



NETWORK *Notification*

Notice Date: December 1, 2021
To: West Virginia Laboratory Service Providers (Referring and Servicing)
From: CareSource
Subject: New Laboratory Benefit Management Program
Effective Date: January 1, 2022 (RTM) and February 1, 2022 (GTM)

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 RTM component, which is an automated claim review of high-volume, low-cost laboratory tests, provides consistent application of laboratory policies for routine laboratory testing while remaining provider and member friendly and a GTM component which provides pre-service utilization review for genetic testing.

Impact

Effective 1/1/2022:

- West Virginia line of business included in the program implementation:
 - Marketplace
- **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 at **CareSource.com** > Providers > Education > [Laboratory](#).
- **Routine Testing Management (RTM) ensures claims will be reviewed for adherence and consistency with CareSource laboratory policies and guidelines.** Also 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 the Trial Claim Advice Tool on the CareSource [provider portal](#). 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 for using the Trial Claim Advice Tool is needed, Providers may contact CareSource Provider Services at **1-855-202-1091**.

Webinar will be held for providers on Wednesday, December 15, 2021, from 10 a.m.- 11 a.m.

Effective 2/1/2022:

- **Avalon's Preservice review will be required for all diagnosis codes for Genetic Testing (GTM).** Avalon's GTM component works with the Health Plan 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.
- Providers will need to submit preservice requests for GTM through Avalon's portal, which can be accessed via secure single sign on (SSO) from CareSource's provider portal. Requests can also be submitted by fax or phone at 1-844-227-5769.

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

Importance

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 **1-855-202-1091**.

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