

Avalon Healthcare Solutions Clinical Webinar

February 2017

BlueCross® BlueShield® of South Carolina and BlueChoice® HealthPlan of South Carolina are independent licensees of the Blue Cross and Blue Shield Association.

Avalon is an independent company that provides benefit management services on behalf of BlueCross BlueShield of South Carolina and BlueChoice Health Plan.

Proprietary and Confidential



Agenda

- Welcome and Introductions
- Overview of Avalon Healthcare Solutions
- Scientific Laboratory Policy Development and Adherence
 - Avalon Prior Authorization Process
 - Avalon Claim Editor
- Provider Education
- Questions
- Quick Tips

Harvard Medical School Study; “30% of Laboratory Tests Are Probably Un-necessary”

Study was led by investigators at Harvard Medical School and Beth Israel Deaconess Medical Center and reported online in the journal *PLOS ONE*, the large-scale analysis of 1.6 million results from 46 of medicine’s 50 most commonly ordered lab tests found that, on average, 30 percent of all tests are probably unnecessary.



“It’s not ordering more tests or fewer tests that we should be aiming for, it’s ordering the right tests, however few or many that is,”

Ramy Arnaout, Harvard Medical School
assistant professor of pathology

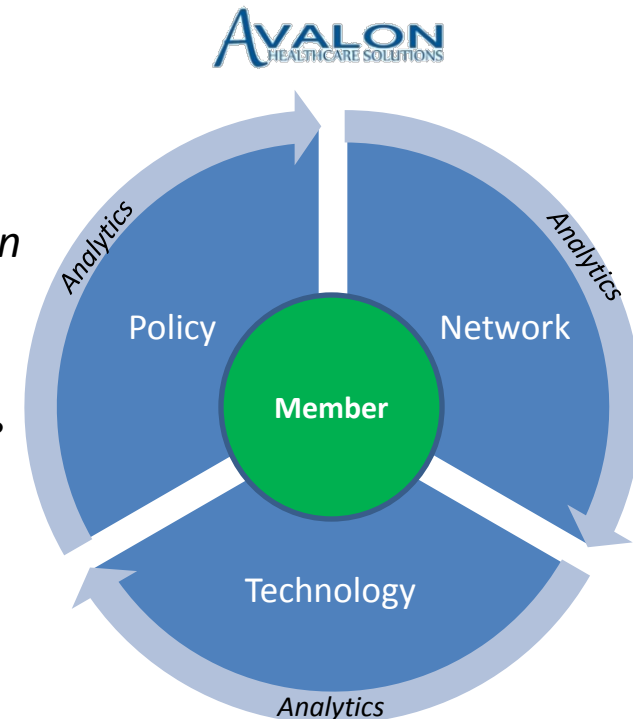
Harvard Medical School News, Nov 18, 2013 (Prescott); (<http://hms.harvard.edu/news/unnecessary-testing-11-18-13>)

