation challenges, and limited or poor-quality food options.

Hamaspik Choice, our managed long term care (MLTC) plan, has created a 10 question SDOH assessment for both new and continuous enrollees to target members with positive SDOH indicators and provide immediate and long-term interventions to address the needs of our members. In conjunction with the assessment was the creation of a community resource guide specific to the counties Hamaspik serves as well as an infographic to educate our members on the SDOH. We are currently aiming for provider education and collaboration that supports successful interventions of positive SDOH indicators. Our main focus is to support our members as much as possible.

By making direct investments in initiatives designed to address SDOHs and working with community partners, healthcare organizations can help their patients in profound ways beyond the traditional provision of medical services.

Medical Providers can better support members faced with social challenges by:

- Completing a comprehensive Annual Wellness Exam inclusive
- Counseling and providing members with referrals to local support services.
- Facilitating access to support services.

## Behavioral Health Services Added to Hamaspik Medicare Choice Benefits

As of January 1, 2023, additional services were “carved in” to all New York State Medicaid Advantage Plus plans. Some of these services (but not all) require a prior authorization, and some have additional eligibility criteria that are determined by the State and communicated to Hamaspik. Information on these services can also be found in the Evidence of Coverage for Hamaspik Medicare Choice, which can be found on the Hamaspik website. This means that Hamaspik Medicare Choice now covers the following Behavioral/Mental Health and Substance Abuse Services:

Assertive Community Treatment (ACT) | Continuing Day Treatment (CDT) | Comprehensive Psychiatric Emergency Program (CPEP) | Partial Hospitalization | Personalization Recovery Oriented Services (PROS) | Crisis Intervention Services (including Mobile Crisis and Crisis Residence) | Medically Managed Detox – Inpatient (Hospital only) | Medically Supervised Detox (Inpatient and Outpatient) | Inpatient Rehabilitation | Addiction Treatment Center (freestanding, non-hospital) | Residential Substance Abuse Services (freestanding, non-hospital) | Outpatient Clinic | Outpatient Rehabilitation | Opioid Treatment Program | Community Oriented Recovery and Empowerment (CORE) Services (freestanding, non-hospital) | Crisis Stabilization Centers (freestanding, non-hospital)

These benefits are managed by Beacon Health Options on behalf of Hamaspik Managed Care. Beacon Health Options offers a full schedule of training opportunities for providers. Contact Beacon at <https://www.beaconhealthoptions.com/providers/beacon/important-toolswebinars/> to obtain the full listing/schedule. Additionally, Providers are invited to attend members' Interdisciplinary Team Care Rounds to develop and finalize members' care plans.

# Hamaspik Managed Care – Our Plans

## Hamaspik Managed Care currently operates 3 plans:

- Hamaspik Choice (MLTC) – Medicaid managed long term care plan
- Hamaspik Medicare Select (D-SNP) – Medicare Advantage HMO for dual (Medicare/Medicaid) eligible individuals
- Hamaspik Medicare Choice (MAP) – Medicare Advantage HMO (Medicaid Advantage Plus) for dual eligible individuals who meet long term care needs criteria

## Our service area is below:

COUNTY	MLTC (Hamaspik Choice)	MA D-SNP (Hamaspik Medicare Select)	MAP (Hamaspik Medicare Choice)
Albany		●	
Columbia		●	
Dutchess	●	●	●
Greene		●	
Montgomery		●	
Nassau		●	●
New York City (5 counties)		●	●
Orange	●	●	●
Putnam	●	●	●
Rensselaer		●	
Rockland	●	●	●
Schenectady		●	
Sullivan	●	●	●
Ulster	●	●	●
Westchester		●	●

# Hamaspik Covered Benefits by Line of Business

## HAMASPIK MEDICARE SELECT DSNP

- ✓ Primary Care Physicians
- ✓ Specialists
- ✓ Inpatient & Outpatient Hospital Care
- ✓ Emergency & Urgent Care
- ✓ Ambulance Services (Non-Emergency)
- ✓ Home Health Services
- ✓ Durable Medical Equipment (Medicare)
- ✓ Mental Health Services
- ✓ 24-Hour Nurse Hotline
- ✓ Diagnostic Testing
- ✓ Therapeutic Services
- ✓ Physical Therapy, Occupational Therapy, and Speech/language Pathology
- ✓ Over-the-Counter Health Items
- ✓ Healthy Foods Benefit
- ✓ Part D Prescription Drugs
- ✓ Skilled Nursing Facility care
- ✓ Vision & Eyeglass Providers Benefit \$200 towards eyeglasses and contacts annually
- ✓ Fitness Benefits
- ✓ Acupuncture
- ✓ Worldwide Emergency Coverage

