



The information contained within this message is for your use, in order to inform you of any changes that may be occurring at the San Juan IPA, or within the medical community. Please read each message carefully, as they contain important information that may directly affect your practice.

All Cigna Contracted Members: Extending end dates for interim COVID-19 coverage guidelines



Updates for Cigna-Participating Providers

COVID-19 UPDATE

May 22, 2020

Interim coverage guidelines extended to July 31, 2020

As the public health emergency continues, and the country slowly starts to reopen, we continue to look for ways to support our customers and the



providers who are dedicating their lives to provide timely, safe care. For your tireless efforts, we [thank you](#).

Extending end dates

As previously announced, our interim coverage guidelines were set to expire on May 31, 2020. Consistent with the federal guidelines for the public health emergency – and to help ensure providers can continue to provide safe care how and where patients want it – we are extending our interim coverage guidelines to July 31, 2020.

This extension means the customer cost-share waivers for COVID-19 related care, our interim virtual care policy, and the administrative relief policy changes we have implemented over the past few months will remain in effect for an additional two months.

Additional key updates

On May 22, 2020, we updated our dedicated [COVID-19 provider web page](#) to highlight the new end date of our interim coverage guidelines and updated guidance. The guidance updates cover a number of additional key topics, including eConsults, urgent care center testing, pre-surgical testing, and more. I encourage you to visit the site to get all the latest information.

Thank you again for the quality care you provide and for all that you’re doing to help our customers.

If you have additional questions about how Cigna is responding to COVID-19, please contact me directly anytime.

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Urgency Meter



1. Requires immediate attention
2. Requires attention within seven days
3. No action necessary

All UHC Contracted Members: UnitedHealth Group responds to COVID-19

[View in browser](#)

Coronavirus update:

Important OptumRx updates to support providers, clinical staff and patients through COVID-19.



[Learn more](#)



UnitedHealth Group takes leading role in guiding nation through COVID-19

Leveraging its broad industry expertise and resources, the company mounts effective pandemic-response effort to support the health care system.

[Read Full Article](#)

OptumRx Updates

Streamlining timely notifications to providers

To improve our provider communication process, OptumRx is piloting the use of direct messaging. The goal is to provide an improved communication experience when alerting providers about time-sensitive and patient-specific information, including OptumRx home delivery pharmacy medical notification.

Providers who receive a direct message as part of this pilot may receive a short follow-up survey. We appreciate all feedback as we move to a more automated messaging approach to help support better patient care.

Did You Know?

Useful tips for OptumRx Home Delivery

When you are sending a prescription to OptumRx home delivery, the notes section is a useful way to communicate pertinent prescription information. This can include drug-drug interactions, discontinuing medications, allergies, etc. OptumRx Home Delivery pharmacists review these notes, and this proactive, upfront communication helps avoid delays in processing the prescription, ensuring your patient receives their medication in a timely manner.

Real time. Patient specific. Point of care.

With PreCheck MyScript,[®] you can find out real-time information about available drug options, compare the exact out-of-pocket costs of each drug based on the patient's benefit plan and receive alerts when a pre-authorization is needed.

PreCheck MyScript seamlessly integrates with many common EMR platforms. If you use a different EMR, you can still access PreCheck MyScript on provider.linkhealth.com.

[Learn More](#)

Please let us know what you think at orxproviderfeedback@optum.com.

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All Aetna Contracted Members: OfficeLink Updates Newsletter - June 2020



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| June 2020



| [Previous newsletters](#)



From the desk of the editor

Your June 2020 newsletter is here!

To our doctors, nurses, clinicians and health care workers,

You make a difference every day but especially today. Your tireless commitment and dedication to your patients and communities during this unprecedented time is admirable and inspiring. On behalf of a grateful nation, we want you to know that **we are thankful for YOU.**

We continue to be **here to support you**. Some of the efforts include strongly supporting the **CARES Act** stabilization package and our recently announced mental and emotional wellbeing initiatives to help flatten the 'second curve' of the pandemic. For more information on our **programs, resources and counseling services designed to address your needs** during this unprecedented and difficult time just visit cvshealth.com/secondcurve.

To make sure you **stay in the know**, we update frequently our FAQs and COVID-19 dedicated resource page on Aetna.com. There, you'll find the most current information on how to support your patients through telemedicine, get answers to billing and coding questions, help you manage patient care, obtain financial guidance and more.

Time is running out to register for **our new provider portal on Availity**. If you have not started the registration process for your organization, start now to make sure you're ready for our move **before May 31, 2020**. Our sole provider portal for Aetna tools and resources is now Availity. **Visit Availity.com/AetnaProviders to register and learn more**. If you're already registered on Availity, start transacting for Aetna today!

With kind regards,
Aurelie C. Steere
Editor, OfficeLink Updates

90-day notices

[Review the third-party claim and code review program](#) >

[Note these changes to our National Precertification List \(NPL\)](#) >

[Make note of changes to the commercial drug list](#) >

[Arkansas providers, this edition includes your notice of material amendment to healthcare contract](#) >

[Important medical specialty pharmacy information for you](#) >

[Important information for non-emergent basic life support ambulance transport](#) >

[Colorado providers, this edition includes your notice of material change to contract](#) >

News for you

Important Reminders

[We're giving you extra time to register on the new Availity provider portal >](#)

[Useful documentation and coding tips >](#)

[Preeclampsia education in pregnancy >](#)

[Make note of Trustmark® branding changes >](#)

[Help improve communication between treating providers >](#)

[Enhanced Precertification status >](#)

[Avoid delays with your precertification request >](#)

[Make sure to update your data >](#)

[Antidepressant adherence tool kit is here to help >](#)

[Drive better health outcomes for substance use disorders >](#)

[Talk to patients about the importance of follow-up care for ADHD >](#)

[Keep up to date with our office manual >](#)

Pharmacy

[Oncology Medications are being added to the Site of Care management program >](#)

[Important medical specialty pharmacy information for you >](#)

[Make note of changes to the commercial drug list >](#)

[Check out these important pharmacy updates >](#)

[Formulary information at your fingertips >](#)

[Make note of the DRG readmission payment policy >](#)

[Oncology Medications are being added to the Site of Care management program >](#)

[Remember the procedures and services on the National Precert List \(NPL\) >](#)

[Billing technical only services >](#)

[Enhanced claims editing process >](#)

[Laboratory tests are experimental and investigational procedures >](#)

Medicare

[Washington: WA providers, remember the referrals are not required >](#)

[Complete your FDR attestation today to comply with CMS requirements >](#)

State-specific articles

ARKANSAS: [This edition includes your notice of material amendment to healthcare contract >](#)

CALIFORNIA: [How to access your fee schedule >](#)

COLORADO: [This edition includes your notice of material change to contract >](#)

ILLINOIS: [Illinois providers, meet your new administrator for the Park District Risk Management Association \(PDRMA\) >](#)

NEW JERSEY: [Where to find our appeal process forms >](#)

PENNSYLVANIA: [Pennsylvania providers, get](#)

[some guidance on Aetna lab services >](#)

[WASHINGTON: WA providers, remember the referrals are not required. >](#)

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All BCBSNM Contracted Members: Blue Review (see attachment)