

Change Healthcare update: Claims submission connectivity available for all products

All products

We're pleased to report that all Point32Health lines of business now have the ability to accept claims electronically (837 claims submissions).

When Change Healthcare, a subsidiary of Optum, experienced a cybersecurity event on Feb. 21, Point32Health suspended system access and data transmissions between our organization and Change Healthcare. This affected providers who utilized Change Healthcare and some of its affiliates.

We have been establishing connections with other clearinghouses to restore electronic claims submission capabilities for all lines of business and providers who utilized Change Healthcare as a clearinghouse — including with Optum's iEDI and RelayHealth, as Optum has been directing clearinghouse traffic to these options and has not made Change Healthcare's Emdeon available again.

While for many lines of business other clearinghouse options were available, for Harvard Pilgrim Health Care StrideSM (HMO)/(HMO-POS) Medicare Advantage, Emdeon had been the sole clearinghouse option. At the end of April, however, we established a connection with RelayHealth for Stride (please look to future issues of the newsletter for potential updates).

With this milestone, all Harvard Pilgrim and Tufts Health Plan lines of business once again have electronic claims submission capabilities.

Point32Health has connections with a variety of clearinghouses beyond Optum's RelayHealth and iEDI, with clearinghouse availability varying by product.

The following functionality is still unavailable through Change Healthcare: 276/277 claims status inquiry, 270/271 eligibility and benefits inquiry response, and 278 referral and authorization. The impact of this varies by line of business as these transactions may not have been available via Change Healthcare electronically for some products.

However, Point32Health offers alternatives for you to utilize to conduct these transactions. For more information, please refer to the [Our Response to Change Healthcare's Cybersecurity Incident page](#), which includes a chart that notes ways in which you can conduct affected transactions.

This page also details accommodations that we have in place to support providers who utilize Change Healthcare, including information on claims timely filing. We encourage you to visit it regularly for updates on our response to the Change Healthcare incident.

If you need guidance with electronic transactions, please contact our electronic data interchange (EDI) team at edi_operations@point32health.org for Tufts Health Plan or edi_team@point32health.org for Harvard Pilgrim Health Care. ▲

Bill capped rental modifiers as appropriate

Tufts Health Plan Senior Care Options | Tufts Health Together | Tufts Medicare Preferred

Point32Health would like to remind our provider network that capped rental durable medical equipment (DME) items (i.e., DME items that may only be reimbursed for a certain number of months per CMS) should be billed with the appropriate capped rental modifier, in accordance with correct coding practices.

Effective for dates of service beginning July 1, 2024, any capped rental item that is billed without the proper accompanying capped rental modifier (outlined in the chart below) for Tufts Health Together members may be denied, consistent with our current experience for members of our Tufts Health Plan Senior Care Options and Tufts Medicare Preferred plans.

As a reminder, when billing capped rental equipment codes for Medicare and MassHealth members, you must use modifier KH for the first month of the rental, modifier KI for the second and third months, and modifier KJ for months four through 13. It is not appropriate to report modifier RR throughout the rental period.

KH	Initial claim, either rent (first month) or purchase
KI	Second or third month rental
KJ	Rental month four to 13
NU	New equipment
UE	Used durable medical equipment

When billing for new and used equipment purchases, providers must continue using the NU (new) and UE (used) modifiers.

Point32Health has updated our [Durable Medical Equipment and Medical Supplies Payment Policy](#) for Tufts Health Plan products to include information on billing requirements and modifiers for capped rental DME items. ▲

Telehealth reimbursement update for BH services

Harvard Pilgrim Health Care Commercial | Tufts Health Direct | Tufts Health Plan Commercial

Point32Health has increased our reimbursement for behavioral health (BH) services provided via telehealth by non-BH providers for certain Massachusetts plans.

In support of guidelines and regulations from the Massachusetts Division of Insurance's [211 CMR 52.16 \(Access to Covered Services Through Telehealth\)](#), for Harvard Pilgrim and Tufts Health Plan Massachusetts fully insured Commercial plans and Tufts Health Direct, **we will now reimburse behavioral health (BH) services provided via telehealth (submitted with a BH service code on a telehealth claim) at 100% of the in-person rate, whether they are provided by a BH or non-BH provider.**

This represents an increase in reimbursement for non-BH providers as they were previously reimbursed at 80% of the in-person rate; the reimbursement rate for BH providers remains unchanged at 100%.