## HAMASPIK MEDICARE CHOICE DSNP-MAP

- ✓ Primary Care Physicians
- ✓ Specialists
- ✓ Inpatient & Outpatient Hospital Care
- ✓ Emergency & Urgent Care
- ✓ Ambulance Services (Non-Emergency)
- ✓ Home Health Services
- ✓ Durable Medical Equipment (Medicare+Medicaid)
- ✓ Mental Health Services
- ✓ 24-Hour Nurse Hotline
- ✓ Diagnostic Testing
- ✓ Therapeutic Services
- ✓ Physical Therapy, Occupational Therapy, and Speech/language Pathology
- ✓ Over-the-Counter Health Items
- ✓ Healthy Foods Benefit
- ✓ Part D Prescription Drugs
- ✓ Skilled Nursing Facility care
- ✓ Vision & Eyeglass Providers (some services require Prior Authorization)
- ✓ Fitness Benefits
- ✓ Acupuncture
- ✓ Worldwide Emergency Coverage
- ✓ Long-term Care Benefits
  - Skilled Nursing Visits
  - Social & Adult Day Care
  - Home Delivered Meals
  - Personal Emergency Response System
  - Consumer Directed Personal Care Assistance Services (CDPCAS)
  - Personal Care Assistance Services (PCA)
  - Non-Emergency Transportation

## HAMASPIK CHOICE MLTC

- ✓ Adult Day Health Care
- ✓ Audiologists
- ✓ CDPAP Providers
- ✓ Dentists, Podiatrists & Optometrists
- ✓ Home Health Aides
- ✓ Medical Social Services
- ✓ Medical Supplies
- ✓ Non-Emergent Transportation
- ✓ Nursing Homes
- ✓ Nutrition & Wellness Counselors
- ✓ PT, OT, SLP & RT
- ✓ Personal Care Aides
- ✓ Personal Emergency Response Systems
- ✓ Private Duty Nurses
- ✓ Skilled Nursing
- ✓ Social Day Care



# Hamaspik

MANAGED CARE

SERVICE	HOURS OF OPERATION	CONTACT INFO
<b>Member Services Member Eligibility Verification</b>	8 AM – 8 PM October 1st – March 31st, 7 days per week April 1st – September 30th, Monday – Friday	<b>Phone: 1 (888) 426-2774–Choose Option 3</b> – TTY users should call 711 Providers should choose Option 5, then Option 1
<b>Behavioral Health Services Beacon Health Options</b> (Includes Pre-Authorizations for Mental Health and Substance Abuse Services)	24 hours/ 7 days per week	<b>Phone: 1 (866) 201- 1401</b>
<b>Care Management Care Coordination</b> (Triage through Member Services or using direct extensions)	9 AM – 5 PM Monday- Friday	<b>Phone: 1 (888) 426-2774</b> –Choose Option 3
<b>Pharmacy Services MagellanRX</b>	24 hours/ 7 days per week	<b>Phone: 1 (800) 424-4437</b> – Choose Option 1
<b>Pharmacy Services MagellanRx</b>	24 hours/7 days a week	<b>Tel: 1-800-424-4437</b>
<b>Claims</b> Hamaspik Electronic Payer ID #47738	9 AM – 5 PM Monday- Friday  Mail Paper Claims to: Hamaspik Medicare, Attn: Claims 58 Rt. 59, Suite 1 Monsey, NY 10952	Electronic Submissions: CHANGE Healthcare (Clearinghouse) <b>Phone: 1 (866) 371-9066</b> <b>Hamaspik Payer ID #47738</b>
<b>Provider Relations</b>	9 AM – 5 PM Monday- Friday	<b>Phone: 1 (888) 426-2774</b> Select Provider Option 5, then Option 4 Email: Providerrelations@hamaspikchoice.org
<b>Utilization Management Service Requests Admissions Durable Medical Equipment (DME)</b>	9 AM – 5 PM Monday- Friday Requests may be submitted 24 hours / 7 days per week	Requests should be submitted to Hamaspik Utilization Mgmt. Email:MedicareRequests@hamaspikchoice.org; Fax: (845)503-1911; <b>Phone: (888) 426-2774 x 608</b> Please refer to the Authorization Request Form on the Providers Page at: <a href="http://www.hamaspik.com">www.hamaspik.com</a>
<b>Laboratory Services</b>	Any laboratory services that are not performed in the provider office must be referred to a participating laboratory or labs in participating hospitals. Participating labs include: BicReference, Labs, Centers Lab, Empire City, LabCorp, Lenco, Northwell Health Labs, Ritter, Sherman Abrams, and Sunrise. Check our provider directory at <a href="http://www.hamaspik.com">www.hamaspik.com</a> for our laboratory network.	

If you have questions call or email the Provider Relations Department.