

Network News Brief

A publication for **AvMed**
Providers and Staff



**Support New Parents –
Join Us in Championing the
CDC “HEAR HER” Campaign**

**The Ozempic Effect – Treating
Type 2 Diabetes and the
Truths about GLP-1 Drugs**

**Encourage Your Patients to
Catch Up on Vaccines and
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**The End of the COVID-19
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For complete details on all the current news you need to know and to download forms, please visit our website at **AvMed.org**.

Submit New Claims:

P.O. Box 569000
Miami, FL 33256

Claims Correspondence, Reviews, and Appeals:

P.O. Box 569004
Miami, FL 33256
Fax: **1-800-452-3847**

OUR COMMITMENT TO YOU

It's hard to believe it is already summertime! Before you know it, the kids will be back in school, and we'll all be gathering for the holidays.

Inside, you'll find important information about the CDC's Hear Her campaign, immunizations, and a diabetes prevention program. We are also providing updates about the end of the COVID19 public health emergency and the recent shortage of GLP-1 agonists.

In this issue of the **NewsBrief** we've provided a removable insert to keep for your convenience: AvMed's Quality Compliance Reference.

As always, should you have any questions, please call AvMed's Provider Service Center at 1-800-4528633 or email us at **Providers@AvMed.org**.

Be Well,



Frank Izquierdo

Senior Vice President
Provider Solutions &
Strategic Alliances
AvMed

CARE OPPORTUNITY CORNER

Support New Parents – Join Us in Championing the CDC “HEAR HER” Campaign

Bringing a child into the world gives parents tremendous joy. However, it’s also a time when mothers experience many first-time feelings and may not be able to properly express any pain or symptoms they may have.

To promote care that encourages patients to share any concerns, AvMed is embracing the CDC’s “HEAR HER” campaign, which was initiated by the Division of Reproductive Health, to keep open channels of communication between patients and providers to help eliminate preventable maternal mortality.

During and after pregnancy, it’s important to actively listen to new mothers since they often do not feel heard. By actively listening, you and your team can not only make sure any issues are addressed, but also help save a life.

The “HEAR HER” campaign coaches providers to take these actions to make the patients feel recognized and listened to:



- Ask questions to better understand your patient and situations that may be affecting their lives.
- Help your patients, and those accompanying them, understand the urgent maternal warning signs and when to seek medical attention right away.
- Help patients manage chronic conditions or conditions that may arise during pregnancy like hypertension, diabetes, or depression.
- Recognize unconscious bias in yourself and office.
- Provide all patients with respectful care.
- Address any concerns your patients may have.
- If needed, remember to refer patients for mental health benefits



For more help on improving the patient experience, contact AvMed’s Provider Service Center at **1-800-452-8633**. Providers who contact the Center will be invited to participate in the Provider Post-Call Survey, which will ask you about the services you received during your call. Your feedback will help us improve our overall services to better suit your needs. You will only be asked to participate in this call once in a 15-day window.

IT'S SURVEY TIME AGAIN: HOW TO PREPARE FOR HOS

While the Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey is winding down, the Health Outcomes Survey (HOS) is getting ready to launch and will run throughout the summer and into the early fall.

The CAHPS survey is all about Member experiences while the HOS survey, which is Medicare specific, includes health related questions about the Members' physical and mental health over time.

The survey is looking to determine if our Members are maintaining their health under your care. In addition, the survey asks about the presence of pain and its impact on their daily activities, smoking, and exercise.

Finally, the survey will ask if certain issues have been discussed between you and your patient and the plan of care provided. Two key examples are fall prevention and urinary incontinence. We hope that these topics are a routine part of your Medicare patient care plan, but if not, we would like to remind you to include them.



For more information about the CMS HOS survey visit:

www.cms.gov/Research-Statistics-Data-and-Systems/Research/HOS

CULTURAL COMPETENCY TRAINING AVAILABLE!



AvMed is aware of the importance of having culturally and linguistically appropriate services available to our Members. To better serve our Members, a link has been placed on the AvMed Provider portal that allows Practitioners access to training on culturally competent care, sponsored by the Office of Minority Health. This is a free online training in which you can attain CME/CE credits by completing all courses and scoring a minimum of 70% on your post test. We hope you will take advantage of this resource as it contains valuable information on improving the quality of healthcare services provided to our Members. It is not necessary to report the course completion to AvMed.