Avalon Healthcare Solutions – Who we are

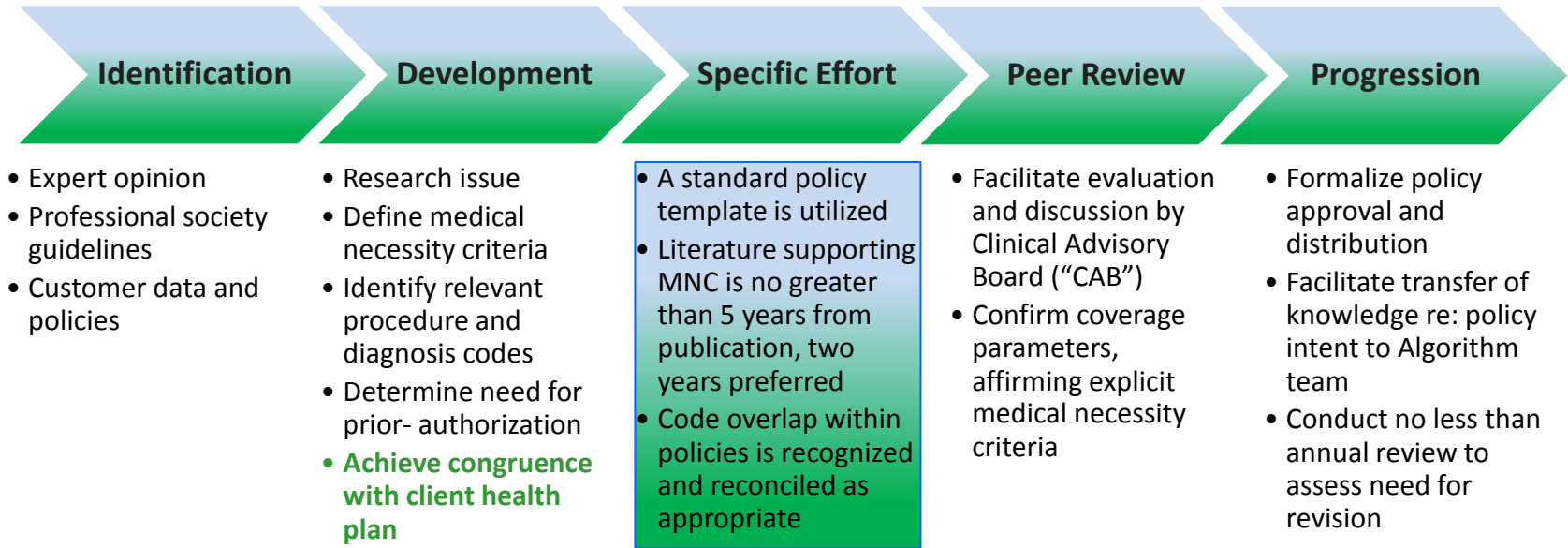
- Avalon is a clinical services and information technology company providing comprehensive diagnostic laboratory management services to health plans
- Avalon uses the latest evidence-based medicine to support robust laboratory-related scientific policies
- Avalon's program is a compliant and reliable extension of BlueCross BlueShield of South Carolina's medical management program

... and what we bring

- **Member Centric Focus** – Facilitation of access to high quality, appropriate and cost effective laboratory services
- **Scientific Policy** - Continuing evaluation of developments in clinical utility, resulting in creation of new or revision to existing scientific laboratory policies
- **Network** - Dedicated to ensuring that patients receive the right test at the right time in the right setting
- **Technology** - Complex claims editor for adherence to policies
- **Analytics** – Enabling data-driven decision making in all facets of operations



Evolution of Avalon Scientific Laboratory Policy



Geoffrey S Baird, MD, PhD – Chair

Professional Experience:

- Practicing Pathologist
- Director of Clinical Chemistry at Harborview Medical Center, Seattle
- Laboratory Medical Director at Northwest Hospital, Seattle
- Associate Professor of Laboratory Medicine and Adjunct Associate Professor of Pathology at the University of Washington
- Serves on the Medicare Advisory Panel on Clinical Diagnostic Laboratory Tests

Clinical Interests: Molecular Diagnostics, Clinical Analytics, and Rational utilization of lab testing

Victoria M Pratt, Ph.D

Professional Experience:

- Practicing Medical and Clinical Molecular Geneticist
- Professor and Director of the Pharmacogenomics Laboratory at Indiana University School of Medicine
- Serves on the American Medical Association’s (AMA’s) Molecular Pathology Current Procedural Terminology (CPT) Advisory committee and the Medicare Advisory Panel on Clinical Diagnostic Laboratory Tests

Clinical Interests: Molecular Pathology, Molecular Genetics, Pharmacogenetics, and Molecular Oncology

Timothy R. Hamill, MD

Professional Experience:

