

## GENERAL NEWS

### Annual notice:

### Medica encourages its members to get flu vaccinations

Each year, Medica encourages its members to get seasonal influenza vaccinations, and will do so again by promoting them through member newsletters and worksite flu-shot clinics this fall. The U.S. Centers for Disease Control and Prevention (CDC) states getting a flu vaccine this fall will be more important than ever, not only to help protect against the spread of flu illness but also to help prevent any further strain on the health care system. Both the flu shot and the nasal spray vaccine will be available for the 2020-2021 flu season. Medica encourages members to discuss with their health care professional which vaccine is appropriate for them.

#### Vaccine priorities

The CDC and the Advisory Committee on Immunization Practices (ACIP) recommend that everyone 6 months of age and older get a flu vaccine each year. Groups who are at higher risk for complications from influenza are often at higher risk for COVID-19, too, so protecting them from the flu is important to reduce their risk of co-infection. This season, the flu vaccine is especially important for the following individuals:

- *Essential workers*: Health care personnel (including nursing home, long-term care facility and pharmacy staff) and other **critical infrastructure** workers
- *Persons at increased risk for severe illness from COVID-19*: Adults aged 65 years and older, nursing home or long-term care facility residents, and persons of all ages with certain underlying medical conditions. Some racial and ethnic minority groups are at increased risk of severe illness from COVID-19.
- *Persons at increased risk for serious influenza complications*: Infants and young children, children with neurologic conditions, pregnant women, adults aged 65 years and older, and other persons with certain underlying medical conditions

#### Guidance for safely administering flu vaccines during COVID-19 pandemic

To help providers in a range of clinical and alternative settings, the CDC has provided [Interim Guidance for Immunization Services during the COVID-19 Pandemic](#). This guidance is intended to help ensure the safe administration of vaccines during the COVID-19 pandemic.

### Pharmacist-administered vaccination

Medica members may be able to receive their flu vaccination through a Medica network pharmacy. Inquiries can be directed to a member's local pharmacy.

### Billing for vaccinations

Clinics should use their regular billing methods for flu vaccinations. To ensure full coverage, Medica members must receive them from a Medica network provider. When submitting claims for flu vaccinations, providers should use applicable codes of the International Classification of Diseases (ICD-10-CM), Common Procedural Terminology (CPT®) and Healthcare Common Procedure Coding System (HCPCS). Medica will accept codes for reimbursement as outlined by the CDC.

### More information

More details on the seasonal flu vaccine are available online:

- [Visit the CDC website.](#)
- [See Medicare flu resources.](#)

In the event of a vaccine shortage, providers are encouraged to [refer to the CDC](#).

Action needed by November 1, 2020:

## Providers should sign up with InstaMed, Availity soon for EFT, EDI

*(This applies to Medica leased-network providers as well as direct-contracted providers.)*

As previously announced, Medica will soon transition to new vendors that will handle claims and other related services for Medica Health Plan Solutions<sup>SM</sup> (MHPS), Individual and Family Business (IFB) and Nebraska Farm Bureau members — This is Medica membership administered using payer IDs 12422 and 71890. To avoid possible claim-submission issues related to this membership, providers should work with their claims clearinghouse to ensure they are connected with the vendor Availity by November 1, 2020. Providers will also need to register with the vendor InstaMed to avoid any electronic claim-payment disruption for this membership.

See more from [InstaMed](#) and [Availity](#) to get started, as needed. ([Learn more](#) about InstaMed's online provider portal.)

Providers can start relying on these vendors beginning in November 2020 for the following services:

- Payment and PRA services will be handled by InstaMed — This includes provider remittance advices (PRAs), paper and electronic Explanations of Benefits (EOBs), electronic funds transfer (EFT), and paper check claims payments.
- Electronic data interchange (EDI) transactions will be handled by Availity — This includes electronic claim submission (837 transaction), eligibility and benefit verification (270/271 transactions), and claim status inquiry (276/277 transactions).

It's important for Medica network providers to sign up to use these vendors prior to November 2020, if they have not already done so. To help with this process, InstaMed is reaching out to Medica's network providers to make sure they are ready for the EFT/PRA transition to InstaMed, while Medica and Availity are working with clearinghouses and leased networks to prepare for the EDI transition to Availity.

(Update to "Medica transitions to new claim, EFT, EDI vendors for MHPS, IFB membership" article in the [July 2020 edition](#) of *Medica Connections*, on pages 1-2.)

## CLINICAL NEWS

Effective October 19, 2020:

## Medical policies and clinical guidelines to be updated

*(This applies to Medica leased-network providers as well as direct-contracted providers.)*

Medica will soon update one or more utilization management (UM) policies, coverage policies and clinical guidelines. These upcoming policy changes will be effective October 19, 2020, unless otherwise noted.

These policies apply to all Medica products including commercial, government, and individual and family plan (IFB) products unless other requirements apply due to state or federal mandated coverage, for example, or coverage criteria from the Centers for Medicare and Medicaid Services (CMS).