Access training on the AvMed Provider portal:

www.AvMed.org/web/provider/provider-education/training/

THE OZEMPIC EFFECT - TREATING TYPE 2 DIABETES AND THE TRUTHS ABOUT GLP-1 DRUGS

Every day you are likely to see patients who have Type 2 Diabetes, a condition impacting approximately 1 in 10 or 33 million-plus Americans, according to the CDC. However, what is becoming just as common are questions from your patients around GLP-1 agonists (such as Ozempic, Trulicity, and Mounjaro); medications that were originally designed to treat Type 2 Diabetes and are now being prescribed to assist in weight loss.

In the face of nationwide GLP-1 agonist shortages, it is important providers understand how these medications can be used, their side effects, and the impact the scarcity has on the treatment of life-threatening conditions.

Approved by FDA in April 2005, GLP-1 agonists are a class of medication designed as a first- or second-line agent, after Metformin, used to treat Type 2 Diabetes. Working primarily in the gut, these drugs enhance insulin secretion and have become an integral tool in helping physicians manage diabetes. And more recently, they are becoming more widely used to support and jumpstart weight loss - suppressing glucagon secretion, delaying gastric emptying, reducing appetite, and promoting production of beta cells. Though it is important to note that GLP-1 agonists may not be covered when prescribed for weight loss.

Whether used for the treatment of Type 2 Diabetes or weight loss, physicians should ask the following

questions to know if this medication is right for their patients before prescribing.

For diabetes management:

- How old is my patient?
- Has my patient tried and failed or is not able to tolerate Metformin?
- Can my patient handle injectable medications?
- Would daily dosing or weekly dosing be more appropriate based on patient compliance?
- If the medication is not effective enough, can we titrate the dose up before switching to new therapy?

For weight loss:

- Has my patient tried lifestyle modifications, including exercise and healthy eating?
- Are there any outside factors playing a role in weight gain?
- Do any of the medications that my patient is taking have a side effect for weight gain?

While GLP-1 agonists secondary purpose is weight loss, it is this usage that is also impacting availability. To ensure your Type 2 Diabetes patients have the needed medications, refer to the below chart as reminder to prescribing guidelines.

	FDA Indication	Dosage Form	Dosing Frequency	Approved Patient Population
Ozempic (Semaglutide)	Type 2 Diabetes	Injection	Once a week	Adults
Trulicity (Dulaglutide)	Type 2 Diabetes	Injection	Once a week	Adults Adolescents 10+
Bydureon BCise (Exenatide)	Type 2 Diabetes	Injection	Once a week	Adults Adolescents 10+
Mounjaro (Tirzepatide)	Type 2 Diabetes	Injection	Once a week	Adults
Victoza (Liraglutide)	Type 2 Diabetes	Injection	Once a day	Adults Adolescents 10+
Byetta (Exenatide)	Type 2 Diabetes	Injection	Once a week	Adults
Rybesus (Semaglutide)	Type 2 Diabetes	Oral	Once a day	Adults
Wegovy (Semaglutide)	Weight Loss	Injection	Once a week	Adults Adolescents 12+
Saxenda (liraglutide)	Weight Loss	Injection	Once a day	Adults Adolescents 12+

A DIABETES PREVENTION PROGRAM FOR AVMED MEMBERS



According to national statistics, likely one-third of your patients older than age 18 have prediabetes and are at risk for developing type 2 diabetes. More than eight in 10 of those individuals do not know their risk.

You can refer your at-risk patients to a CDC-recognized lifestyle change program that will encourage weight loss and other healthy changes to your patients' lifestyles, lowering their risk of type 2 diabetes, heart attack, and stroke.

Why a CDC-Recognized Lifestyle Change Program?

CDC supports this lifestyle change program because research shows it works. A randomized, controlled clinical trial showed that completing this lifestyle change program reduced program participants' chances of developing type 2 diabetes by 58% compared to placebo (71% for individuals aged 60 and older).

The program focuses on life-long changes to certain habits and behaviors, which helps participants maintain healthy improvements over

time. It is also convenient. Nearly 2,000 organizations offer CDC-recognized lifestyle change programs, many of which are in multiple languages or are offered fully online.

There is likely a convenient option for your at-risk patients in their community.

To participate in a CDC-recognized lifestyle change program, patients will need to meet ALL 4 of these requirements:

1. Be 18 years or older.
2. Have a body mass index (BMI) of 25 or higher (23 or higher if Asian American).
3. Not be previously diagnosed with type 1 or type 2 diabetes.
4. Not be pregnant.

