

# Network NewsBrief

A publication for **AvMed**  
Providers and Staff

**Closing Gaps in  
Mammograms**

**New Portal to Confirm  
Provider Directory Information**

**Lower Back Pain and  
Self-Care Treatments  
for Your Patients**



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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

Dear Valued Provider Partner:

The fall season is a dynamic time in the healthcare industry, as well as at AvMed. We are continuously looking for ways to improve our service to our Members and Provider partners.

During the Annual Enrollment Period, Medicare Beneficiaries have an opportunity to choose a Medicare Advantage plan that best suits their needs. To help them make a more informed decision, AvMed will publish on October 1st a pre-enrollment checklist and the latest summary of benefits for our Medicare Advantage plans. Please encourage your patients to visit AvMed.org to view these tools.

In this issue, you'll find updates on our new partnerships with eviCore and VerifyHCP®. There are also articles about closing gaps in mammograms, the care opportunity report, lower back pain self-care solutions, and information about COVID-19 and the Delta variant.

If you have not already done so, please check out our new Provider Portal. Learn how to register at **www.AvMed.org/News/Service-Portals**.

As always, should you have any questions please call AvMed's Provider Service Center at 1-800-452-8633 or email us at **Providers@AvMed.org**.

Stay safe and be well.



Sincerely,

**Frank Izquierdo**  
Senior Vice President  
Provider Solutions &  
Strategic Alliances  
AvMed

## CARE OPPORTUNITY CORNER

# Closing Gaps in Mammograms

AvMed depends on you to help ensure continuity of care among our Members, your patients. For further information on this crucial issue, you can access tools and guidance on the preferred methods and codes needed to close gaps in care at the AvMed Provider Portal. As a reminder, Members' gaps in care letters will be distributed in the second half of this year.

One extremely important area where continuity of care can help prevent disease is to ensure all your female patients over age 50 get yearly mammograms. Also, know that at AvMed, we encourage women between the ages of 40-49 to discuss the risks, benefits and frequency of screening mammograms with their doctors. It goes a long way when you advise these patients that Annual Screening Mammograms for women over 40 are covered at 100%, and that no co-pay, cost-sharing, and/or co-insurance is required when they get their screening mammogram within a participating Network. That takes the burden away from any financial barriers for our Members (for diagnostic mammograms and/or breast ultrasounds Members may incur a cost share).

It's always prudent to educate your patients that mammograms are vital to their well-being since they are a crucial means for early detection of breast cancer, greatly improving their chances for successful treatment. Many women have not received necessary screenings over the last year or two due to fears related to COVID. Along with reviewing the key risk factors in breast



cancer, such as gender, age, family history, genetics, and obesity with your patients, please advise them about safety protocols that have been put in place to make most in person screenings safe. Also emphasize your patient's need to remain compliant with current recommendations for mammograms, regardless of known risk factors.

The Care Opportunity Report can be requested from AvMed's Corporate Quality Improvement Department by emailing [Michael.Rodriguez@AvMed.org](mailto:Michael.Rodriguez@AvMed.org), who can help you with this discussion by showing you which of your patients may have gaps in care.

Two more key points – advise your AvMed Medicare patients that they may be eligible for a reward if they attest to completing their mammogram in 2021 through the AvMed Medicare Healthperks program at [www.AvMed.org/Healthperks](http://www.AvMed.org/Healthperks).

Finally, we recommend that PCPs always encourage patients to live a healthy lifestyle by getting all recommended preventive care screenings and immunizations (especially their annual flu shots along with Pneumonia and COVID-19 vaccines if they have not had them) and maintaining a healthy weight, exercising, limiting alcohol consumption, and avoiding tobacco use.



If your patient has had a recent mammogram (performed in 2021 or 2020), please send in their medical record, along with the Care Opportunity Provider Response Form, to AvMed's QI department at **1-800-331-3843**.