- Professor emeritus and Ex-Vice Chair, Laboratory Medicine, University of California, San Francisco
- Prior Director, UCSF Clinical Laboratories

Clinical Interests: Clinical Pathology, Hematopathology, and Laboratory Management

Brian R. Smith, MD

Professional Experience:

- Professor and Chair of Laboratory Medicine, Professor of Biomedical Engineering, of Medicine (Hematology) and of Pediatrics at Yale School of Medicine
- Chief of Laboratories at Yale New Haven Hospital, New Haven, CT

Clinical Interests: Hematopathology, Optimal utilization of state-of-the-art laboratory diagnostics

Laboratory Benefit Management

150
Total
Policies

Prior Authorization Required

- 50 lab policies refer to 150 CPT codes that are subject to prior authorization
- Member eligibility & verification
- Follows health plan medical policy

No Prior Authorization Required

- Routine submission of claim to Avalon for all other laboratory tests not included on Prior Authorization listing

Claim Editor

- Evaluates claims for appropriateness based on health plan policy

Claim Adjudication

POS included in the program:

- 11 - Office
- 19 - Off Campus-Outpatient Hospital
- 22 - On Campus-Outpatient Hospital
- 81 - Independent Laboratory

Avalon's services promote patients access to affordable, high-quality health care

Laboratory Policies Subject to Prior Authorization, 2017

Alpha Thalassemia	BCR-ABL 1 Testing for Chronic Myeloid Leukemia	BRAF Gene Mutation Testing	BRCA	Cardiovascular Disease Risk Assessment
Chromosomal Microarray	Cytochrome P450	Familial Adenomatous Polyposis and MUTYH-Associated Polyposis	Flow Cytometry	FLT3 and NPM1 Mutation in Acute Myeloid Leukemia
Gene Expression Testing for Breast Cancer Prognosis	Gene Expression-based Assays for Cancers of Unknown Primary	General Genetic Testing	Genetic Testing for 5 Fluorouracil Use in Cancer Patients	Genetic Testing for CADASIL Syndrome
Genetic Testing for Cardiac Ion Channelopathies	Genetic Testing for CHARGE Syndrome	Genetic Testing for Cystic Fibrosis	Genetic Testing for Dilated Cardiomyopathy	Genetic Testing for Duchenne and Becker Muscular Dystrophy
Genetic Testing for Epilepsy	Genetic Testing for Facioscapulohumeral Muscular Dystrophy	Genetic Testing for Fanconi Anemia	Genetic Testing for FMR1 Mutations	Genetic Testing for Germline Mutations of the RET Proto-Oncogene in Medullary CA Thyroid
Genetic Testing for Hereditary Pancreatitis	Genetic Testing for Li-Fraumeni Syndrome	Genetic Testing for Mitochondrial Disorders	Genetic Testing for Predisposition to Inherited Hypertrophic Cardiomyopathy	Genetic Testing for PTEN Hamartoma Tumor Syndrome
Genetic Testing for Rett Syndrome	Hereditary Hemochromatosis	HIV Genotyping and Phenotyping	JAK2 and MPL Mutation Analysis in Myeloproliferative Neoplasms	KRAS and BRAF Mutation Analysis in Colorectal Cancer
Liquid Biopsy	Lynch Syndrome	Molecular Analysis for Targeted Therapy for Non-small Cell Lung Cancer	Molecular Markers in Fine Needle Aspirates of the Thyroid	Molecular Panel Testing of Cancers to Identify Targeted Therapies
Multianalyte Assays with Algorithmic Analysis...Liver Disease	Multigene Expression Assay for Predicting Colon CA Recurrence	Mutation Testing for Limb-Girdle Muscular Dystrophies	Non-invasive Prenatal Screening for Aneuploidy	PALB2 Mutation Testing
Pharmacogenetic Testing for Pain Management	Pharmacogenomic and Metabolite Markers for Thiopurines	Pre-Implantation Genetic Testing	Prenatal Screening	Serum Tumor Markers for Malignancies

