

## January/February 2022 Advisory

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### Taxonomy Required When Billing for Multiple Providers

The Department of Vermont Health Access (DVHA) and Gainwell Technologies would like to remind providers that if there are multiple provider numbers linked to the same NPI, the applicable taxonomy number is required. For the billing provider the taxonomy goes in Box 33B of the CMS-1500 claim form, Box 52A on the ADA Dental Claim form, and Box 57A on the UB-04 claim form. For the attending provider the taxonomy goes in Box 24J above the NPI on the CMS-1500 claim, Box 58 on the ADA Dental Claim form, and Box 81CCa on the UB-04 claim form. Reminder please do not use ZZ qualifier at the beginning of the field, this qualifier is for electronic claims only. Also, if you are unsure if the provider has multiple provider numbers please check the Active Provider Listing that is available on our website under Member Services then Provider Look-up. <http://www.vtmedicaid.com/#/providerLookup>

### Gainwell Technologies Contact Information Changes

The Gainwell Technologies physical address has changed. Our new office location is 28 Walnut Street, Suite 245 Building C, Maple Tree Place Shopping Center, Williston, VT 05495. This is a physical address change only. The claims mailing address will not change and claims should still be mailed to PO Box 888, Williston, VT 05495.

The call center phone number 802-878-7871 is retired. Please use 800-925-1706, available Monday-Friday, 8:00 am to 5:00 pm.

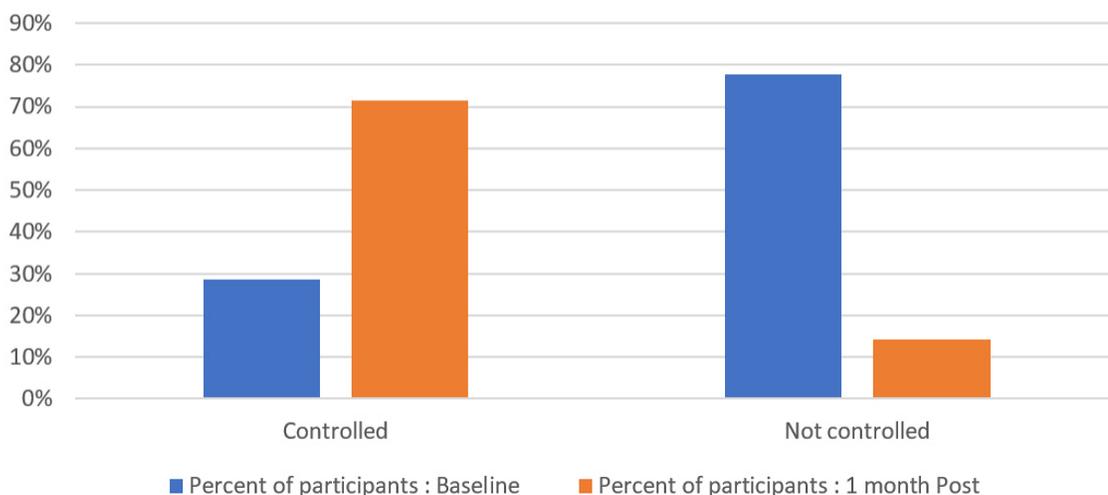
The domain name for Gainwell Technologies emails has changed from @dxc.com to @gainwelltechnologies.com. When corresponding with Gainwell Technologies please use the @gainwelltechnologies.com domain name going forward. Emails sent to @dxc.com will continue to be received until March 2022 however it is strongly recommended that you update your address list to avoid any issues.



## Free online Chronic Disease Self-Management Program for Adults to Support your Patients with Asthma

1. Vermont's asthma rate among adults is among the highest in the U.S.
2. Our state's Blueprint for Health and the Department of Health Asthma Program are offering a free online Chronic Disease Self-Management Program (CDSMP) for adults, that includes a brief supplementary Asthma module. The class will be held on Tuesdays 5:30 pm to 8:00 pm from January 4th- February 15th, 2022.
3. Participants who complete the Asthma module will receive a FREE spacer. The course will be facilitated by Sarah Doyle, Heather Brouillard and Karen Casper. Register with Sarah Doyle at (802) 289-0045 or [sdoyle@springfieldmed.org](mailto:sdoyle@springfieldmed.org). For more information visit: <https://www.MYHEALTHYVT.ORG>
4. The CDSMP focuses on how to manage a chronic health problem – asthma\*, arthritis, diabetes, cancer, obesity, or heart disease. For those with asthma\*, there is discussion on what is asthma, medications, how to use devices properly, what to do in an emergency, and how to improve asthma control and quality of life for the long term. Course content includes nutrition, physical activity, weight management, managing symptoms and difficult emotions, addressing pain, fatigue, and depression, preventing falls, communication with one's family and care team, and making and using action plans.
5. The topics covered in the Asthma module reflect the national guideline standards for achieving improvements in asthma knowledge, self-management skills, and asthma control and are delivered through mixed formats including face-to-face lessons (via online meetings), 5-minute videos, question and answer sessions, group discussion, and brief power point presentations and resource materials.
6. Previous program data (2021) indicate 78% of the participants with asthma at the first session had uncontrolled asthma; this decreased to 16% with uncontrolled asthma at one-month follow-up. Conversely, only 22% of participants with asthma had their asthma under control at the first session. One month after completing the asthma module, 84% had their asthma well-controlled. Most participants supported their asthma control and general health by ensuring no one smoked or vaped in their home, and by getting a flu shot. Participants rated the Asthma module at 96% for improving their asthma knowledge, self-management skills, and achieving better control. All the participants in the previous class were 100% - extremely satisfied- overall with the Asthma module.

