



2020

Provider Newsletter  
Fall

### From the CEO's Desk

As we end the summer of 2020, I thought we might all reflect on what we can learn from the pandemic that continues to linger.

From my perspective, I think one of the great learnings we should achieve is the shortsightedness of our current healthcare financing system, which is on full display. I hesitate to use the word "system" because it is truly a hodgepodge of complicated, confusing, and contradictory micro-systems. One common trait of these systems is their reliance on a fee-for-service payment model. As we saw with the pandemic, and continue to see, this creates financial instability when services cannot be rendered.

[Read More](#)

### COVID-19 Benefit Coverage Extended Through 2020

Mountain Health CO-OP is pleased to announce we are expanding our temporary COVID-19 benefit coverage throughout the remainder of the 2020 calendar year. The CO-OP is committed to supporting its members and communities during the COVID-19 outbreak.


[Read More](#)

### Idaho Only - Changes to Access Care

The CO-OP continues to review its product offering in its mission to champion an innovative member-centric healthcare delivery system designed to advance population health, improve individual healthcare, and control healthcare spending. In reviewing its Idaho product offerings for 2021, the CO-OP will be eliminating the Access Care Product state-wide, except for an exclusive arrangement in Southwest Idaho.

In 2021, the Access Care Product will only be offered in Ada, Boise, Canyon, Gem, Payette, Owyhee and Washington counties as a narrow network product through a contract with St. Alphonsus Health Alliance. Members currently enrolled in an Access Care product will transition to the Engage Product. No action is needed to continue participation in the Engage Product. Please call 855-447-2900, select (2) Provider and then (4) Idaho or email [provider@mhc.coop](mailto:provider@mhc.coop) if you have any questions.

### Changes to Autoimmune Disease Medications

The preferred/non-preferred medications for autoimmune diseases changed on June

1, 2020. These changes are listed in our Pharmacy Coverage Policies. A summary of preferred medications can be viewed by clicking the button below.



[View Summary](#)

## Changes to the Provider Appeals Process

Please watch our website for upcoming changes to our Provider Appeals process effective January 1, 2021.

## Coverage Updates to Specific Codes

As responsible stewards of our members' healthcare needs and premium dollars, we continually review recommendations from federal agencies and trusted medical literature to make decisions regarding delivery and reimbursement for medical services. Recent literature reviews indicate the need for the following coverage updates. Learn more by clicking the button below.

[Learn More](#)

## RealRx PBM Transition

All the CO-OP's members are now served by our new Pharmacy Benefits Manager, RealRx.

Call the Pharmacy Customer Service number on the back of the Member ID card or connect with Customer Service at (855) 885-7695 for more information.



[Learn More](#)

## Pharmacy

Our medication and pharmacy information is updated as changes occur. Please visit our [Pharmacy Forms & Guidelines](#) site at least quarterly to view the most recent information.

## Coordinate with our Complex Care and Disease Management Teams

Have you utilized our Care Management programs for Complex Care Management and Disease Management for members with Asthma or Congestive Heart Failure, yet?



Our Care Management programs offer members individual attention and online resources to help meet their healthcare goals. Learn more by clicking the button below.

[Learn More](#)

## Prescription Mail Order Services

Mail Order Prescriptions have not changed and Novixus is still our vendor. You can have your medications delivered to your home and save money. Instead of driving to the pharmacy and standing in line, consider having your prescriptions delivered right to your door.

Step 1: Go to <https://www.novixus.com/>

Step 2: Set up a profile using the Rx information off your member benefits card

Step 3: Once your web profile is set up, call Novixus at 1-877-668-4987. Novixus will gather your doctor's information and contact your doctor for you. Novixus will then set up your prescription on 90-day mail order.

It's just that easy.

### Place of Service for Intravenous Therapies

Many factors inform the appropriate place of service for administration of intravenous therapies: complexity, possible reactions or other contraindications, and patient mobility are just a few of the considerations.



As sites of service vary, so too does the cost of care—directly impacting our members' out-of-pocket costs.

The CO-OP covers administration of medically necessary intravenous therapies when provided in the most appropriate place of service. In some instances, due to potential safety concerns, a hospital setting (inpatient or outpatient) may be necessary. However, when safety or availability is not a concern, less costly sites of service (e.g., infusion center, specifically contracted vendor, or home care) is preferred.

[Learn More](#)

### Coverage Policy and Prior Authorization Updates

Mountain Health CO-OP Health Plans uses coverage policies as guidelines for coverage determinations in accordance with the member's benefits. Effective January 1, 2020, all new and updated policies, including policies for services requiring prior authorization, are posted on our **Coverage Policies** website for 60 days prior to their effective date.



Click the button below to read the updates in full.

[Learn More](#)

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