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IAI | IMPORTANT ADMINISTRATIVE INFORMATION



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March 2018



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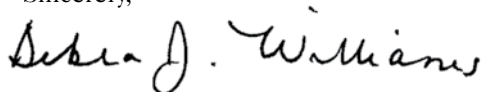
Dear Valued Customer:

Welcome to our Important Administrative Information March 2018 newsletter. We provide the latest health care industry news that affects you. This edition's topics include:

- Introducing Well Connection, Our New Doctor Video Visit Tool for Members
- Changes to Our Pharmacy Program (July 2018 Formulary Changes)
- New Prior Authorization Requirements
- Changes to Continuous Glucose Monitor Sensor Coverage
- ASC Invoices Going Paperless
- Introducing the Future High-Cost Member Report for ASC Accounts
- New State Mandate on Contraceptive Coverage

As always, if you have any questions, please contact your account executive.

Sincerely,



Debbie Williams
Senior Vice President, Sales and Account Service

[IAI March 2018]

Introducing Well Connection, Our New Doctor Video Visit Tool for Members

- ✓ Small accounts (50 or less enrolled)
- ✓ Mid-size (51-99 enrolled)
- ✓ Large (100 or more enrolled)
- ✓ Municipal
- ✓ MIIA

Beginning April 2, 2018, we'll be launching Well Connection, a new digital tool that lets members have live doctor video visits using their smartphone, tablet, or computer. Well Connection is replacing the Telehealth platform that our members currently use. This updated service will have a refreshed look and feel, as well as a new app and website. Well Connection will use a new platform that can be seamlessly upgraded to enhance the member experience.

We'll inform members who have already registered for Telehealth in advance of the change. Then on April 2, they'll receive email communications with a link to the Well Connection website prompting them to reset their current Telehealth password. Some basic member information will be transferred to the new platform when resetting the password. The current Telehealth app and website will still be available for members to access previous records, but they can only visit with providers using the new Well Connection app and website.



Support materials will be available on **bluecrossma.com/blue-iq** beginning in April.

We look forward to working with you to bring these exciting changes to our members.

Changes to Our Pharmacy Program (July 2018 Formulary Changes)

- ✓ Small accounts (50 or less enrolled)
- ✓ Mid-size (51-99 enrolled)
- ✓ Large (100 or more enrolled)
- ✓ Municipal
- ✓ MIIA

Beginning July 1, 2018, we're making changes to our covered medications list for medical plans with pharmacy benefits, and Medex® plans with the three-tier pharmacy benefit.

These changes affect:

- Medications switching tiers
- Medications that are no longer covered
- Medication dosing limits



For detailed information about these changes, visit bluecrossma.com/iai.

New Prior Authorization Requirements

- ✓ Small accounts (50 or less enrolled)
- ✓ Mid-size (51-99 enrolled)
- ✓ Large (100 or more enrolled)
- ✓ Municipal
- ✓ MIIA

Beginning July 1, 2018, prior authorization will be required for the following medications when administered:

- In doctors' offices
- By home health care providers
- By home infusion therapy providers
- In outpatient hospital and dialysis settings

Medications that will require prior authorization:

- | | |
|-------------|-------------|
| • Cosentyx | • Renflexis |
| • Hemlibra | • Siliq |
| • Inflectra | • Taltz |
| • Kevzara | • Tremfya |
| • Rebinyn | • Tretten |

This change won't affect these medications when used in inpatient, surgical day care, urgent care centers, and ER settings. We encourage your employees to discuss this change with their health care provider.

Changes to Continuous Glucose Monitor Sensor Coverage

- ✓ Small accounts (50 or less enrolled)
- ✓ Mid-size (51-99 enrolled)
- ✓ Large (100 or more enrolled)
- ✓ Municipal
- ✓ MIIA

Beginning July 1, 2018, we'll provide coverage for continuous glucose monitors (CGM) sensors under the Durable Medical Equipment (DME) benefit. Previously, CGM sensors were covered under pharmacy benefits. The move to DME was made, in part, to ease confusion among members as to coverage requirements for the CGM sensors.

If you don't have pharmacy coverage but already provide coverage for the CGM sensors under DME benefits, there's no change to your plan. We'll notify affected members of the change by letter prior to June 1, 2018.

If you have questions, please contact your account or sales executive.

ASC Invoices Going Paperless

- ✓ Large (100 or more enrolled)
- ✓ Municipal
- ✓ MIIA

Beginning in March, Administrative Services Contract (ASC) accounts will receive billing packet invoices by email only. January paid month 2018 invoices will be the final hard copy we send to ASC accounts. Going forward, we'll email monthly invoices as PDFs no later than the seventh business day of each month.

Our new electronic invoice delivery process will result in:

- **Increased Security**—Information will be protected through our secure encryption software.
- **Paper Reduction**—We'll reduce the impact on our environment.
- **Time Savings**—ASCs will receive electronic PDF statements as soon as they're ready, helping to better manage their accounts and avoid delayed payments.
- **Easier Sharing**—Sort, save, and share PDFs.



Questions? If you have any changes to your contact information please email **ASCInvoicing@bcbsma.com**. For any other questions please contact your Blue Cross Blue Shield of Massachusetts billing representative.

Introducing the Future High-Cost Member Report for ASC Accounts

- ✓ Small accounts (50 or less enrolled)
- ✓ Mid-size (51-99 enrolled)
- ✓ Large (100 or more enrolled)
- ✓ Municipal
- ✓ MIIA

Beginning mid-March 2018, we'll introduce the Future High-Cost Member report, available to our ASC accounts. This is an enhancement to the Early Notification Authorization report that uses new predictive modeling logic in addition to the existing high cost authorization methodology to include members who are likely to incur \$50,000 or more in claims over the following 12 months. This new report will also explain information in easy-to-understand language.

If you have any questions, please contact your account executive.

New State Mandate on Contraceptive Coverage

- ✓ Small accounts (50 or less enrolled)
- ✓ Mid-size (51-99 enrolled)
- ✓ Large (100 or more enrolled)
- ✓ Municipal
- ✓ MIIA



On Monday November 20, 2017, Governor Baker signed into law the contraceptive ACCESS bill (An Act advancing contraceptive coverage and economic security in our state). This bill is effective May 20, 2018, and mandates coverage for all FDA approved contraceptive methods for females at \$0 cost share for Massachusetts residents. For more information, please go to **bluecrossma.com/iai**.