As a reminder, medical services provided via telehealth to our Commercial Massachusetts and Maine members will continue to be reimbursed at 80% of the in-person rate. For Rhode Island Commercial members, medical services provided by telehealth are reimbursed at 80% of the in-person rate, with the exception of telehealth services provided by in-network registered dietician nutritionists and PCPs who are reimbursed at 100% of the in-person rate. Medical services provided via telehealth to members of our Commercial New Hampshire plans reimburse at 100% of the in-person rate.

For additional information, please refer to the [Tufts Health Plan](#) and [Harvard Pilgrim](#) Telehealth/Telemedicine Payment Policies. ▲

Reminder: Value codes required on ESRD claims

Harvard Pilgrim Health Care Commercial

As a reminder, when billing for end-stage renal disease (ESRD) services such as dialysis and home health care, the following value codes are required in Form Locator 39-41:

- A8 (Weight in kilograms)
- A9 (Height in centimeters)
- 61 (Core-based statistical area)
- 85 (County code)

Failure to include the required value codes may result in a claims denial.

For additional information and billing requirements, please refer to the [Completing a Paper UB-04 Form policy](#) in Harvard Pilgrim Health Care’s Commercial Provider Manual. ▲

Reminder: required billing for telehealth services

Harvard Pilgrim Health Care Commercial | Tufts Health Direct | Tufts Health One Care | Tufts Health Plan Commercial | Tufts Health Plan Senior Care Options | Tufts Health RITogether | Tufts Health Together | Tufts Medicare Preferred HMO/PPO

Point32Health would like to remind providers of the required billing practices for telehealth services, which are documented on our [Harvard Pilgrim](#) and [Tufts Health Plan](#) Telehealth/Telemedicine Payment Policies and include variances by product.

In accordance with industry standard correct coding, when submitting a professional claim for services provided via telehealth, you’re required to use place of service (POS) code 02 (telehealth provided other than in patient’s home) or POS 10 (telehealth provided in patient’s home), as appropriate.

In conjunction with POS 02 or 10, you must also append one of the following modifiers (only these modifiers will be accepted for telehealth services) — depending on the member’s plan — and only one should be reported per line:

Product(s)	Required POS code (choose most appropriate)	Required modifiers (choose most appropriate)
Harvard Pilgrim Commercial, Tufts Health Plan Commercial, Tufts Health Direct, Tufts Health RITogether	<ul style="list-style-type: none"> • POS 02 • POS 10 	<ul style="list-style-type: none"> • 93 • 95 • GT
Tufts Medicare Preferred HMO/PPO	<ul style="list-style-type: none"> • POS 02 • POS 10 	<ul style="list-style-type: none"> • 95 • GQ • FQ • FR • GT • G0

Product(s)	Required POS code (choose most appropriate)	Required modifiers (choose most appropriate)
Tufts Health Plan Senior Care Options, Tufts Health Together, Tufts Health One Care	<ul style="list-style-type: none"> • POS 02 • POS 10 	<ul style="list-style-type: none"> • 93 • GQ • 95 • GT (institutional claims only) • FQ • FR

Please keep in mind that Point32Health will deny professional telehealth claims that do not include an appropriate modifier as identified above. ▲

GIC product updates effective July 1

Harvard Pilgrim Health Care Commercial

Point32Health is offering a reminder for our provider network that the 2024-2025 plan year for our Harvard Pilgrim/Group Insurance Commission (GIC) products begins on July 1, 2024. These custom Commercial products — Harvard Pilgrim Quality HMO and Harvard Pilgrim Explorer POS — are available for active GIC or eligible municipal enrollees, retired GIC enrollees not eligible for Medicare, retired municipal teachers, and certain other government retirees:

Harvard Pilgrim Quality HMO — Harvard Pilgrim Quality HMO is a tiered limited-network HMO, open to Massachusetts residents (except in Martha’s Vineyard, Nantucket, and Cape Cod). This plan includes a deductible, lower PCP copayment, two copayment tiers for specialist office visits, and two copayment tiers for inpatient admissions to acute care hospitals. Because Harvard Pilgrim Quality HMO is a limited-network product, some of Harvard Pilgrim’s contracted providers do not participate in the Quality HMO network, so it is important to confirm network participation before a Quality HMO member receives treatment.