Monthly update notifications for Medica's policies are available on an ongoing basis. **Update notifications are posted on [medica.com](https://www.medicacom.com)** prior to their effective date. The medical policy update notification for changes effective October 19, 2020, is already posted. Changes to policies are effective as of that date unless otherwise noted. ("Medical policy updates" notifications are available at [Medica.com](https://www.medicacom.com) under For Providers, "Policies and Guidelines," then "Updates to Medical Policies.")

The medical policies themselves will be available online or as a hard copy:

- **View medical policies and clinical guidelines at [medica.com](https://www.medicacom.com)** as of their effective date; or
- Call the Medica Provider Literature Request Line for printed copies of documents, toll-free at 1-800-458-5512, option 1, then option 8, ext. 2-2355.

**Note:** The next policy update notification will be posted in September 2020 for policies that will be changing effective November 16, 2020. These upcoming policy changes will be effective as of that November date unless otherwise noted.

## PHARMACY NEWS

Effective October 1, 2020:

### Medica tentatively plans to update MHCP member drug list

*(This applies to Medica leased-network providers as well as direct-contracted providers.)*

Medica expects to make upcoming changes in coverage status to the 2020 Medica List of Covered Drugs for Minnesota Health Care Programs (MHCP) effective October 1, 2020. Any such changes are determined by the Minnesota Department of Human Services (DHS) since Medica follows the DHS drug list. As with all Minnesota managed care organizations (MCOs) that follow the DHS drug list for MHCP patients, DHS provides Medica with advance notice of changes to the drug list, which Medica **posts as soon as possible to [Medica.com](https://www.medicacom.com)**.

The Medica MHCP drug list applies to the following products: Medica Choice Care<sup>SM</sup> (for Minnesota Senior Care Plus program, or MSC+), Medica AccessAbility Solution<sup>®</sup> (for Special Needs Basic Care program, or SNBC) and both Medica DUAL Solution<sup>®</sup> (for Minnesota Senior Health Options program, or MSHO) and Medica AccessAbility Solution Enhanced, for non-Part D drugs. Any changes will *not* apply to Medica Medicare Part D drug formularies.

## NETWORK NEWS

Effective October 1, 2020:

## Medica to make additional update to DME fee schedule

*(This applies to Medica direct-contracted providers only.)*

Medica previously communicated an **update to all ancillary fee schedules**, effective September 1, 2020. Medica will be making additional updates to the standard durable medical equipment (DME) fee schedule to reflect changes in reimbursement made by the Centers for Medicare and Medicaid Services (CMS) as a result of the Coronavirus Aid, Relief, and Economic Security (CARES) Act. The updated fee schedule will be effective October 1, 2020, and will remain in effect throughout the Public Health Emergency (PHE). Upon the expiration of the PHE, rates for DME will revert back to those in the previously published fee schedule.

The effect on reimbursement due to this fee schedule update will vary by provider type and the mix of products or services provided. Providers who have questions or would like a copy of their updated fee schedule may contact their Medica contract manager.

## ADMINISTRATIVE NEWS

### Provider administrative training topic for September

*(This applies to Medica leased-network providers as well as direct-contracted providers.)*

Medica offers educational sessions on various administrative topics. The following class is available by webinar for all Medica network providers, at no charge.

#### Training class topics

##### *"Claim Appeals, Adjustments and Record Submission"*

Claim appeals and adjustments are important options to ensure proper claims payment. This webinar will review the process for submitting appeals, adjustments and supporting documentation to Medica. It will focus on the different avenues for submission, and when each is appropriate; when appeals and adjustment requests are appropriate; where to find the necessary forms on Medica's website; tips for making sure that an appeal or adjustment request contains the information that supports the desired outcome in an accessible format; and the options available if providers disagree with a decision on an appeal or adjustment request.

#### Class schedule

Topic	Date	Time
Claim Appeals, Adjustments and Record Submission	Sept. 24	10:30 a.m.-noon CT

For webinar trainings, login information and class materials are e-mailed close to the class date. To ensure that training materials are received prior to a class, providers should sign up as soon as possible.

The times reflected above allow for questions and group discussion. Session times may vary based on the number of participants and depth of group involvement.

#### Registration

The registration deadline is one week prior to each class date. **[Register online for the session above.](#)**

## Updates to Medica Provider Administrative Manual

(This applies to Medica leased-network providers as well as direct-contracted providers.)

To ensure that providers receive information in a timely manner, changes are often announced in *Medica Connections* that are not yet reflected in the Medica Provider Administrative Manual. Every effort is made to keep the manual as current as possible. The table below highlights updated information and when the updates were (or will be) posted online in the Medica Provider Administrative Manual.

Information updated	Location in manual	When posted
Added information on new Payment Integrity Program, outlining steps to achieve greater efficiencies with Medica's claim payments	"Billing and Reimbursement" section, as new "Payment Integrity Program" subsection	July 2020

For the current version, providers may [view the Medica Provider Administrative Manual online](#).

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**Nichole White, RPh, MBA**, Senior Vice President of Health Services

**John Piatkowski, MD, MBA**, Senior Medical Director

### Medica Connections editor

**Hugh Curtler III**, Corporate Communications

Phone: (952) 992-3354

Fax: (952) 992-3377

Email: [hugh.curtler@medica.com](mailto:hugh.curtler@medica.com)

[See Medica points of contact for providers >](#)

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