



Q3 2022 Provider Newsletter

Aspirus Health Plan Medicare Advantage Provider Manual Updated

Aspirus Health Plan has updated the following chapters of the [Medicare Advantage Provider Manual](#):

- Working with Delegated Business Services
- Member Appeals & Grievances

Specific updates are called out in the Q3 Appendix.

COVID-19 Information for Providers

To assist our provider partners in navigating the COVID-19 situation, Aspirus Health Plan has created and is maintaining a COVID-19 Information for Health Care Providers document on our [Provider Website](#). Recently, we updated the following sections:

Billing and Payment

- Details surrounding COVID-19 Tests and Treatment for Medicare Advantage plans
- COVID-19 testing codes
- COVID-19 vaccine codes
- Information within the COVID-19 Monoclonal Antibodies section

Telehealth, Telemedicine and Technology Based Services

- Eligible telehealth services information

Aspirus Health Plan is monitoring inquiries for common questions and will update the web document with additional information as it becomes available. We recommend reviewing the document regularly for the latest information.

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Aspirus Health Plan's Provider Website

<https://www.aspirushealthplan.com/medicare/providers/>

Aspirus Health Plan's Provider Assistance Center

715-631-7412 or 1-855-931-4851 toll free

Contact Provider News

providernewsMA@aspirushealthplan.com

Aspirus Health Plan has partnered with UCare, based out of Minnesota, as the administrator for our Medicare Advantage Plan.

Aspirus Health Plan Medicare Advantage Provider Portal

Last year, Aspirus Health Plan launched its new [Medicare Advantage Provider Portal](#). On the new portal, providers can verify member eligibility, view claims, check the status of authorizations and find forms for electronic funds transfer (EFT) and electronic remittance advice (ERA). In addition, providers can review explanation of payments (EOP) information for paid claims.

Providers and administrators can find more information about how to access and use the portal by reviewing the [Quick Reference Guide](#) and [Admin Setup Guide](#) located on the [login page](#) of the portal. Once in the portal, users will find an FAQ page (click the ? icon in the upper right corner) with answers to most frequently asked questions along with additional helpful guides.

Reminder: Aspirus Health Plan Medicare Advantage Part D Vaccine Information

As a reminder, Aspirus Health Plan denies claims for providers administering Part D vaccines in their clinics. Part D vaccines include but are not limited to preventative tetanus, Tdap and shingles vaccines. The preferred method is to have the Part D vaccination provided at a pharmacy. The member would only be responsible for their prescription drug copay or coinsurance.

If the vaccine is administered in the clinic, providers should submit the claim using an electronic claims adjudication portal called [TransactRx](#). By submitting the claims electronically, the member is charged the same copay that they would receive at a retail pharmacy at the time of service, and the provider is reimbursed for their cost in a timely manner.

Additional information is available in the Claims & Payment section of the [Aspirus Health Plan Medicare Advantage Provider Manual](#).

Healthy Savings

Aspirus Health Plan offers the Healthy Savings program where members can save on healthy food such as milk, eggs, fruits and vegetables through grocery discounts that change weekly. To receive the savings, members scan the barcode on their card or mobile app when paying at participating locations.

Learn more at healthysavings.com/aspirus or call Healthy Savings at 1-844-529-5877 (TTY: 711).

One Pass

One Pass is a complete fitness solution for body and mind, available at no additional cost for eligible members. One Pass offers:

- Access to more than 20,000 participating fitness locations nationwide
- More than 20,000 on-demand and live-streaming fitness classes
- Workout builders to create personalized workouts
- Home Fitness Kits available to members who are physically unable to visit or who reside at least 15 miles outside a participating fitness location
- Personalized, online brain training program to help improve memory, attention and focus
- Over 30,000 social activities, community classes, and events available for online or in-person participation

Members can go to aspirushealthplan.com/medicare/onepass to find participating fitness locations and learn more.

What does a member need to do to use their One Pass benefit?

1. Members can go to aspirushealthplan.com/medicare/onepass or call 1-877-504-6830 (TTY 711), 8 am – 9 pm, Monday – Friday to get their One Pass member code.
2. Members bring their One Pass member code to a participating fitness location. This will start their free standard membership.

Documentation Improvement: Asthma

When documenting asthma, specify:

Severity:	Mild, moderate or severe
Frequency:	Intermittent or persistent
Level of exacerbation:	Uncomplicated, acute exacerbation or status asthmaticus
Key terms:	Allergic, allergic bronchitis, allergic rhinitis with asthma, atopic asthma, chronic obstructive asthma, extrinsic allergic asthma, intrinsic nonallergic asthma, idiosyncratic asthma, exercise induced bronchospasm and cough-variant asthma
Cause:	Exercise induced, cough variant, related to smoking, chemical or particulate cause, occupational; establish a cause-and-effect relationship (for example, detergent asthma, miner’s asthma, asthma due to dusts, etc.) – identify causative agent, if known
Tobacco use/Exposure:	Any related tobacco use, abuse, dependence, past history or exposure (second hand, occupational, etc.)

Documenting asthma to the highest degree of specificity is the best method to capturing and reporting the most accurate diagnosis for the patient. Complete documentation will also support the appropriate patient management.

Optum. (2020, January 8). *Documenting To Satisfy Reporting Requirements*.

Aspirus Health Plan Medicare Advantage Provider Assistance Center Holiday Hours

The Provider Assistance Center (PAC) is open Monday through Friday, 8 am-5 pm and can be reached at: 715-631-7412 (local), or toll-free: 1-855-931-4851.

The Provider Assistance Center is **closed** for the following holidays:

- Labor Day - Monday, Sept. 5, 2022
- Thanksgiving - Thursday, Nov. 24 and Friday, Nov. 25, 2022

Sign Up to Have Aspirus Provider News Delivered to Your Email

Make sure you get the latest Medicare Advantage provider news from Aspirus Health Plan by [signing up to receive our emails](#). We encourage you to share the sign-up information staff in your organization as well. Once you sign up, you will receive the newsletter and other essential, timely updates from Aspirus Health Plan via email. Signing up is easy! Just fill out the simple form and submit it. Then watch for communications as they become available.

Thank you for your help in improving our communications to the provider community!