Code Listings: http://web.southcarolinablues.com/providers/providernews/2016providernews.aspx?article_id=922

http://www.bluechoicesc.com/providers/news/currentnews.aspx?article_id=291

<http://www.cam-policies.com>


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Avalon's Prior Authorization (PA) Program

- Avalon strives to ensure that health plan members promptly receive the correct test, at the appropriate time
- Avalon's PA program is structured to operate consistently within the standards developed by CMS, URAC and NCQA:
 - Pre-certification Review Process
 - Decision Making and Notification Timeframes
 - Peer to Peer Reviews
 - Health plan support of member appeals
- Program operations are overseen by Avalon Medical Director
 - Coordination with Clinical Advisory Board as needed based on clinical area of expertise
- Staff are available from 8 a.m. to 8 p.m. Eastern Time, Monday–Friday
 - Relevant clinical information is needed
 - Template form is available



Avalon Prior Authorization Process



Preauthorization Request Form

URGENT (If checked, please provide anticipated date of service below)

Please fax completed form to 1-888-791-2181

Please attach supporting documentation to facilitate your request. For your member's protection, this form should be placed on top of the information you are submitting for review.

Today's Date:

Identification Number:	Group #	
Member's First and Last Name:	Date of Service:	
Patient's Name (if different than above):	Date of Birth:	
Procedure Codes Requested:		
Diagnosis Codes:		
Ordering Provider Information:		
NPI Number	or TIN	
Physician First and Last Name:		
Address		
Contact Person	Phone #	Fax #

Rendering Provider Data:

NPI Number(s)		
Lab Name:		
Address		
Contact Person	Phone #	Fax #

- It is the responsibility of the ordering physician to obtain the authorization; however, a laboratory may do so if they have access to necessary clinical information
- Authorization requests accepted via phone or fax
 - Authorizations are in effect for 15 calendar days
 - Authorizations can be accepted/modified 15 calendar days post lab draw, PRIOR TO CLAIMS SUBMISSION, allowing for cascade of testing
- Approval decisions are communicated by phone or fax to the requesting & rendering provider
- Inability to authorize is communicated
 - By phone to the requesting provider (if urgent)
 - In writing to both the member and the requesting provider regardless of status within 1 business day
 - A peer-to-peer consult is offered within 5 days of notification to assist in sharing of additional and relevant information
 - The appeals process is communicated in the denial notification letter
- Lack of prior authorization results in
 - Rendering provider liability

Telephone: **1-844-227-5769**

Fax: **1-888-791-2181**

Laboratory Benefit Management

150
Total
Policies

Prior Authorization Required

- 50 lab policies refer to 150 CPT codes that are subject to prior authorization
- Member eligibility & verification
- Follows health plan medical policy

No Prior Authorization Required

- Routine submission of claim to Avalon for tests associated with remaining 100 laboratory policies

Claim Editor

- Evaluates claims for appropriateness based on health plan policy

Claim Adjudication

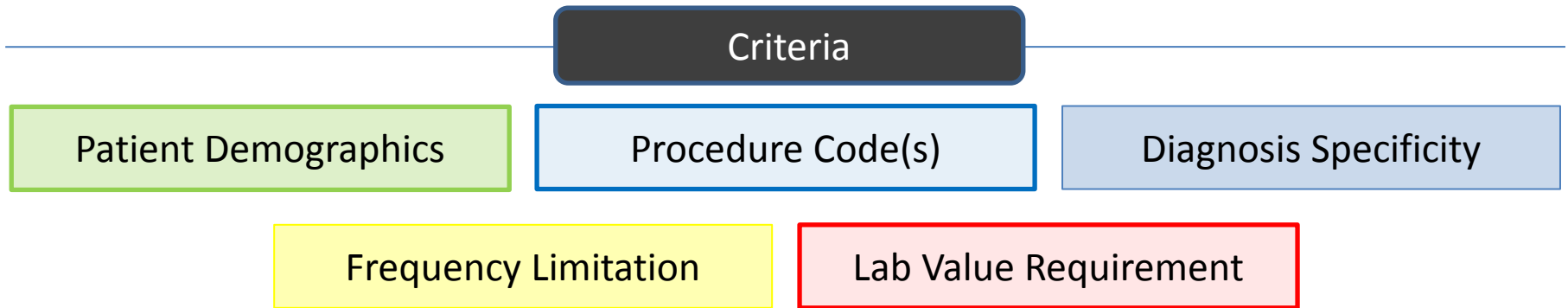
Avalon's services promote patients access to affordable, high-quality health care

