

# Fast Facts

SPECIAL EDITION

MAY 2018

News for Providers from HealthPartners Professional Services and Hospital Network Management

## Administrative

### New administrative policy

#### HERE'S WHAT YOU SHOULD KNOW

HealthPartners is aware of contracted physician practices using several noncontracted, out-of-network Ambulatory Surgery Centers (ASC) for surgeries and treatments. When a contracted provider uses a noncontracted, out-of-network ASC it creates higher member and employer costs. Services at the noncontracted, out-of-network ASC can also cost the Member several thousand dollars more than the same service at an in-network ASC.

HealthPartners is implementing a new administrative policy, Prior Notification for Non Contracted, Out-of-network Ambulatory Surgery Centers (ASC) effective July 1, 2018.

Before scheduling a service at one of the listed ASCs, the physician's practice will need to submit a prior notification to notify HealthPartners that the member is being scheduled at a noncontracted, out-of-network ASC. HealthPartners will notify the member that the ASC is out-of-network and that additional out of pocket costs will apply. HealthPartners will also assist the member in finding in-network options for care.

This new Prior Notification Policy only applies to the following noncontracted, out-of-network ASCs:

1. Woodbury Surgical Suites on Bielenberg Drive in Woodbury, MN
2. Minnesota Valley Surgery Center on 140th Street in Burnsville, MN
3. Maple Grove Center for Restorative Surgery on 80th Circle North in Maple Grove, MN
4. Greenway Surgery Center on East 28th Street in Minneapolis, MN
5. Twin Cities Surgery Center on Ohms Lane in Edina, MN

The Prior Notification is required at least 5 days prior to scheduling the surgery. This allows enough time to communicate with the member.

**This Prior Notification for Non Contracted Ambulatory Surgery Centers form should be faxed to 952-853-8713.**

Failure to follow this Prior Notification Policy will result in denial of any physician claims related to the services administered at the noncontracted, out-of-network ASC.

All provider groups contracted with HealthPartners have agreed to maintain privileges at an in-network facility.

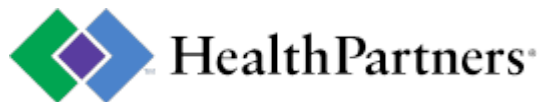
### INSIDE THIS ISSUE

	<u>Page</u>
<b>Administrative Information</b>	
New administrative policy	1
Fax form: Prior notification for non-contracted ambulatory surgery centers	3
Policy: Prior notification for non-contracted, out-of-network, ambulatory surgery centers	4
Medical policy update	7

## FREQUENTLY ASKED QUESTIONS (FAQs):

- **How do I know these facilities are out of network for my HealthPartners patient?**
  - At this time, all ASCs listed above are not contracted with HealthPartners and out of network for all HealthPartners members.
- **Who completes the Prior Notification form?**
  - The provider group (physician/surgeon) is required to complete and submit the Prior Notification form.
- **What happens if the contracted provider does not complete the NEW Prior Notification for Noncontracted Ambulatory Surgery Centers form 5 days before scheduling surgery or services at one of the listed ASCs?**
  - If there is no Prior Notification form received and services are rendered, the rendering physician/surgeon billed claims for the procedure/services will be denied to provider liability.
- **What happens after I send the Prior Notification form to HealthPartners?**
  - HealthPartners will communicate with the member that they are seeing a noncontracted, out-of-network provider and that usual and customary (U&C) rates will apply leading to higher out-of-pocket costs for the member.
- **Where do I find the Prior Notification form and where do I send it once completed?**
  - Click **HERE for the form.**  
(path: [www.healthpartners.com/ucm/groups/public/@hp/@public/@cc/documents/documents/entry\\_199666.pdf](http://www.healthpartners.com/ucm/groups/public/@hp/@public/@cc/documents/documents/entry_199666.pdf))
  - Please fax the completed Prior Notification form to **952-853-8721**.
- **How do I know if the ASC I'm using needs a Prior Notification?**
  - This new Prior Notification policy only applies to services scheduled at one of the five noncontracted ASCs listed in this article.
- **What if one of the listed ASCs contracts with HealthPartners?**
  - If HealthPartners contracts with any of the listed ASCs, the Prior Notification policy will be updated and we will include the update in a future Fast Facts article.

