



NETWORK *Notification*

Notice Date: October 1, 2021
To: Georgia Marketplace and D-SNP Service Providers (Referring and Servicing)
From: CareSource
Subject: New Laboratory Benefit Management Program
Effective Date: January 1, 2022

Summary

CareSource is proud to announce our new collaboration with Avalon Healthcare Solutions (Avalon) on new laboratory benefit management programs. Avalon will be providing Routine Testing Management (RTM) and Genetic Testing Management (GTM) services for CareSource. Avalon's comprehensive approach includes a RTM component, which is an automated claim review of high-volume, low-cost laboratory tests. Avalon's RTM provides consistent application of laboratory policies for routine laboratory testing while remaining provider- and member-friendly, and the GTM component provides pre-service utilization review for genetic testing.

- Georgia lines of business included in the Jan. 1, 2022, program implementation include:
 - Marketplace
 - D-SNP

Impact

Effective Jan. 1, 2022:

- New and revised laboratory policies and guidelines will take effect for selected routine laboratory services tests, and procedures. These policies and guidelines will be available for review on the CareSource website [here](#).
- Routine Testing Management (RTM) ensures claims will be reviewed for adherence and consistency with CareSource laboratory policies and guidelines. RTM will be applied considering industry standardized rules, such as but not limited to; evaluating services for being experimental and/or investigational and meeting clinical appropriateness for patient demographics. Additionally, codes reporting multiple units billed will be reviewed for appropriateness to code specific unit allowances under CareSource laboratory policies and guidelines.

Trial Claim Advice Tool

As an optional tool to support the RTM program and providers with education and training purposes, Avalon has developed a Trial Claim Advice Tool that allows users to simulate claims submission and adjudication by inserting codes for services, along with related patient diagnoses to determine outcomes in advance of submitting claims. Avalon's Trial Claim Advice tool will review claims with

laboratory services for adherence and consistency with CareSource laboratory policies governing the criteria listed above. This is a simulation tool and does not guarantee approval or reimbursement of claims.

Access to the Trial Claim Advice Tool will be available on the CareSource Provider Portal [here](#). This tool is not required for claims submission but is an optional tool for providers to gain familiarity with the practical application of the new laboratory policies. Providers will still need to submit actual claims through the CareSource Provider Portal for adjudication and payment.

If assistance with using the Trial Claim Advice Tool is needed, providers may contact CareSource Provider Services at:

- D-SNP: **1-833-230-2176**
- Marketplace: **1-833-230-2155**

- Avalon's pre-service review will be required for all diagnosis codes for Genetic Testing (GTM). Avalon's GTM component works with CareSource to determine which codes require preservice review.

- Avalon's GTM utilization review and RTM automated policy enforcement will be required by CareSource for laboratory services provided in office, hospital outpatient and independent laboratory locations.

- Laboratory services, tests and procedures provided in the emergency room, hospital observation and hospital inpatient settings are excluded from this program.

- Avalon's GTM utilization review and RTM's automated policy enforcement is designed to ensure the consistent application of CareSource laboratory policies and guidelines to claims and reviews for all laboratory services.

- In the coming weeks, CareSource will send additional correspondence further explaining the new program as well as announcing provider education opportunities.

Importance

CareSource is committed to our health partners in the provision of care for our members. This partnership is an effort to ensure consistency with industry best practices. While we recognize the impact of this change, we request your assistance in this enhancement to ensure continued high-quality health services. In the coming weeks, CareSource will send additional email correspondence further explaining the new program as well as announcing provider education opportunities.

Questions?

CareSource values your partnership as we work together to improve health every day, providing quality care and better health care outcomes for our shared customers. If you have questions about any of this information, please contact CareSource Provider Services at:

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- Marketplace: **1-833-230-2155**

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