

# PROVIDER Update



CONTRACTUAL | AUGUST 11, 2022 | UPDATE 22-640m | 3 PAGES

## Request Authorization for Asthma Remediation

### Physical modifications made to a home improve the health, welfare and safety of people with asthma

Asthma is a long-term condition that affects both children and adults. Managing asthma and living a productive life with the condition is possible.

Asthma remediations include high-efficiency particulate air (HEPA) filtered vacuums, allergen-impermeable mattress and pillow dustcovers, Integrated Pest Management (IPM) services, and other interventions. The service is covered under CalAIM and is available in a home that is owned, rented, leased, or occupied by the member or their caregiver.

#### Health Net accepts two authorization options

After receiving a referral for asthma remediation, a Community Supports (CS) or Enhanced Care Management (ECM) provider checks the member's eligibility. CS and ECM providers then either:

- Submit an authorization for an in-home assessment and an invoice or claim for its completion, or
- Submit an authorization for asthma remediation.

Once home modifications are completed, providers submit all necessary documentation including an invoice or claim for the services.

#### Eligibility and restrictions

Members meet the criteria of poorly controlled asthma when they:

- Score 19 or lower on the asthma control test,
- Have had an emergency room visit or hospitalization in the past year, or
- Have had two sick or urgent care visits in the past year.

#### THIS UPDATE APPLIES TO CALIFORNIA PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers
- Community Supports (CS) Providers
- Enhanced Care Management (ECM) Providers

#### LINES OF BUSINESS:

- IFP
  - Ambetter HMO
  - Ambetter EPO
  - Ambetter HSP
- Employer Group
  - HMO/POS/HSP
  - EPO
  - PPO
- Medicare Advantage (HMO/PPO) (Wellcare By Health Net)
- Cal MediConnect (Los Angeles/San Diego)
- Medi-Cal
  - Kern
  - Los Angeles
  - Molina
  - Riverside
  - Sacramento
  - San Bernardino
  - San Diego
  - San Joaquin
  - Stanislaus
  - Tulare

#### PROVIDER SERVICES

provider\_services@healthnet.com

#### Medi-Cal (including CS and ECM providers)

– 800-675-6110

#### PROVIDER PORTAL

provider.healthnetcalifornia.com

#### PROVIDER COMMUNICATIONS

provider.communications@healthnet.com

#### Go to the online COVID-19 alerts page for info about COVID-19 vaccines!

At [provider.healthnet.com](https://provider.healthnet.com) > *COVID-19 Updates* > *Health Net Alerts*, you will find information about COVID-19 vaccines. This includes COVID-19 vaccine coverage details, how to enroll to administer the COVID-19 vaccine, and COVID-19 vaccine reporting and coding requirements. Also, access key tips you can use to help talk with and answer questions from your patients about the COVID-19 vaccine, especially those who are hesitant to receive it.

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Asthma remediation modifications are limited to those that are of direct medical or remedial benefit to members and exclude adaptations or general utility improvements to the home. Members cannot be part of a duplicate asthma remediation program.

### **Required documentation**

When authorizing Asthma Remediation as a CS, the managed care plan must receive and document:

- A current licensed health care provider's order specifying the requested remediation for the member.
- A brief written evaluation specific to the member describing how and why the remediation meets the needs of the individual.
- That a home visit has been conducted to determine the suitability of any requested remediation for the member.

Before commencement of a permanent physical adaptation to the home or installation of equipment in the home, the owner and member must be provided with written documentation that the modifications are permanent and that the state is not responsible for maintenance, repair or removal of any modification.

### **Where to refer members for asthma remediation services**

Use the resources below to connect Medi-Cal members to housing services, financial assistance, food pantries, medical care and other no-cost or reduced-cost help:

- **Use findhelp** -- Search for CS programs that support members with social determinants of health needs. The platform makes it easy to refer members to CS providers and close the loop on referrals.

Follow the steps below to search.

- Go to <https://communitysupportsecm.findhelp.com/>.
- Enter a ZIP Code and search.
- Choose from the categories. Services vary by ZIP Code.
- Select the CS provider or service that best meets the member's needs.

- **Use the provider directory** -- If you identify a member who qualifies for CS, use the provider directory to identify and contact a CS provider. The provider directory can be found on the CalAIM Resource Page, [https://www.healthnet.com/content/healthnet/en\\_us/providers/support/calaim-resources.html](https://www.healthnet.com/content/healthnet/en_us/providers/support/calaim-resources.html).

### **Program details**

- Total lifetime maximum: \$7,500.
- Coding: Healthcare Common Procedure Coding System (HCPCS) code S5165 U5.
- Allowable providers: Providers must possess experience and expertise specific to these services.
- State services to avoid: Inpatient and outpatient hospital services and emergency department services.

### **Health plan resources**

Health Net offers an Asthma Management Program where you can get help and support to manage your asthma. The program seeks to increase your knowledge and prevent emergency room visits. Through the program, you can receive:

- Asthma education materials.
- Outreach calls if you're deemed high-risk.

To learn more, call Health Net's Health Education Information Line at 800-804-6074 sometime Monday through Friday, 8 a.m. to 5 p.m.

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For more information, view the CS authorization guides at [https://www.healthnet.com/content/healthnet/en\\_us/providers/support/calaim-resources.html](https://www.healthnet.com/content/healthnet/en_us/providers/support/calaim-resources.html).

**Additional information**

Providers are encouraged to access the provider portal online at [provider.healthnetcalifornia.com](https://provider.healthnetcalifornia.com) for real-time information, including eligibility verification, claims status, prior authorization status, plan summaries, and more.

If you have questions regarding the Asthma Remediation Program, contact the Health Net Medi-Cal Provider Services Center within 60 days at 800-675-6110.