**Patients with questions should contact their HealthPartners Member Services department. Members Services can help the patient find an in-network, contracted Ambulatory Surgery Center.**



## Prior Notification for Noncontracted Ambulatory Surgery Centers

- Prior Notification must be received 5 business days prior to scheduling surgery.
- Please fax form to **952-853-8721**.
- Incomplete submissions may result in a processing delay.

This process applies to only the following noncontracted ambulatory surgery centers:

1. Woodbury Surgical Suites, Woodbury MN
2. Minnesota Valley Surgery Center, Burnsville MN
3. Maple Grove Center for Restorative Surgery, Maple Grove MN
4. Greenway Surgery Center, Minneapolis MN
5. Twin Cities Surgery Center, Edina MN

<b>Member information</b>	
Member name:	HealthPartners ID #:
DOB:	
<b>Requester information</b>	
Form completed by:	Clinic/Facility:
Fax #:	Phone #:
<b>Provider information</b>	
Procedural physician: (Last name) (First name)	
Tax ID #:	NPI #:
Fax #:	Phone #:
<b>Facility site for procedure</b>	
Name:	Tax ID #:
Fax #:	Phone #:
<b>Procedure information</b>	
Primary diagnosis (ICD) code:	
Procedure (CPT) code:	
Description of Procedure:	
Has the member been notified that the requested surgery center is not contracted with HealthPartners? <input type="checkbox"/> Yes <input type="checkbox"/> No	

4/24/2018

<b>Subject</b>  Prior Notification for Noncontracted, Out-of-network Ambulatory Surgery Centers	<b>Attachments:</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<b>Key Words</b> Prior Notification Process	<b>Number</b> <b>AP014</b>
<b>Category</b> Business Practices (BP)	<b>Effective Date</b> <b>July 1, 2018</b>
<b>Manual</b> HealthPartners Administrative Manual	<b>Last Review Date</b>
<b>Issued By</b> Professional Services Network Management and Hospital and Regional Network Management	<b>Next Review Date</b> <b>April 1, 2019</b>
<b>Applicable</b> <ul style="list-style-type: none"> <li>• All primary care medical groups and providers</li> <li>• All specialty care medical groups and providers</li> <li>• All facilities and providers</li> </ul>	<b>Origination Date</b> <b>May 8, 2018</b>
	<b>Retired Date</b>
<b>Review Responsibility</b> Laurena Lockner, Brenda Thommen, Josh Farmer, Rob Sauer, Martin Michael, Heidi Horgen, Alex Larson, Susan Gunderson, Kathy Ohmann, Bev Vacinek, Autumn McConville	<b>Contact</b> Bev Vacinek

## Products

☒ Fully Insured    ☒ Self-Insured    ☐ Medicare Advantage    ☐ Medicare Cost    ☐ Medicaid    ☐ MSHO  
☐ SNBC    ☒ WI Marketplace

### I. PURPOSE

To explain the HealthPartners prior notification process for out-of-network ambulatory surgery centers (ASC). The intent of this policy is to protect HealthPartners members from unexpected and significant member liability when referred to a noncontracted, out-of-network ASC. If requested, this policy will help aid HealthPartners members in finding in-network care options available to them through their current plan and network.

### II. POLICY

This policy outlines the requirements for contracted providers to provide prior notification to HealthPartners when scheduling and referring a HealthPartners member to a noncontracted, out-of-network ASC.

This is not a request for prior authorization of services. Please refer to the following administrative policy for more details related to prior authorization:

- **Prior Authorization Review Process for Commercial Products**
- **Prior Authorization Review Process for Medicare & Medicaid Products**

*(Go to [healthpartners.com/provider-public](http://healthpartners.com/provider-public), then click on the Admin tools drop down menu and select Administrative policies).*

## **PROCEDURE(S)**

### **Provider Responsibilities:**

1. Providers are responsible for notifying HealthPartners members when they are scheduling the member at a noncontracted, out-of-network ASC for services.
2. Providers are responsible for notifying HealthPartners at least 5 business days prior to scheduling surgery for members at a noncontracted, out-of-network ASC.
3. The current list of noncontracted, out-of-network ASCs\* includes, but is not limited to:
  - Woodbury Surgical Suites on Bielenberg Drive in Woodbury, MN
  - Minnesota Valley Surgery Center on 140th Street in Burnsville, MN
  - Maple Grove Center for Restorative Surgery on 80th Circle North in Maple Grove, MN
  - Greenway Surgery Center on East 28th Street in Minneapolis, MN
  - Twin Cities Surgery Center on Ohms Lane in Edina, MN

\*This noncontracted ASC list is subject to change, including when one of the ASCs becomes contracted with HealthPartners.

