Anthem BlueCross BlueShield

2014 New Hampshire Medicare Advantage Plan Changes

Dear Healthcare Provider,

Annual benefits changes for Medicare Advantage plan members will be effective January 1, 2014. Each year, we renew our contract with the Centers for Medicare and Medicaid Services (CMS) and CMS re-evaluates and approves the benefits we'll offer to our Medicare Advantage members for the upcoming year.

There are changes in the Individual Medicare Advantage offerings from Anthem Blue Cross and Blue Shield. You can help members manage their health care costs by being aware of these changes. In addition, remember to check the Member ID card at the beginning of each calendar year, as the member may have changed plans.

Anthem Medicare Preferred Premier (PPO) Plan Changes

- Anthem Medicare Preferred Premier (PPO) members will see a reduced premium for 2014 from $95 to $90.
- Instituting hospital inpatient copayment changes. The member ID card will reflect the change, if any.
- Diabetic shoes and inserts will be covered at $0 copay in network.
- If a member is admitted to the hospital within 72 hours for the same condition the emergency care copay will not be waived in 2014.
- Member cost shares are changing for surgical procedures for Anthem Medicare Preferred Premier (PPO).
- Members will have access to additional dental benefits in 2014 with one cleaning and one exam at $0 copay when services are in-network. The member ID card will indicate whether the member has preventive dental benefits covered on their plan.
- The Visitor Travel Program now includes Montana, New Mexico and Oklahoma.
- Please check the member ID card for any identification and/or group number changes that may affect claim submissions.

Anthem Medicare Preferred Premier (PPO) Plan Highlights

- Maintaining the member in-network and combined maximum-out-of-pocket limits for Individual Medicare Advantage plans in which all Medicare covered expenses apply.
- Primary care physician (PCP) copays range from $10 to $40 and specialist copays range from $45 to $65.
- Anthem Medicare Preferred Premier (PPO) plan participates in reciprocal network sharing. This network sharing allows all Blue MA PPO members to obtain network-level benefits when traveling or living in the service area of any other Blue MA PPO Plan as long as the member sees a contracted MA PPO provider. You can recognize a MA PPO member when their Blue Cross Blue Shield Member ID card has the “MA” in the suitcase, which indicates the member is covered under the MA PPO network sharing program.
- $0 copay for Medicare-covered preventive care in network.

Group Sponsored Medicare Advantage Health Benefit Plans are not impacted by the changes described above for PPO plans. Our members in Group Sponsored Plans will continue to be covered through a national service area.

Anthem MediBlue Select (HMO) Plan Changes
In 2014 we will be offering a new HMO plan. Anthem MediBlue Select (HMO) will be available in the following counties: Hillsborough and Rockingham.

Anthem MediBlue Select (HMO) Plan Highlights
- Low plan premiums at $30 with Anthem MediBlue Select (HMO).
- Primary care physician (PCP) copays at $5 and specialist copays at $40.
- $0 copay for Medicare-covered preventive care.

Group Sponsored Medicare Advantage Health Benefit Plans are not impacted by the changes described above for HMO plans. Our members in Group Sponsored Plans will continue to be covered through the same counties in the 2013 service area.

Optional Supplemental Benefits (OSB)
For 2014, many of our Medicare Advantage plans will offer three Optional Supplemental Benefit (OSB) packages for an additional premium. OSB packages allow the Medicare Advantage plan to be tailored for additional dental, and vision coverage. Please note, in 2014 OSB's will no longer cover chiropractic and acupuncture benefits.

We will offer the below Optional Supplemental Benefit (OSB) packages on select plans. Members will have up to 90 days from their plan effective date to enroll in one of the below packages:
1.) Preventive Dental Package
2.) Dental and Vision Package
3.) Enhanced Dental and Vision Package

New Year! New Formulary Changes!
Each year we evaluate our benefits and formulary and may make changes to update them. Formulary changes in the upcoming year include: tier changes, drug removals, and new Prior Authorization and Quantity Limit requirements.

Your patients will have formulary changes and will need your help to ensure they get their needed treatments at the most affordable cost.

Encourage your patients to review the 2014 formulary information within their Annual Notice of Change (ANOC) mailing, or to view the information online when it is available, beginning October 1. Ask them if the coverage for any of their prescriptions has been changed, and consider alternative medications in a lower cost-sharing tier that may meet their need.