### NEW PORTAL TO CONFIRM PROVIDER DIRECTORY INFORMATION

AvMed has teamed up with LexisNexis® Risk Solutions to introduce our contracted clinicians to VerifyHCP®, a quick and easy Provider directory verification portal. To make attestation more efficient for you and your staff, VerifyHCP® enables practices to validate or update pre-populated directory information in one place across all participating health plans.

Updated practice information allows us to provide our Members (your AvMed-insured patients), with current directory information so they can select in-network providers, choose health plans and ultimately access care.

To ensure proper inclusion in the Provider directories and avoid issues with the processing of claims, clinicians should respond to verification requests. Our goal is to make this process as easy as possible for clinicians and their practices and to receive 100% response to outreach requests.



Clinician and Practice Outreach to confirm and update directory information is taking place by email, fax and phone -- with email being the primary method. Clinicians and practices will be directed to register and log in to the Verify Health Care Portal to confirm their directory information on file is accurate. The Portal is a secure, free website for clinicians and their staff to use to confirm directory information.

If you have any questions about the Verify Health Care Portal, please contact LexisNexis Risk Solutions Tech Support at <https://healthcare.custhelp.com/app/ask> or the **VerifyHCP®Portal Help Desk phone number 1-888-245- 4619**. Should you have any further questions, please contact a Provider Service Center Representative at [Providers@AvMed.org](mailto:Providers@AvMed.org) or call the Provider Service Center at 1-800-452-8633, Monday-Friday, 8 am-5 pm, excluding holidays.

### FACILITATING RADIOLOGY MANAGEMENT THROUGH EVICORE

We are continuously looking for ways to improve our service for both our Members and our Providers. As part of this effort, we have partnered with eviCore, which will begin managing AvMed's outpatient advanced radiology management January 1, 2022.

Authorization requests for CTs, MRIs, and other high technology scans should be sent directly to eviCore. Please note that radiology claims will continue to be processed by AvMed.

NIA will remain AvMed's contracted vendor for radiation oncology services only, beginning January 1, 2022.

We will contact our AvMed contracted radiology facilities with information about eviCore prior to the transition.

As with any transition of services, Members receiving care who have an open authorization or referral up to December 31, 2021, will be given a continuity of care period. Future radiology authorizations/referrals will be made accordingly through eviCore, or appropriate Provider.



eviCore empowers the improvement of care by connecting patients, providers, and health plans with evidence-based solutions to enable better outcomes. We are confident that their expertise will help us facilitate processes for our Providers as we help our Members live healthier.

For more information, visit <https://www.evicore.com/resources/healthplan/AvMed>

## TRANSITION OF SERVICE FORM

Members can now fill out a Transition of Service form and email the completed document to: **TransitionofService@AvMed.org**. The web form will assist newly enrolled Members with the transition of their medical services and prescription needs from their previous insurance carrier and non-participating providers to the AvMed network.



To find the Transition of Service form, visit your AvMed Provider Portal.



## FLU SEASON IS HERE

Providers are the most trusted source of vaccine information and advice. It's more important than ever to encourage your patients to get the flu vaccine.

The flu vaccine continues to be one of the most effective ways to prevent infection, not only among patients but also those around them. Flu activity starts to increase around October and peaks between December and February, according to the Centers for Disease Control and Prevention. Flu shots are free of charge from a participating Provider or pharmacy.

This is also an opportunity to encourage your patients to get the pneumococcal vaccine. The Advisory Committee on Immunization Practices adjusted their recommendations and now recommends adults age 65 and older to receive both pneumonia vaccines, PCV13 and PPSV23.

Delayed routine vaccinations put families and communities at risk for infections with vaccine preventable diseases.



For more information, visit **[www.flu.gov](http://www.flu.gov)**.

# Easy Talking Points for Your Patients About COVID-19 and the Delta Variant

COVID-19 continues to disrupt our lives and our health care system. While effective vaccines are reducing the risk of hospitalization for those vaccinated against COVID-19, the new Delta variant is posing risks, especially to non-vaccinated individuals. As an AvMed provider please encourage your patients to get vaccinated as soon as possible, as current vaccines have been found to be effective against the Delta variant as well. Below is key information to share with your patients.