Patients will also need to meet 1 of these requirements

(unless they are enrolling in the Medicare Diabetes Prevention Program, which has different criteria):

- Had a blood test result in the prediabetes range within the past year (includes any of these tests and results):
 - Hemoglobin A1C: 5.7–6.4%.
 - Fasting plasma glucose: 100–125 mg/dL.
 - Two-hour plasma glucose (after a 75 glucose load): 140–199 mg/dL.
- Be previously diagnosed with gestational diabetes.
- Received a high-risk result (score of 5 or higher) on the Prediabetes Risk Test.



AvMed offers CDC Recognized National Diabetes Prevention Program (NDPP) for our Small Group, MEWA, and Office of Personnel Management Members and a similar CDC recognized Medicare Diabetes Prevention Program (MDPP) for our Medicare Members. It's easy to refer your patients to: solera4me.com/AvMed or call: **888-913-4564**.

THE END OF THE COVID-19 PUBLIC HEALTH EMERGENCY



Your patients' health is our top priority, so remind them to keep themselves and their loved ones safe from coronavirus by complying with all CDC guidance for travel, social distancing, masking, and hand washing.

Additionally, the government has approved a second dose of the COVID booster for the elderly and immunocompromised. Seniors 65 years and older can now receive the updated booster four months after their first dose. We ask you to help us as we encourage your patients to get their COVID-19 vaccine or booster and talk to them about your recommendations.

We are delaying the referral requirement for primary care physician to specialist referrals for Medicare Advantage Members until August 1, 2023. This will allow you and your office time to submit Specialist referrals for appointments beginning August 1, 2023. The AvMed authorization and referral tool can accept referrals now for August and beyond.

ENCOURAGE YOUR PATIENTS TO CATCH UP ON VACCINES AND IMMUNIZATIONS THIS SUMMER

Summer is a great time for getting kids vaccinated while many kids are returning to summer camps, day care and in-classroom learning. Routine vaccination is an essential preventive care service for children, adolescents, and adults. All vaccines due or overdue should be administered according to the recommended CDC immunization schedules during that visit, unless a specific contraindication exists, to provide protection as soon as possible as well as minimize the number of healthcare visits needed to complete vaccination.

Vaccination prevents illnesses that lead to unnecessary medical visits and hospitalization. Communicating the importance of vaccination to patients and parents/caregivers as well as the safety protocols and procedures can help provide reassurance to those who may otherwise be hesitant to present for vaccination visits.



Please visit www.cdc.gov/vaccines/schedules/index.html for the recommended timeline of all immunizations.



**Embrace
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3470 NW 82nd Ave,
Doral, FL 33122

We welcome your feedback.

It's SURVEY time again and Members are being surveyed to assess their experiences with health plans, Providers and our ability to maintain or improve their physical and mental health. Remember, these surveys are used to assess the patient experience focusing on how patients perceive key aspects of their care. Some of those aspects include: office access and wait times for all Members, care coordination between the PCP and the Specialists and whether providers assess fall risk and provide a fall risk reduction plan to their Members.

If you would like to participate more directly in our Quality Improvement Program or would like information about the program, including progress toward our goals, email us at **Providers@AvMed.org** or call the Provider Service Center at **1-800-452-8633**, Monday-Friday, 8:30 am - 5:00 pm, excluding holidays.

AVMED'S WEBSITE: AvMed.org

ONLINE PROVIDER SERVICES:

Claims Inquiry, Member Eligibility, Referral Inquiry, Provider Directory, Physician Reference Guide, Clinical Guidelines, Preferred Drug List

Please note our email address:

Providers@AvMed.org

Use our centralized toll-free number to reach several key departments at AvMed.

PROVIDER SERVICE CENTER

**1-800-452-8633, Monday-Friday,
8:30 am - 5:00 pm, excluding holidays**

- Eligibility, press one (1). Use this option to verify Member eligibility and benefit information.
- Claims Service Department, press two (2). Use this option to verify status of claims payment, reviews and appeals.
- Provider Service Center, press three (3). Use this option for questions about policies and procedures, to report or request a change in your panel status, address/phone, covering physicians, hospital privileges, Tax ID and licensure, or any other service issue.
- Clinical Pharmacy Management, press four (4).

AUDIT SERVICES AND INVESTIGATIONS UNIT

1-877-286-3889

(To refer suspect issues, anonymously if preferred)

CARE MANAGEMENT

1-800-972-8633

CLINICAL COORDINATION

1-888-372-8633

(For authorizations that originate in the ER or direct admits from the doctor's office)