- Initial Coverage Limit (ICL) for Medicare Part D will decrease from $2,970 to $2,850.
- TROOP amount will decrease from $4,750 to $4,550.
- In 2014 we will offer daily fills for all MAPD plans. Daily fills give members an opportunity to try a high-priced drug for adverse reactions before purchasing an entire prescription. The pharmacy network includes preferred and other network retail pharmacies. You save more by paying a lower cost-sharing amount at preferred retail pharmacies. Our preferred retail pharmacies include Kroger Pharmacy, Rite Aid Pharmacy and Walmart. Kroger Co. participating preferred pharmacies include Kroger, FredMeyer, King Soopers, City Market, Fry’s, Smith’s, Dillons, Ralphs, QFC, Baker’s, Scott’s, Owen’s, Pay Less, Gerbes and JayC. Walmart participating preferred pharmacies include Walmart, Neighborhood Market and Sam’s Club.
Members can fill a prescription at a network retail pharmacy, but their cost-sharing amount may be higher.

- During the Catastrophic Coverage Phase: Members will pay 5% or $2.55 whichever is more for generic drugs, and members will pay 5% or $6.35 for brand drugs.
- **Group/Union Sponsored Plans are not impacted by the changes described above for Pharmacy plans.**

### Diabetic Supplies

Beginning January 1, 2014, our Individual Medicare Advantage Members will only cover LifeScan, Inc, OneTouch® or Roche Diagnostics, ACCU-CHEK® diabetic blood glucometers and blood glucose test strips for our Individual Medicare Advantage members. To be covered for a $0 copay, the members must purchase these supplies at an in-network: retail or mail-order pharmacy, or Durable Medical Equipment supplier.

**Covered blood glucometers and blood glucose test strips in 2014:**

- LifeScan, Inc., OneTouch®
- Roche Diagnostics, ACCU-CHEK®
- A limit of 100 blood glucose test strips per month

Other blood glucometer or blood glucose test strip brands or quantities of more than 100 test strips per month are not covered unless you as the doctor or provider tell us another brand or a larger quantity is medically necessary for the member’s treatment, no other brand or larger quantity limit will be covered.

- If our member is currently using LifeScan, Inc, OneTouch® or Roche Diagnostics, ACCU-CHEK® blood test strips or glucometer products, you don’t need to do anything!
- If our member is not using LifeScan, Inc, OneTouch® or Roche Diagnostics, ACCU-CHEK® blood test strips or glucometer products, then our member will need to get new prescriptions for the supplies by January 1st for these claims to be covered by us.
- You should discuss these coverage changes and possible new prescriptions with our member/your patient. If it is medically necessary for them to continue using a different brand of blood test strips or glucometer and/or more than 100 blood test strips per month, you will need to communicate this to us by requesting an exception. If your patient purchases their supplies through the pharmacy or the ESI mail-order service exceptions may be requested after December 1, 2013 by calling 1-800-338-6180. If your patient purchases their supplies through a Durable Medical Equipment supplier, you will need to call the health plan.

**The benefit and brand limitations described above generally do not apply to our Group Sponsored Medicare Advantage Health Benefit Plans. Please contact provider services for benefit information.**

### Insulin Exclusivity

Effective January 1, 2014, **select** Individual MAPD plans will establish an insulin exclusivity contract with Eli Lilly, the manufacturer of Humulin and Humalog human insulins. Other insulin’s are considered non-formulary and are not eligible for coverage beginning January 1, 2014.

The following plans will be impacted by an insulin change: Anthem Medicare Preferred Premier (PPO). Please have members check their plan name on the left hand corner of their member ID card to see if they were impacted by this change. If members were impacted by this change the below formulary changes will apply:
The following chart provides the formulary covered insulin medications in 2014:

<table>
<thead>
<tr>
<th>Insulin Medication</th>
<th>Tier</th>
</tr>
</thead>
<tbody>
<tr>
<td>Humalog pens</td>
<td>Tier 3</td>
</tr>
<tr>
<td>Humalog vials</td>
<td>Tier 3</td>
</tr>
<tr>
<td>Humulin 3 mL vials</td>
<td>Tier 3</td>
</tr>
<tr>
<td>Humulin pens</td>
<td>Tier 3</td>
</tr>
<tr>
<td>Humulin R u500 vials</td>
<td>Tier 3</td>
</tr>
<tr>
<td>Humulin vials</td>
<td>Tier 3</td>
</tr>
<tr>
<td>Relion vials / pens</td>
<td>Tier 3</td>
</tr>
</tbody>
</table>

Note: Novolin and Novolog vials and pens and all other insulins are considered non-formulary and not eligible for coverage.

The benefit and brand limitations described above generally do not apply to our Group Sponsored Medicare Advantage Health Benefit plans. Please contact provider services for benefit information.

Balance Billing Reminder

The Centers for Medicare and Medicaid Services and our plan does not allow you to “balance bill” Medicare Advantage HMO and PPO members for Medicare covered services. CMS provides for an important protection for Medicare beneficiaries and our members such that, after our members have met any plan deductibles, they only have to pay the plan’s cost-sharing amount for services covered by our plan. As a Medicare provider and/or a plan provider, you are not allowed to balance bill members for an amount greater than their cost share amount. This includes situations where we pay you less than the charges you bill for a service. This also includes charges that are in dispute.

