

August 16, 2024

Prior-Authorizations & Referrals

Do you know how to look up if a service code will require an Authorization?

Providers can search if an authorization is required for services by searching our 2024 Prior-Authorization resource list for all plans, [click here](#).

Are you registered with Acuity Connect (Authorization Portal)?

Acuity Connect, is a portal that allows Primary Care Providers (PCP's) and Specialist to submit and review status on their request.

Register with Acuity Connect:

- Call the Service Desk at 817-632-3033

If no access to Acuity Connect Portal, providers can fax over their requests to:

- PCP's & Specialists: 888-965-1964
- DME: 888-965-1964
- Home Health: 855-446-9982
- SNF, LTAC & Rehab: 855-446-9981

Require Authorization:

The codes below require an authorization:

HCPC Code	Description	Brand Name
J1748	Injection, infliximab-dyyb (zymfentra), 10 mg	Zymfentra
J2267	Injection, mirikizumab-mrkz, 1 mg	OmvoH IV
J3247	Injection, secukinumab, intravenous, 1 mg	Cosentyx IV
J3393	Injection, betibeglogene autotemcel, per treatment	Zynteglo
Q5138	Injection, ustekinumab-auub (weziana), biosimilar, intravenous, 1 mg	Weziana IV
J2468	Injection, palonosetron hydrochloride (avyxa), not therapeutically equivalent to J2469, 25 micrograms	
J3263	Injection, toripalimab-tpzi, 1 mg	Loqtorzi
J9361	Injection, efbemalenograstim alfa-vuxw, 0.5 mg	Ryzneuta

Change Healthcare Impact

Care N' Care continues to receive electronic claims through the clearinghouse, Availity.

We encourage providers to sign up with Availity for electronic claims submission. Availity has created the Availity Essentials product to help providers get started.

Providers first need to register for Availity's portal. [Availity Essentials Portal Registration](#)

If providers should have questions, Availity has created a helpful training site related to the registration process at [Register and Get Started with Availity Essentials – Overview](#)

Availity has also created Availity Lifeline, a self-service resource for any providers interested in registering on and transacting with Availity Essentials [Availity Lifeline](#).

Our payer ID number for EDI claims submissions with both clearinghouses remains 66010.

Should you have any questions, please contact our Provider Services at 817-687-4004.

For current updates visit our website at <https://cnchealthplan.com/providers/>.

Patient Experience

Thank you for your continued partnership.

Believing that we are better together, our collaboration helps ensure your members experience exceed their expectations. As a clinician, you have an opportunity to shape the trajectory and change the way our members perceive their care. Take a moment to review the reminders outlined below. Together, we are building a better way to care together.

[Provider Ratings](#)

[Overall Health](#)

[Shared Decision Making](#)

[Medication Adherence](#)

Pharmacy - 2024 Medicare Part D Updates

Have you prescribed a statin for your diabetes patient?

Statin Use in Persons with Diabetes (SUPD) is a performance measure for health plans that retrospectively evaluates the percentage of individuals ages 40 to 75 years who were dispensed medications for diabetes that receive a statin medication during the measurement year using administrative data. This measure uses pharmacy claims as a proxy for diabetes diagnosis. The reliability of this proxy method was reconfirmed by two independent organizations in partnership with PQA. Results of this investigation found that using a minimum of 2 diabetic prescriptions is a valid predictor of a diabetes diagnosis. CNC formulary statins include: atorvastatin, simvastatin, fluvastatin, Livalo, lovastatin, pitavastatin, pravastatin, and rosuvastatin.

Best Practice and Measure Tips

- Prescribe at least one statin medication during the measurement year to patients diagnosed with diabetes.
- This measure overlaps with the Statin Therapy for Patients with Cardiovascular Disease measure. Patients with ASCVD should be prescribed a moderate-intensity or high-intensity statin.
- This measure overlaps with the Medication Adherence for Cholesterol (Statins) measure.
- Educate patients on the importance of statin medications for diabetic patients over the age of 40, regardless of LDL levels.
- Remind patients to contact you if they think they are experiencing adverse effects, such as myalgia. Consider trying a different statin that is more hydrophilic or reducing the dose or frequency.
- If your patient has one of the applicable exclusions listed below, submit the appropriate ICD-10 code for their exclusion during an encounter in the measurement year to remove your patient from the SUPD measure.

Measure Exclusions

- Hospice enrollment
- ESRD diagnosis or dialysis coverage dates
- Rhabdomyolysis and myopathy
- Pregnancy
- Lactation and fertility
- Cirrhosis
- Pre-Diabetes
- Polycystic Ovary Syndrome

***The American Diabetes Association and American College of Cardiology/American Heart Association guidelines congruently recommend moderate- to high-intensity statins to be used as a first line lipid-lowering agent for patients with diabetes age 40-75 for prevention of cardiovascular disease.*

New 2024 Part D Benefit: 100-Day supply of medications now available

As of January 1, 2024 ALL Care N' Care Medicare Part D plans allow up to a 100 day supply of medication (excludes Tier 5 specialty medications) at a retail or mail order pharmacy. Prescribing a 100-day supply can provide your patient with significant cost savings as well as improve Medicare Star Ratings for medication adherence for statins, hypertension or oral diabetes medications. If a member fills (3) three 100-day supply fills in a year, they will be adherent for that measure.

Formulary Addendum:

Below is a list of recent formulary changes for the benefit year 2024. This is not a complete list of drugs covered by the Part D plan. For a complete list of drugs covered by Care N' Care Insurance Company, Inc., please visit our website at www.cnchealthplan.com.

Recent formulary changes

Provider Directory

We are asking for your cooperation in validating your provider directory information is listed correctly.

As a requirement, the Texas Department of Human Services, the Texas Department of Insurance, and the Center for Medicare & Medicaid Services all require that providers review and update their information quarterly or upon a significant change to ensure provider directory has the most current information.

It is vital to keep provider information as accurate as possible in our provider directories. It's critical for our members to rely on this information in our provider directories to locate your practice information, when searching for medical, vision, dental, acupuncture and behavioral health services. This also benefits providers when needing to refer to other specialty providers within the network.

Providers can review their information listed in our provider directories at <https://www.cnchealthplan.com/find-a-provider/>.

For any demographic changes, fill out the Provider Demographic Information Update Form located on our website at <https://www.cnchealthplan.com/providers/provider-update/>.

If you participate with Care N' Care through an Independent Practice Association (IPA), and your information is incorrect, please contact your IPA Representative.

If you have any questions, you may contact Provider Services at 817-687-4004 or email providerservices@cnchealthplan.com.

Provider Services

Provider Services (Provider Relations) serves as your primary liaison contact for the plan. Feel free to reach out to us for any questions you may have with Care N' Care for additional guidance. Contact your assigned Provider Services Representative or the team at:

E: providerservices@cnchealthplan.com

P: 817-687-4004

F: 682-503-5427

Thank you for your partnership!

[Catch Up On
Provider Alerts](#)

[Need Forms?](#)

[How To
Submit Claims](#)

[Need To Update
Your Information?](#)

**Have Questions? Contact Provider Service:
817-687-4004 | providerconciierge@cnchealthplan.com
Monday - Friday, 8 a.m. to 5 p.m.**



Sent by Care N' Care Insurance Company, Inc. 1603 Lyndon B. Johnson Freeway, Suite 300, Farmers Branch, TX 75234

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