Laboratory Policies Not Subject to Prior Authorization, 2017

Allergen Testing	Alphafetal Protein - L3 for Detection of Liver CA	ANA/ENA	Analysis of MGMT Promoter Methylation for Malignant Gliomas	Analysis of Proteomic Patterns for Early Detection of Cancer
Autoimmune neuropathy panel	Biochemical Markers of Alzheimers Disease	Biomarker Genes for Detection of Lymph Node Metastasis Breast	Bone Turnover Markers... Osteoporosis	Celiac Disease Testing
Cervical Cancer Screening	Charcot-Marie-Tooth disease (CMT)	Detection of Circulating Tumor Cells in Cancer Management	Detection of Down's Syndrome Using Maternal Serum Markers	Diagnosis and Management of Idiopathic Environmental Intolerance
Diagnosis of Vaginitis including Multi-target PCR Testing	DNA Ploidy Cell Analysis	DNA-based Testing for Adolescent Idiopathic Scoliosis	Ehlers Danlos/Marfan Syndrome	Epithelial Cell Cytology in Breast Cancer Risk Assessment
Erectile Dysfunction	Fecal Analysis of the Diagnosis of Intestinal Dysbiosis	Fecal Calprotectin Testing	Ferritin	Gamma Interferon Blood Test for Dx of Latent Tuberculosis
Gene Expression Profiling for UVEAL Melanoma	Gene Expression Testing for Breast Cancer Prognosis in male	Gene Expression Testing to Predict Coronary Artery Disease	General Genetic Testing, Germline Disorders	General Genetic Testing, Somatic Disorders
Genetic Cancer Susceptibility Panels using Next Generation Sequencing	Genetic Testing for Alpha1 Anti-trypsin Deficiency	Genetic Testing for Cutaneous Malignant Melanoma Risk	Genetic Testing for Diagnosis of Inherited Peripheral Neuropathies	Genetic Testing for Familial Alzheimers
Genetic Testing for Heterozygous Familial Hypercholesterolemia	Genetic Testing for Lactase Insufficiency	Genetic Testing for Lipoprotein A Variant as a Decision Aid for Aspirin Treatment	Genetic Testing for Macular Degeneration	Genetic Testing for Mental Health Conditions
Genetic Testing for Neurofibromatosis	Genetic Testing for Statin-induced Myopathy	Genotyping for 9P21 Single Nucleotide Polymorphisms	Heart Transplant Rejection Tests	Heliobacter Pylori Testing
Hemoglobin A1c	Hepatitis C	High Sensitivity to C-reactive Protein... and Tonometry	HIV Tropism	Homocysteine Testing
Homocystinuria	Identification of Micro-organisms by Nucleic Probes	IGT	Immune Cell Function Assay	Immuno-histo chemistry
InflammaDry	Intracellular Micronutrient Analysis	Invitro Chemo-resistance and Chemo-sensitivities Assay	KIF6 Genotyping for Predicting Cardiovascular Risk and/or Effectiveness of Statin Therapy	KRAS Mutation Analysis in Non Small Cell Lung Cancer
Lyme Disease	Measurement of Lipoprotein, Associated Phospholipase A2	Measurement of Long Chain Omega 3 Fatty Acids	Measurement of Serum Antibodies to Infliximab Adalimumab	Measurement of Serum Intermediate Density Lipoproteins
Measurement of Thromboxane Metabolites for ASA Resistance	MUC16 (CA-125) Expression in Ovarian Cancer	Nerve Fiber Density Testing	Oral Screening Lesion Identification Systems and Genetic Testing	Paraneoplastic antibody panel
Pathfinder TG Molecular Testing	Plasma HIV 1 RNA Quantification for HIV-1 Infection	Pre-Operative Testing	Preventative Screening in Adults	Preventive Screening in Children & Adolescents
Prostate Biopsies	Prostate Cancer Screening	Proteomics-Based Testing related to Ovarian Cancer	Quantitative Assay for Measurement of Serum HER2	Rapid Flu Test in the Outpatient Setting
Salivary Hormone Testing	Serum Antibodies for the Diagnosis of Inflammatory Bowel Disease	Serum Biomarker Human Epididymis Protein 4 (HE4)	Serum Biomarker Tests for Multiple Sclerosis	ST2 Assay for CHF
Testosterone	Thyroid Disease Testing	Toxicology	Urinary Tumor Markers for Bladder Cancer	Use of Common Genetic Variants to Predict Risk of non-Familial Breast Cancer
Vectra DA Blood Tests for Rheumatoid Arthritis	Venous Thrombosis Risk	Vitamin B12 and Methylmalonic Acid	Vitamin D	Whole Genome\Whole Exome Sequencing