Harvard Pilgrim Explorer POS — Harvard Pilgrim Explorer POS is a tiered full-network product, open to state and municipal employees in Massachusetts, Connecticut, Rhode Island, Vermont, Maine, and New Hampshire, that allows members to seek in-network medical care (from their PCP or from Harvard Pilgrim participating providers with a PCP referral) or out-of-network medical services (from non-participating providers or Harvard Pilgrim participating providers without a PCP referral). Harvard Pilgrim Explorer POS offerings include a deductible, three lower-cost copayment tiers for PCPs, and three copayment tiers for specialist visits and inpatient admissions to acute care hospitals.

For the 2024-2025 plan year, we used the same methodology to determine tiers as employed previously, and in the vast majority of cases providers’ tiers will remain unchanged. Providers outside of Massachusetts were not included in the tiering analysis, and default to Tier 2 for both products.

For additional product details, please refer to the Tiered Network Plans section of the [Learn About Our Products](#) page on the Harvard Pilgrim provider website, as well as the [Fast Facts for Hospitals and Professional Providers](#) document. ▲

BH Performance Specifications now on the Point32Health website

[Tufts Health One Care](#) | [Tufts Health Plan Senior Care Options](#) | [Tufts Health Together](#)

To assist providers and office staff in accessing information for our family of brands quickly and easily, we have moved our Behavioral Health performance specifications from the Tufts Health Plan Resource Center to our consolidated [Behavioral Health section](#) on Point32Health's provider website.

Point32Health's [Behavioral Health Performance Specifications](#) detail requirements that providers who are contracted for that level of care or service are expected to comply with for members of our Massachusetts Medicaid plans.

For more Behavioral Health information, be sure to visit our [Behavioral Health page](#), a one-stop-shop that includes a quick reference guide, clinical guidelines, claim submissions guidance, and more helpful resources. ▲

Reimbursement update: Behavioral Health Integration services

[Harvard Pilgrim Health Care Commercial](#) | [Tufts Health Plan Commercial](#)

We are expanding coverage for Behavioral Health Integration (BHI) services as follows, beginning May 1, 2024.

For Harvard Pilgrim Health Care and Tufts Health Plan Commercial members, we will provide coverage for code G0323 (Care management services for behavioral health conditions, at least 20 minutes of clinical psychologist or clinical social worker time, per calendar month).

In addition, to align with current coverage for Harvard Pilgrim Health Care Commercial members, we will provide coverage of the following codes for Tufts Health Plan Commercial members: 99446-99449 (Interprofessional telephone/internet consultation).

Prior authorization for BHI services is not required. More information about BHI services is available through the following Centers for Medicare and Medicaid Services resources: [MLN Booklet on Behavioral Health Integration Services](#) and [Frequently Asked Questions about Billing for Behavioral Health Integration Services](#).

Broadly considered to be an effective approach to increasing access to mental health services, BHI is a type of care management that integrates behavioral health care with primary care. [Common models for delivering BHI services](#) include the Primary Care Behavioral Health (PCBH) Model and Psychiatric Collaborative/Collaborative Care Model (CoCM). ▲

New HEDIS tip sheet for Prenatal Immunization Status

[Harvard Pilgrim Health Care Commercial](#) | [Tufts Health Plan Commercial](#) | [Tufts Health Public Plans](#)

Point32Health is excited to share that we have developed a new HEDIS® tip sheet related to the [Prenatal Immunization Status \(PRS-E\)](#) measure.

The best practices highlighted in our HEDIS tip sheets are intended to support your practice by ensuring that the data reported accurately reflects your practice's performance on these measures, as well as by identifying opportunities to improve patient care.

