

VIVA VOICE

PROVIDER NEWSLETTER | WINTER 2023



*Important VIVA HEALTH
provider information.*

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VIVA HEALTH



Pharmacy Formulary Tier Exception

VIVA MEDICARE reviews exceptions to its tiered cost-sharing structure and formulary requirements as part of its coverage determination review process. VIVA MEDICARE has implemented the following as guidelines for these reviews. In this review process, the pharmacist must determine when the member has experienced an inadequate treatment response, intolerance, or contraindication for a formulary or tiering exception to be approved.

There may be certain clinical scenarios that warrant a decision outside of these guidelines, but we feel this maximizes formulary utilization and aids our providers in having available options to effectively treat our members.

VIVA MEDICARE Tried/Failed Medication Review Guidelines for Formulary and Tier Exceptions

- If there are **1-2** formulary alternatives, → then the patient must have tried/failed at least **1** of these
- If there are **3-4** formulary alternatives, → then the patient must have tried/failed at least **2** of these
- If there are **5-6** formulary alternatives, → then the patient must have tried/failed at least **3** of these
- If there are **7-8** formulary alternatives, → then the patient must have tried/failed at least **4** of these
- If there are greater than **8** formulary alternatives, → then the patient must have tried/failed at least **5** of these

What's the difference between Medicare's Open Enrollment Period (OEP) and Medicare's 5-Star Special Enrollment Period?

The Medicare Advantage Open Enrollment Period (MA OEP) is available from **January 1 to March 31**. Beneficiaries who are enrolled in a Medicare Advantage plan as of January 1 can make a one-time change to go to another Medicare Advantage plan or Original Medicare (and make a coordinating change to add or drop Part D prescription drug coverage).

The Medicare 5-Star Special Enrollment Period is available from **December 8, 2023 to November 30, 2024**. Medicare beneficiaries can use the 5-Star Special Enrollment Period to switch from their current Medicare plan to a Medicare plan with a 5-Star Rating, like VIVA MEDICARE. This special enrollment period can be used only once. For plan year 2024, it can be used **anytime of the year** until November 30, 2024.

If your patients would like more information about the 5-Star VIVA MEDICARE plans available in their county, please ask them to call: 1-888-830-8482 (toll-free) | TTY: 711 8am - 8pm, Monday - Friday (Oct 1 - Dec 31: 8am - 8pm, 7 days a week) Or visit us online at www.VivaHealth.com/Medicare.



VIVA MEDICARE Receives *Elite 5-Star Ranking for 2024!*

We are pleased to announce that for the third year in a row, VIVA MEDICARE has been named a 5-Star Medicare Advantage plan by the Centers for Medicare & Medicaid Services! VIVA MEDICARE takes pride in providing quality care to our members. This 5-Star Rating allows us to enroll new members throughout the year, outside of Medicare’s standard enrollment periods.

Provider Portal *Account Management*

VIVA HEALTH recommends that users create a “strong” password in the Provider Portal. The following password guidelines can help protect your office, your patients and our organization:

- Passwords should be at least 8 characters in length.
- Use different passwords for all accounts/applications.
- Never share your password or login with anyone (each user must have a unique login).

Remember, you are responsible for what happens under your login in the Provider Portal. It is the responsibility of the Provider Portal Administrator to regularly review the list of users for the practice/facility to ensure access is appropriate. Access must be disabled immediately when a user’s access is no longer required.

Provider Portal Administrators are also responsible for provisioning and managing accounts of any third party not employed or contracted by your practice (i.e., third party billers, TPAs, etc).

Please email questions to vivaproviderportal@uabmc.edu or contact Provider Customer Service directly at **205-558-7474**.

CMS Expectations Regarding *Insulin Coverage* Under Medicare Part B or D

- Part B Coverage: Insulins delivered by a non-disposable insulin pump (e.g. Medtronic, Tandem) process under Medicare Part B benefits. Non-disposable pumps deliver insulin through tubing.
- When requesting coverage for a patient’s non-disposable insulin pump under Part B benefits, please also include the following information with the request:
 - The name of the insulin used in the pump and date of first use of the insulin in the pump.
 - Where the patient intends to fill the insulin (DME supplier or retail pharmacy).
 - HCPCS codes and Diagnosis codes
 - Ordering MD’s NPI number
- Part D Coverage: Insulins delivered in a disposable (tubeless) insulin pump (e.g. Omnipod, V-Go) process under Medicare Part D benefits.
 - A covered insulin includes those listed on the Part D formulary, approved through a formulary exception, or paid through a transition fill.
- Insulins that are covered under Medicare Part B or D will have a maximum copay of up to \$35 for a 30 day supply, \$70 for a 60 day supply, or \$105 for a 90 day supply.

SNP MOC Training

The Centers for Medicare & Medicaid Services (CMS) requires that Medicare Advantage Organizations provide Special Needs Plan (SNP) Model of Care (MOC) training to all participating Medicare providers that care for Medicare/Medicaid dual eligible members. You may view and submit the training online at vivahealth.com/provider. Please email questions to vivamoctraining@uabmc.edu.

2024 Medicare Part D Formulary Changes

- Please see the reference chart below listing the top utilized drugs covered on VIVA MEDICARE’s 2024 formularies and the drugs that are not covered on the 2024 formularies.
- These changes are effective 1/1/2024.
- Fiasp has the same active ingredient as Novolog (Insulin Aspart), but Fiasp is formulated with Vitamin B3 to increase the speed of initial insulin absorption. This allows for flexible dosing options (at the start of a meal or within 20 minutes after starting a meal).

The VIVA MEDICARE formulary can be accessed online at <https://tinyurl.com/VH-fil>

2024 Pharmacy Reference Guide Formulary Reference Guide		
Class Description	VIVA Formulary Product	Not Covered
Steroid/Beta-Agonist Combo Inhalers	Advair HFA Inhaler Fluticasone-Salmeterol Diskus (Generic for Advair Diskus) Wixela Inhub (Generic for Advair Diskus) Breo Ellipta Dulera	Brand-name Advair Diskus Symbicort
Steroid Inhaler	Arnuity Ellipta	Flovent Diskus Flovent HFA
Insulins – Long acting	Basaglar Tresiba Lantus Toujeo	Levemir
Insulins – Rapid acting	Fiasp 100 u/ml vial Fiasp Flextouch Novolog 70/30 Mix vial Admelog 100 u/ml vial Admelog Solostar Novolog Flexpen Mix 70/30	Novolog 100 u/ml vial Novolog Flexpen Humalog Products Relion Insulin Products
Cholesterol	Repatha (Prior Authorization Required)	Praluent
Insomnia	Doxepin (3 and 6 mg tablets) Zolpidem (5 or 10 mg tablets; Prior Authorization Required 70 years and older) Dayvigo	Belsomra