For the Anthem Medicare Preferred Premier (PPO) Plan - Here is how this protection works:

- If the member cost sharing is a copayment (a set amount of dollars, for example, $15.00), then the member pays only that amount for any services from a network provider. Copayments may be higher for services performed by an out-of-network provider.

- If the member cost sharing is a coinsurance (a percentage of the total charges), then the member never pays more than that percentage. However, the cost depends on the type of provider:
  - If the member obtains covered services from a network provider, the member pays the coinsurance percentage multiplied by the plan’s reimbursement rate (as determined in the contract between the provider and the plan).
  - If the member obtained covered services from an out-of-network provider who participates with Medicare, then the member pays the coinsurance percentage multiplied by the Medicare payment rate for participating providers.
  - If the member obtains covered services from an out-of-network provider who does not participate with Medicare, then the member pays the coinsurance amount multiplied by the Medicare payment rate for non-participating providers.
  - If the member obtains covered services from a provider who has opted out of Medicare, then the plan will not pay for these services, and depending upon the circumstances, the member may be liable for the entire amount.

For the Anthem MediBlue Select (HMO) Plan - Here is how this protection works:
- If a member’s cost sharing is a copayment (a set amount of dollars, for example, $15.00), then the member pays only that amount for any covered services from a network provider.
- If a member’s cost sharing is a coinsurance (a percentage of the total charges), then the member never pays more than that percentage. However, a member’s cost depends on which type of provider the member sees.
- If a member receives the covered services from a network provider, members pay the coinsurance percentage multiplied by the plan’s reimbursement rate (as determined in the contract between the provider and the plan).
- If a member receives the covered services from an out-of-network provider who participates with Medicare, the member pays the coinsurance percentage multiplied by the Medicare payment rate by the participating providers.

Employer or Union Group Retiree Changes

Group Sponsored Medicare Advantage Benefit Plan benefits vary from the Anthem Medicare Preferred Premier (PPO) or Anthem MediBlue Select (HMO) plans mentioned here. Employer or Union Group Plan names and benefit changes may be different than what is described above. For Group Sponsored Medicare Advantage Health Benefit Plan members, please refer to the member’s Evidence of Coverage or call Provider Services at the number on the member ID card for more benefit detail. Medicare Advantage member ID cards contain a CMS identifier in the lower right corner of the card. The number will be five characters (XXXXX) followed by three characters (XXX). The member is in a Group Sponsored Medicare Advantage Health Benefit Plan when the last three digits start with an eight (8XX).

Providers should reference the member’s ID card for changes at every visit to help ensure proper billing. You can also assist your patients by passing on any ID card prefix or benefit change information to any ancillary providers who will be asked to serve your patient.

What Does the Annual Wellness Visit Cover

All of our Medicare Advantage plans cover the AWV. Members are encouraged to use this annual benefit as one way to help assess current health status and future needs.

For the first visit, providers should bill G0438 for the AWV which includes the Personalized Prevention Plan Service. Thereafter, providers should bill G0439 for the AWV and Personalized Prevention Plan Service, subsequent visit.

Annual Wellness Visit

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What if Additional Services Are Provided at the Same Time As the AWV?

If other evaluation and management services are provided in conjunction with the AWV, use CPT Modifier 25 (Significant, separately identifiable evaluation and management service by the same physician on the same day of the procedure or other service) as appropriate.

Prior Authorization Updates for Medicare Advantage Plans.

Providers are required to periodically review and comply with the latest Medicare Advantage Prior Authorization requirements found at [www.anthem.com/medicareprovider](http://www.anthem.com/medicareprovider) on the document named: *Medicare Advantage Precertification Requirements (updated 10/01/2013)*
Referral Process Updates for Anthem MediBlue Select (HMO)
In most situations, our members may need to receive a referral from their PCP before they can use specialists in the Plan’s network. Examples of specialists include Cardiologists, Dermatologists, Orthopedic surgeons, Oncologists and Urologists. However, referrals from a PCP are not required for emergency care or urgently needed care. There are also other kinds of care members can obtain without having approval in advance from their PCP. Providers are required to periodically review and comply with the latest Medicare Advantage Referral requirements found at www.anthem.com/medicareprovider on the document named: Medicare Advantage Referral Requirements (available 11/01/2013).

Please visit our website at www.anthem.com/medicareprovider for more detailed product information or contact Provider Services at the number on the back of the member’s ID card. You can find important Medicare Advantage updates in the Plan & Administrative Changes/Update section. Contact your provider representative for participation details for our contracted plans.

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