For the full collection of tip sheets Point32Health currently makes available to providers, including a tip sheet with information and best practices dedicated to the [Follow-Up After Hospitalization for Mental Illness \(FUH\)](#) measure, you can refer to the [HEDIS tip sheet page](#) on our provider website.

And be sure to look to future issues of Insights and Updates for Providers for more updates as we continue to develop new tip sheets!

Depression screening in the primary care setting

All products

With many patients turning to their primary care doctors with physical symptoms that often co-exist with depression, we are reminding our provider partners of the importance of conducting depression screening during routine medical office visits.

There are several depression screening tools available for use in primary care, including the Patient Health Questionnaire (PHQ-2) as well as the [PHQ-9](#). The PHQ-9 is indicated when a patient conveys feelings of hopelessness, depression, or lack of interest when given the PHQ-2. The PHQ-9 is considered a strong foundation for diagnosis, symptom monitoring, and determination of treatment, including the need for specialty and collaborative care.

Additional depression screening tools and provider resources, as well as recommendations for follow-up protocol based on PHQ-9 scores can be found within Point32Health's [Guide for Treating Depression in the Primary Care Setting](#).

Impacting patient medication adherence

According to the National Institutes of Health, primary care providers prescribe 79% of antidepressant medications for people in the U.S. who are being treated for depression. Prescribing physicians can create a foundation for successful patient medication adherence by:

- Educating patients on the medication's purpose, benefits, and potential side effects
- Explaining the importance of taking medication as prescribed and explaining the importance of continuing to take medication even after beginning to feel better
- Encouraging patients to choose automatic prescription refill and mail delivery options
- Scheduling appointments with patients within four weeks after prescribing medication, with subsequent phone call and appointment follow up as needed
- Reminding patients to reach out with medication questions and for support during treatment

Depression resources for your patients

Primary care physicians can further assist patients and families by sharing Point32Health's behavioral health hubs, where [Harvard Pilgrim Health Care](#) and [Tufts Health Plan](#) members can find behavioral health providers and specialists, research virtual visit options, and connect with support resources. These dedicated web pages also provide information on behavioral health service navigation, care management, and trauma resources, as well as mindfulness programs for [Harvard Pilgrim](#) and [Tufts Health Plan](#) members.

For patients who could benefit from the interpersonal support and structure of an in-person or virtual depression support group, there are a variety of resources you can share, including:

- [The Depression and Bipolar Support Alliance \(DBSA\)](#)
- [Anxiety & Depression Association of America](#)
- [National Alliance on Mental Illness](#)

Facilitating follow-up care

We appreciate the commitment of primary care physicians to identifying behavioral health needs of their patients and facilitating follow-up services in a timely manner. For assistance with locating a behavioral health clinician for

your Harvard Pilgrim Health Care members, call the Harvard Pilgrim Provider Service Center at 800-708-4414. For help finding a behavioral health clinician for your Tufts Health Plan members, please [call the provider phone number associated with the member's plan](#). ▲

Coordination of medical and behavioral health care

All products

At Point32Health, we believe collaboration and communication between primary care physicians (PCPs) and behavioral health care providers are pivotal to high quality patient care, helping to minimize adverse medication interactions, allowing for better management of treatment, and improving follow up for patients with behavioral health and other medical conditions.

Because patients with serious medical conditions often have co-occurring behavioral health issues (e.g., depression and/or anxiety, insomnia, substance use disorder) that can exacerbate their medical conditions, allowing the primary care setting to be a gateway for behavioral health as well as primary care concerns has proven to be an effective way to address the needs of the whole person and to improve health outcomes.

Coordinating care for a shared patient

Individuals with co-occurring physical and behavioral health conditions often rely on multiple organizations and treatment professionals to provide their care, requiring effective coordination for improved health outcomes and fewer gaps in care. While Point32Health does not require referrals for outpatient behavioral health treatment, we encourage all PCPs to screen patients for any behavioral health concerns and to subsequently initiate and coordinate care, as appropriate, with behavioral health specialists.

Communication among providers treating a shared patient aids the PCP by confirming that the patient has followed through with seeking care from a behavioral health care provider.