Claim Editor Example

- A subset of the criteria from the Cervical Cancer Screening policy



Patient 21 - 29 years of age, cervical cancer screening using conventional or liquid based Papanicolaou (Pap) smears meets coverage criteria at a frequency of every 3 years.

Patient 21-29 years of age, testing for high-risk strains of HPV meets coverage criteria when the cytology from a Pap smear is positive for atypical squamous cells of undetermined significance (ASCUS).

Avalon Claim Editor: Edit Types Defined

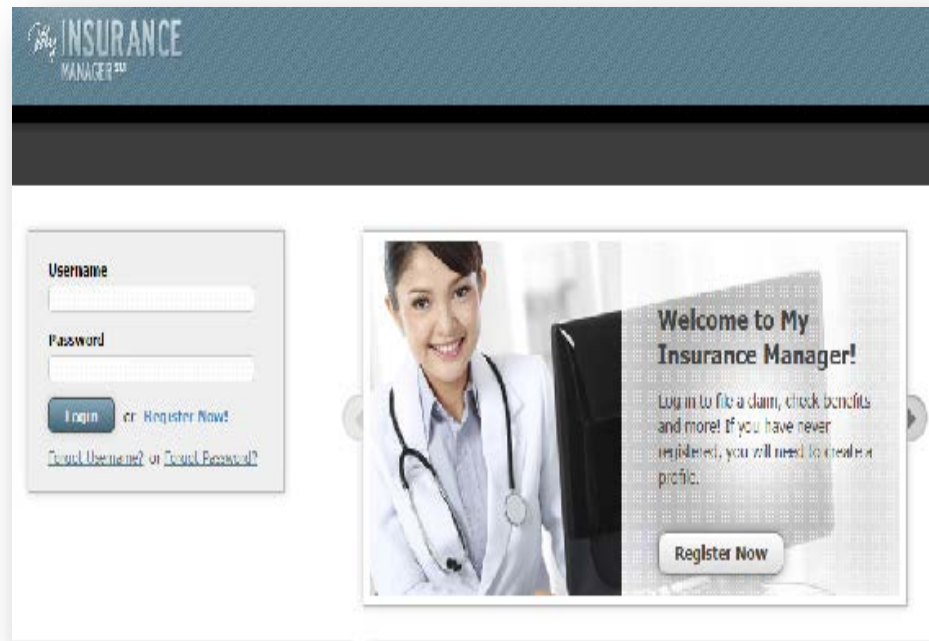
- *Claim Editor rules correspond to the criteria as defined in the health plan's policy.*