Getting vaccinated against COVID-19 not only protects you as an individual, but it also protects your family, your community, your health care providers and hospitals, and the lifestyle we all want to go back to – one where we are free to gather with loved ones and engage in work and hobbies safely.

The Centers for Disease Control and Prevention (CDC) states that “COVID-19 vaccines are effective at protecting you from getting sick even after you have had COVID-19. Vaccination is an important tool to help us get back to normal.”

Currently, the FDA has granted approval for emergency use of these three vaccines:

- Pfizer-BioNTech (2 shots, 21 days apart)
- Moderna (2 shots, 28 days apart)
- Johnson & Johnson’s Janssen (1 shot)



According to the CDC, “COVID-19 vaccines teach our immune systems how to recognize and fight the virus that causes COVID-19. It typically takes 2 weeks after vaccination for the body to build protection (immunity) against the virus that causes COVID-19.”

Take care of yourself and those around you. Consult your healthcare provider if you have any questions regarding the vaccine, as they are your best source of information.



For more information, visit [www.cdc.gov/coronavirus/2019-ncov/variants/delta-variant.html](https://www.cdc.gov/coronavirus/2019-ncov/variants/delta-variant.html)

## 6 WAYS TO HELP YOUR PATIENTS AVOID UNNECESSARY LOWER BACK PAIN RELATED PROCEDURES

Lower back pain can be worrisome for patients, as they don't want to limit their daily personal and workday activities. The good news – according to research – is that most back pain will respond to self-care treatments with the best outcomes.

You may be seeing more individuals who complain about lower back pain. This is not surprising, given the long hours hunching at the computer or scrolling on cell phones, and decreased physical activity during the pandemic. In fact, according to a recent study, lower back pain is the most common type of pain reported by patients, with 25% of U.S. adults reporting low back pain during the prior 3 months.

For patients with acute low back pain, it is recommended that Providers talk to their patients about self-treatment options first — before recommending imaging and other tests, or procedures.

Below are 6 self-care options you can share with your patients if your evaluation indicates at-home treatments could be helpful:

- 1. Over-the-counter medication:** Anti-inflammatory medicines, such as aspirin, ibuprofen (Motrin®, Advil®), naproxen sodium (Aleve®) or acetaminophen (Tylenol®).
- 2. Engaging in activities that do not worsen the pain:** Limit activity that worsens the pain like lifting, bending, and twisting. Slowly increase activity as pain lessens.
- 3. Ice Wraps:** Wrap ice packs in a towel or other material. Place on affected area for 20 minutes at a time.



- 4. Gradually returning to light and then regular activity:** The faster your patient returns to regular activity, the faster they may recover. Recommend light activity that will not further damage the patient's back.
- 5. Gentle stretching exercises are important:** These include rotation of pelvis, pelvic thrusts, back bends and drawing the knees up to the chest.
- 6. Warm packs or baths:** These may be used after the first two days since the pain started.

As your partner in promoting our Members' health, we trust your ability to assess severity of the pain and empower you with tools that give your patients evidence-based information about effective self-care options. Together, we can avoid unnecessary testing or treatments that may not produce better results.



For more information, visit [www.AvMed.org/web/individuals-families/AvMed-plans-and-care-support/tools-resources/prevention-and-education/preventive-care-and-clinical-guidelines](http://www.AvMed.org/web/individuals-families/AvMed-plans-and-care-support/tools-resources/prevention-and-education/preventive-care-and-clinical-guidelines)



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## 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 pm, excluding holidays.

### AVMED'S WEBSITE: [AvMed.org](http://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 pm, excluding holidays**

- AvMed Link Line, press one (1).  
Use this option to verify Member eligibility and limited benefit information, or confirm and request authorizations.
- 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)