- We encourage PCPs to request that other treating professionals provide them with relevant clinical information such as any medical, behavioral health, or substance use treatment and medications they are prescribing, and we encourage PCPs to document this information in the patient progress notes.
- It's also helpful to discuss with patients at their initial primary care session the benefits of coordinating their care with other health care professionals.

Patient release of information

PCPs can assist behavioral health practitioners by requesting that their patient complete a [Harvard Pilgrim Health Care](#) or [Tufts Health Plan](#) Authorization to Disclose Protected Health Information, to attain such information as the reason for the referral (e.g., presenting problem, preliminary behavioral health diagnoses, chief concern), any medical conditions the patient may have, or medications currently being prescribed, etc. You may also use your own release of information form.

Resources for additional guidance

We encourage providers to use this [Coordination of Care Check List](#) to assist with documentation of processes, contacts, and other information integral to the whole-person treatment of primary care/behavioral health patients.

Point32Health believes that the spirit of partnership and collaboration is the key to an exceptional health care experience:

- If you need help finding a behavioral health clinician for your Tufts Health Plan patients, call the [provider phone number associated with the member's plan](#).

For assistance with behavioral health referrals for Harvard Pilgrim Health Care members, call 800-708-4414. ▲

Join us for Dr. Amishi Jha's Peak Mind webinar!

All products



We're pleased to share that best-selling author and neuroscientist, Dr. Amishi Jha is back with new insights on increasing performance in high stress, high stakes environments, as well as in everyday life. Dr. Jha's webinar will feature a panel of mindfulness experts who will share practical advice for starting, rebooting, and maintaining personal pursuit of a peak mind.

We encourage our provider partners to share information about this event with their patients, and join us as we learn how paying attention can boost our energy and focus!

Peak Mind: Impact and Practice

Wednesday, May 15, 10-11 a.m.

[Registration Information](#)

[Learn more about our custom mindfulness programming for providers](#), along with links to Point32Health mindfulness resources that you can share with your patients. ▲

Point32Health's access to care standards

All products

One of Point32Health's fundamental priorities is ensuring the best possible access to care for the members we serve through our Harvard Pilgrim Health Care and Tufts Health Plan products. To that end, we maintain policies for our Tufts Health Plan and Harvard Pilgrim plans that outline network practitioner standards regarding clinician availability, timeliness of appointments, and telephone accessibility, among other things.

Please refer to the policies identified below to review these standards and requirements.

Harvard Pilgrim Health Care

- [Practice Site Standards](#) policy, Network Operations & Care Delivery Management section of our commercial Provider Manual
- [Access to Care](#) policy, StrideSM (HMO)/(HMO-POS) Medicare Advantage Provider Manual

Tufts Health Plan

- Medical Care Access Standards for Primary Care Offices section of the [Providers chapter](#) of the Commercial Provider Manual
- Provider Access Standards section of the [Providers chapter](#) of our Tufts Health Public Plans Provider Manual
- Medical Care Access Standards for Primary Care section of the [Providers chapter](#) of our Senior Products Provider Manual. ▲

Point32Health Medical Necessity Guideline updates

All products

The chart below identifies updates to our Medical Necessity Guidelines. For additional details, refer to the [Medical Necessity Guidelines page](#) on our Point32Health provider website, where you can find coverage and prior authorization criteria for our Harvard Pilgrim and Tufts Health Plan lines of business.

Updates to Medical Necessity Guidelines (MNG)

To view these guidelines, visit the [Medical Necessity Guidelines page](#) on our Point32Health provider website