Rule	Definition
Experimental & Investigational	Procedure is not covered under the member's benefit due to the experimental and investigational exclusion
Demographics	Limitations based on patient age or gender
Procedure Units	Within and across claim for a Date of Service
Units/Period of Time	Maximum allowable units within a defined period of time
Time between Procedures	Minimum time required before a second procedure is medically necessary
Rendering Provider Limitations	Providers/procedures not permitted in combination
Diagnosis Constraints and Allowances	Procedure and Diagnosis required or prohibited combinations
Diagnosis Does Not Support Test Requested	Procedure was not appropriate for the clinical situation

Provider Education

Avalon has provided many avenues for ordering provider education

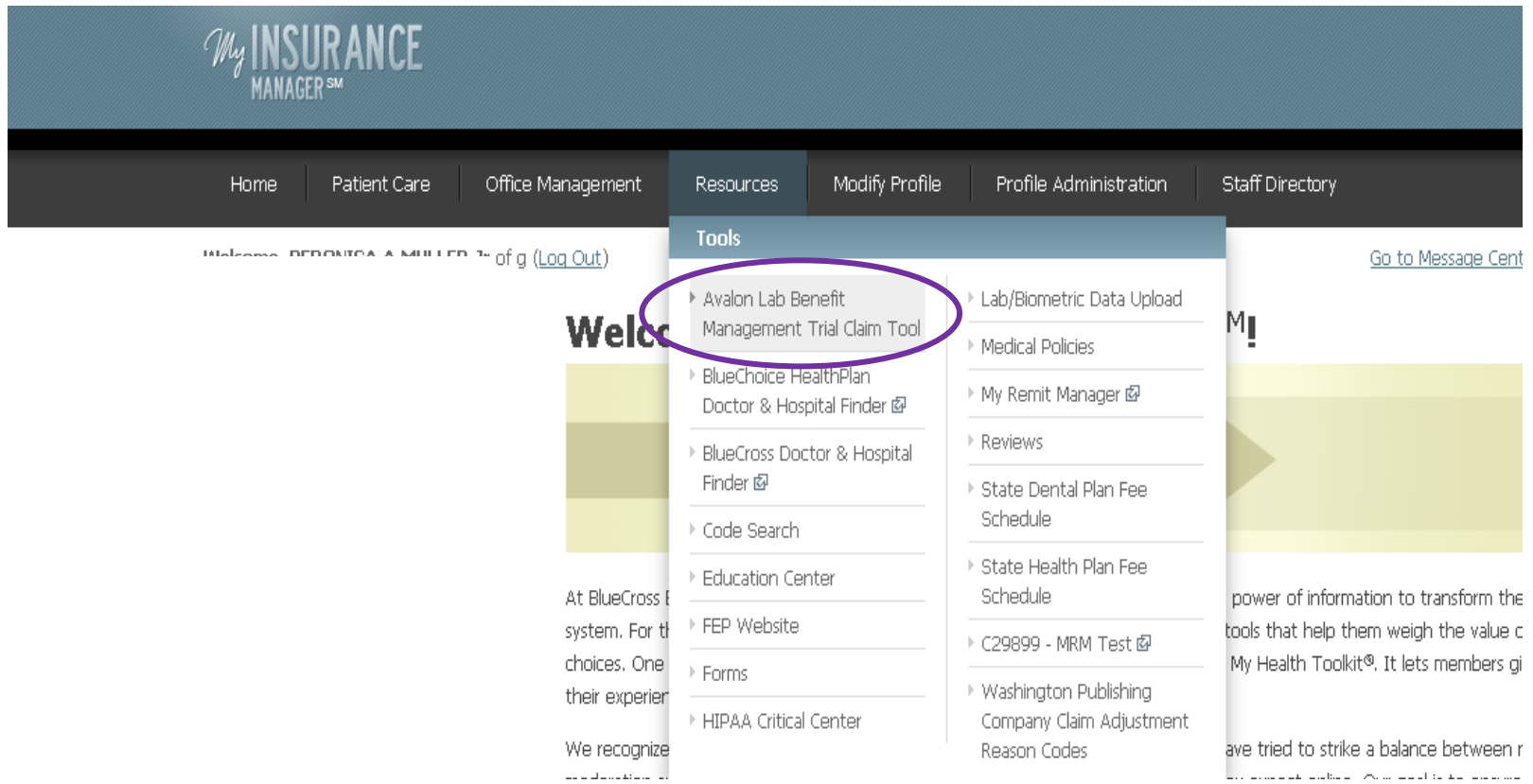
- Conducting network webinars
- On-demand Educational Policy Videos available via the BlueCross My Insurance ManagerSM website
- Requiring Avalon contracted laboratory network providers to educate ordering physicians, as per existing referral practice patterns
- BlueCross has issued email blasts, website notification, and newsletter communication addressing program requirements and scope
- Upcoming Clinical Webinars: 2/7, 2/9 & 2/23