### Asthma Self-Management Education (AS-ME) Outcomes - Asthma Control Before and After



## Presentation on Coverage of Durable Medical Equipment for Dual Eligible Beneficiaries – Now Available

The Department of Vermont Health Access (DVHA) has created a presentation titled **Coverage of Durable Medical Equipment for Dual Eligible Beneficiaries**. The Coverage of Durable Medical Equipment presentation is available on the Vermont Health Learn platform (<https://catalog.vthl.org/>). The goal of this presentation is to assist providers in understanding the coverage requirements in order to better serve members who are eligible for both Medicare and Medicaid. This course will help providers understand the special rules and policies that apply to dual eligible members, and how to help them obtain medically necessary medical equipment.

We hope that providers will find the presentation informative and helpful. Please complete the brief survey at the end of the presentation. Providers who have questions or ideas for the development of informative presentations are invited to contact [AHS.DVHAClinicalServicesTeam@vermont.gov](mailto:AHS.DVHAClinicalServicesTeam@vermont.gov) with their suggestions.

## Presentation on Team Care: A Managed Care Initiative – Now Available

The Department of Vermont Health Access (DVHA) has created a presentation titled **Team Care: A Managed Care Initiative**. The Team Care presentation is available on the Vermont Health Learn platform (<https://catalog.vthl.org/>). The goal of this presentation is to assist providers in understanding the Team Care Program in order to better serve Medicaid members. The presentation gives an overview of the Team Care Program, including the Team Care mission, enrollment criteria, implications of enrollment and the referral process.

We hope that providers will find the presentation informative and helpful. Please complete the brief survey at the end of the presentation. Providers who have questions or ideas for the development of informative presentations are invited to contact [AHS.DVHAClinicalServicesTeam@vermont.gov](mailto:AHS.DVHAClinicalServicesTeam@vermont.gov) with their suggestions.

## Revised Policy for Coverage Review Requests & New Form

The Department of Vermont Health Access (DVHA) conducts code reviews on a quarterly or annual basis depending on the type of services that are being requested for consideration. This means that a newly released procedure code may not be available until the next quarterly or annual code review as applicable to the type of specific procedure code. Coverage reviews for non-covered procedure codes are initiated when a Coverage Review Request Form is received by Gainwell Provider Relations Representatives from a Vermont Medicaid-enrolled provider who is eligible to order the service for which the code review is being requested. The new form is located here: <http://www.vtmedicaid.com/#/forms>. DVHA does not review requests for coverage by a manufacturer, a manufacturer's representative, a Durable Medical Equipment vendor, or other third parties (e.g., Associations). Refer to the Fee Schedule at <https://dvha.vermont.gov/providers/codes-fee-schedules> for information about the code coverage and to learn if the specific code in question requires a prior authorization. Code coverage determinations by the Department of Vermont Health Access are final and no further review will be completed. This revised policy will be included in the January 2022 General Billing and Forms Manual update.

## Keep Your Practice Information Updated

It is important to get your practice information updated. Information regarding providers leaving your practice or a provider already enrolled with Medicaid being added to your practice can be made using the on-line Provider Management Module. If you do not have a Provider Portal account to make these changes, please visit <http://www.vtmedicaid.com/#/invitation> for more information. Additional information and training videos are available at <http://www.vtmedicaid.com/#/provEnrollResources>. The updated Group affiliation form <http://www.vtmedicaid.com/assets/provEnroll/GroupAffiliationRequestForm.pdf> should only be used when you cannot make a change on the Provider Portal.



## Provider Resources

Provider Manuals: <http://www.vtmedicaid.com/#/manuals>

Provider Resources: <http://www.vtmedicaid.com/#/resources>

VT Medicaid Banner: <http://www.vtmedicaid.com/#/bannerMain>

Provider Enrollment Resources: <http://www.vtmedicaid.com/#/provEnrollDataMaint>

To request a digital copy of the advisory, please email [vtpubs-comm@gainwelltechnologies.com](mailto:vtpubs-comm@gainwelltechnologies.com)



### Gainwell Technologies

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Maple Tree Place Shopping Center, Williston, VT 05495

Monday - Friday: 8:00AM to 5:00PM

Phone: 800.925.1706

Fax: 802.878.3440

<http://www.vtmedicaid.com/#/home>



### Department Of Vermont Health Access

280 State Drive, NOB 1 South, Waterbury, VT 05671

Monday - Friday: 7:45AM to 4:30PM

Phone: 802.879.5900

Fax: 802.241.0260

<http://dvha.vermont.gov>

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