MNG Title	Products Affected	Eff. Date	Summary
Procedures for the Treatment of Symptomatic Varicose Veins	Tufts Health Together, Tufts Health RITogether, Tufts Health Direct	7/1/2024	<p>Prior authorization will be required for a number of codes pertaining to the treatment of varicose veins:</p> <ul style="list-style-type: none"> For Tufts Health RITogether: 36475, 36476, 36478, 36479, 37765, 37766, 37700, 37718, 37722, 37780, 37785, 37500, 37735, 37760, 36465, 36466, 36470, 36471, S2202 For Tufts Health Together: 37765, 37766 For Tufts Health Direct: 37765, 37766
Gender Affirming Services Hyperbaric Oxygen Treatment (HBO) Reconstructive and Cosmetic Surgery Removal of Benign Skin Lesions (Harvard Pilgrim Commercial only) Surgical Treatments for Lymphedema Blepharoplasty, Upper/Lower Eyelid, and Brow and/or Eyelid Ptosis Repair Scanning Computerized Ophthalmic Diagnostic Imaging (SCODI) Laser Vision Correction Surgery	Harvard Pilgrim Commercial, Tufts Health Plan Commercial, Tufts Health Together, Tufts Health RITogether, Tufts Health Direct, Tufts Health One Care	5/1/2024	Annual review of a number of MNGs related to plastics and ophthalmology (no changes).
Noncovered Investigational Services	Harvard Pilgrim Commercial, Tufts Health Plan Commercial, Tufts Health Together, Tufts Health RITogether, Tufts Health Direct, Tufts Health One Care	5/1/2024	<p>The following have been removed from the MNG and are now covered with prior authorization through our arrangement with Carelon:</p> <ul style="list-style-type: none"> MRE Elastography: Ferriscan:

Updates to Medical Necessity Guidelines (MNG)

To view these guidelines, visit the [Medical Necessity Guidelines page](#) on our Point32Health provider website

MNG Title	Products Affected	Eff. Date	Summary
			<p>The following have been added to the MNG and will not be covered:</p> <ul style="list-style-type: none"> • miraDry • Leva Pelvis Health System <p>CPT codes 76391 and 0649T have been removed from the MNG and are now covered with prior authorization, and HCPCS code S9002 has been added to the MNG and will not be covered.</p>
Cochlear Implants	Harvard Pilgrim Commercial, Tufts Health Direct	2/1/2023	Effective retroactively to Feb. 1, 2023, we've updated the MNG to include coverage for the ICD-10 diagnosis code H90.3 (sensorineural hearing loss, bilateral), which will be covered only when billed alongside one of the following CPT codes: 69930, L8614, or L8619
Genetic Testing: Whole Exome Sequencing and Whole Genome Sequencing	Tufts Health Plan Commercial	5/1/2024	<p>New MNG to document our existing coverage and prior authorization requirements for whole genome sequencing and whole exome sequencing for Tufts Health Plan Commercial products.</p> <p>No change in current coverage, criteria, or prior authorization.</p>



Pharmacy coverage changes

[Harvard Pilgrim Health Care Commercial](#) | [Tufts Health Direct](#) | [Tufts Health Plan Commercial](#) | [Tufts Health RITogether](#)

The chart below identifies updates to our Pharmacy program. For additional details, refer to the [Pharmacy Medical Necessity Guidelines page](#) on our Point32Health provider website, where you can find the policies that detail coverage criteria for our Harvard Pilgrim and Tufts Health Plan lines of business.

Updates to existing prior authorization programs

Visit the [Pharmacy Medical Necessity Guidelines page](#) on our Point32Health provider website for details.

Drug/policy	Plan & additional information	Eff. date
Synarel Endocrine Agents	Harvard Pilgrim Commercial, Tufts Health Plan Commercial, Tufts Health Direct	7/1/2024
Vtama Zoryve Dermatological Immunomodulators	Harvard Pilgrim Commercial, Tufts Health Plan Commercial, Tufts Health Direct	7/1/2024
Drug status changes		
Drug	Plan & additional information	Eff. date
GlucaGen HypoKit	Harvard Pilgrim Commercial, Tufts Health Plan Commercial, Tufts Health Direct Glucagen HypoKit will be discontinued on 7/1/2024 and will move to Nonformulary status.	7/1/2024



MassHealth updates to Unified Formulary

Tufts Health Together — MassHealth MCO Plan and ACPPs

MassHealth recently announced the following updates to the MassHealth Unified Formulary, effective July 1, 2024. The table below outlines these changes. Tufts Health Together-MassHealth MCO Plan and ACPPs utilizes MassHealth's Unified Formulary for pharmacy medications and select medical benefit drugs. Please keep in mind that updated coverage and criteria will be available on the [MassHealth Drug List](#) on or after the effective date.