Avalon Claim Editor: Trial Claim Advice Tool

The Trial Claim Advice Tool allows the user to simulate the Claim Editor processing of specific procedure codes and diagnoses

NOTE: Results may not be the final adjudication advice due to the application of member benefits and business rules



Provider Education Videos



Provider Home

BCBSSC 2017 Prior Authorization List is now available!

NEW – Policy Education Video Library

Avalon’s Clinical Advisory Board Chair, Dr. Geoffrey Baird, provides an understanding of the rationale for policies. The “[Introduction to Laboratory Testing Policy](#)” video provides the fundamentals of our policy development. The following policies are also included in our education video library:

- Allergens
- Cardiovascular and Lipid
- Cervical Cancer Screening
- Hemoglobin A1c
- Rapid Influenza
- Vitamin B12
- Vitamin D

Please follow the Link: [Policy Education Video Library](#)

Education Video Library



Avalon Claim Editor Example Decisions

83036 Glycosylated hemoglobin test

CAM133 - Hemoglobin A1c

Insufficient time between procedures

Procedure was not appropriate for the clinical situation

86003 Allergen specific ige

CAM051 - Allergen Testing

Procedure was not appropriate for the clinical situation

Maximum allowable units was exceeded

Too many procedures within the required period of time

82306 Vitamin d 25 hydroxy

CAM126 - Vitamin D

Procedure was not appropriate for the clinical situation

Too many procedures within the required period of time

Maximum allowable units was exceeded

82607 Vitamin b-12

CAM130 - Vitamin B12 and Methylmalonic Acid

Procedure was not appropriate for the clinical situation

Insufficient time between procedures

Avalon Healthcare Solutions: Quick Tips

- Remember to send patients to in-network laboratories. Refer to provider directories or link below:
 - http://web.southcarolinablues.com/providers/providernews/2016providernews.aspx?article_id=921
- Review the Lab Prior Authorization Matrix to determine codes that require prior authorization:
 - http://web.southcarolinablues.com/providers/providernews/2016providernews.aspx?article_id=922
 - http://www.bluechoicesc.com/providers/news/currentnews.aspx?article_id=291
- Utilize the Avalon Trial Claim Advice Tool in My Insurance Manager to see how the Claim Editor will review codes and what medical policies may apply
- Refer to BlueCross and BlueChoice[®] HealthPlan websites for bulletins, guides, presentations and other resources
 - web.southcarolinablues.com/providers/educationcenter.aspx
- For additional questions please contact:
 - Avalon Provider Services at 1-855-895-1676
 - BlueCross Provider Education at:
 - provider.education@bcsc.com or by calling 803-264-4730