4. Provider will notify HealthPartners no later than 5 business days prior to scheduling surgery by completing the Prior Notification for Noncontracted Ambulatory Surgery Centers form located **HERE**.  
(path: [www.healthpartners.com/ucm/groups/public/@hp/@public/@cc/documents/documents/entry\\_199666.pdf](http://www.healthpartners.com/ucm/groups/public/@hp/@public/@cc/documents/documents/entry_199666.pdf))
5. Provider will work with member to transition services to an in-network facility upon member request
6. Within the HealthPartners Participating Provider Agreement, the provider has agreed to maintain clinical privileges at one or more participating facilities for the care of HealthPartners members.

### **HealthPartners Responsibilities:**

1. Upon receiving the Prior Notification, HealthPartners will notify members that the facility is out of network.
2. Upon request, HealthPartners will inform members of their benefit information and alternative in-network facility options.
3. If prior notification is not received, claims for the associated professional surgical services (surgeon fees, etc.) will be denied to provider liability.
4. All claims for a noncontracted, out-of-network ASC will be paid as per usual and customary reimbursement, and members will receive rendered services at their out-of-network benefit level, if applicable.

## **DEFINITIONS**

N/A

### **V. COMPLIANCE**

Failure to comply with this policy and procedure may result in disciplinary action, up to and including contract termination.

### **VI. ATTACHMENTS**

N/A

### **VII. OTHER RESOURCES**

HealthPartners Provider Agreement, section 2.5 "Privileges"

### **VII. APPROVAL(S)**

Martin Michael, Sr. Director  
Professional Services Network Management

Kathy Ohmann, Sr. Director  
Health Plan Quality and Utilization  
Improvement

### **IX. ENDORSEMENT**

N/A

## Medical Policy Update – May 2018

### MEDICAL AND DURABLE MEDICAL EQUIPMENT (DME) & MEDICAL DENTAL COVERAGE POLICY

Please read this information regarding a revised HealthPartners coverage policy. HealthPartners coverage policies and related lists are available online at [healthpartners.com](http://healthpartners.com) (path: *healthpartners/Provider/Coverage Criteria*). Upon request, a paper version of revised and new policies can be mailed to clinic groups whose staff does not have Internet access. Providers may speak with a HealthPartners Medical Director if they have a question about a utilization management decision.

Coverage Policies	Comments / Changes
Varicose vein procedures	<p>Effective 8/1/2018, policy revised.</p> <ol style="list-style-type: none"><li>1. Prior authorization is required for the following treatments for varicose veins of the lower limbs: Endovenous thermal ablation procedures [e.g., endovenous laser ablation (EVLA), endovenous laser therapy (EVLT), endovenous laser ablative surgery (ELAS) or endovenous radiofrequency ablation (EVRF, VNUS RF)]. Please see the policy posted online to view coverage criteria and documentation requirements.</li><li>2. Coverage criteria for sclerotherapy has been revised. Criteria has also been expanded into sections which address requests for this treatment as a stand-alone procedure, those completed along with endovenous thermal ablation procedures, retreatment or subsequent treatment and treatment of vulvar varices. Please see the policy posted online to view coverage criteria and documentation requirements.</li><li>3. Medical adhesive, also known as cyanoacrylate or n-butyl-cyanoacrylate (e.g., VenaSeal Closure System) is considered investigational and is not covered for any indication.</li><li>4. Sclerotherapy of the great or small saphenous vein is considered investigational and is not covered for any indication.</li><li>5. Treatment of varicose veins less than 3mm in diameter (including telangiectasia or spider veins), via any method, in the absence of associated hemorrhage is considered cosmetic.</li></ol>

If you have questions regarding the content of this newsletter, please contact the person indicated in the article or call your HealthPartners Service Specialist. If you don't have his/her phone number, please call **952-883-5589** or toll-free at **888-638-6648**. This newsletter is available online at [healthpartners.com/fastfacts](http://healthpartners.com/fastfacts).

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