Adding to MassHealth Drug List (MHDL)	Augtyro (PA, QL); Bimzelx (PA); Jylvamo (PA); Ojjaara (PA, QL); Truqap (PA, QL); Valcyte powder for oral solution (PA, QL, BP); Velphoro (PA, QL); Velsipity (PA, QL); Wainu (PA); Xolair 300 mg/mL syringe, auto-injector (PA); Zituvio (PA, QL); Zoryve foam (PA, QL)
Adding prior authorization restrictions	Amoxapine; Aplenzin; Butalbital/aspirin/caffeine tablet; Calcitriol solution; Ciprofloxacin/dexamethasone otic suspension; Indomethacin suppository; Mesalamine 400 mg delayed-release capsule; Mesalamine 800 mg delayed-release tablet
Adding or updating quantity limit	Bupropion extended-release 450 mg; Prevymis tablet; Vyndamax; Vyndaqel
Updating therapeutic class tables	Agents not Otherwise Classified; Antibiotics and Anti-Infectives – Injectables; Antidepressants; Antidiabetic Agents; Antifungal Agents – Oral and Injectable; Anti-Obesity Agents; Antiviral Agents; Asthma/Allergy Monoclonal Antibodies; Beta Thalassemia, Myelodysplastic Syndrome, and Sickle Cell Disease Agents; Enzyme and Metabolic Disorder Therapies; Growth Hormones and Increlex;

	Headache Agents; Immune Suppressants – Topical; Immunological Agents; Inflammatory Bowel Disease Agents; Neuromuscular Agents – Duchenne Muscular Dystrophy and Spinal Muscular Atrophy; Nonsteroidal Anti-Inflammatory Drugs; Nutrients, Vitamins, and Vitamin Analogs; Oncology Agents; Otic Agents
Drugs being added to MassHealth brand name preferred over generic list	Denavir; Valcyte powder for oral solution
Drugs being removed from the MassHealth brand name preferred over generic list	Delzicol DR; Lexiva; Noxafil suspension; Prezista; Proair HFA; Proventil; Sorilux
Drugs being locked to the medical benefit (utilization management restrictions may apply)	Aphexda; Eylea HD; Loqtorzi; Lyfgenia; Mozobil; Pombiliti
Updates to pharmaceutical compounding program	Adding prior authorization restrictions for all intradermal compounds
Drugs being removed from the 90-day supply program	Denavir; Zovirax cream



Upcoming training opportunities

All products

We invite you to join one of our many training sessions for you and your office staff. We will be offering several interactive webinars you can join throughout the month of May — if these don't fit your schedule, we offer educational videos on demand. To register for a session, simply find a training date that works for you on our [Provider Training page](#), click the link, and enter the requested information.

Point32Health

- **Tools and Resources for Behavioral Health Providers:** Monday, May 13 from 1–2 p.m. ET
- **Avoiding Administrative Claim Denials:** Thursday, May 30 from 10–11 a.m. ET
- **Navigating the Provider Websites:** Wednesday, May 22 from noon–1 p.m. ET
- **Provider Payment Disputes:** Tuesday, May 7 from noon–1 p.m. ET

Tufts Health Plan

- **Tufts Health Public Plans Overview:** Wednesday, May 15 from noon–1 p.m. ET
- **Tufts Health Plan Senior Care Options Overview:** Tuesday, May 14 from 10–11 a.m. ET



***Insights and Updates for Providers* is a monthly newsletter for the network of Point32Health, the parent company of Harvard Pilgrim Health Care and Tufts Health Plan.**

Audrey Kleinberg, Director, Provider Relations & Communications

Annmarie Dadoly, Senior Manager, Provider Communications

Joseph O’Riordan, Sue Panos, Ryan Francis, Ellen Gustavson, Stephen Wong, Writers

Kristin Edmonston, Production Coordinator

Kristina Ciceleva, Graphic Designer

Read *Insights and Updates for Providers* online, and subscribe for email delivery, at www.point32health.org/provider.
For questions or comments about this newsletter, contact Annmarie Dadoly at annmarie_dadoly@point32health.org.

Point32Health

