

February 2023

Clinical Matters

Three key responsibilities PCPs have when it comes to the Restricted Recipient Program

Restricted Recipients are Medicaid eligible individuals who are restricted to the providers they may see. PCPs have certain responsibilities in caring for these individuals. *See Page 2.*

Office Matters

Helping to protect victims of domestic violence and endangered individuals

Patients who have orders of protection against the plan policyholder have important rights when it comes to information disclosure. *See page 3.*

Pharmacy Updates

FDA releases biologics/biosimilars infographic

Biosimilars and biologics provide treatment options across a variety of medical conditions, but patients may be unfamiliar with these products. To help providers educate patients, a new FDA infographic can help explain what they are.

Formulary and Policy Changes and Independent Health's drug formularies [read here](#)

February 2023 policy updates are available in the secure portal

NYS Medicaid's Restricted Recipient Program and Providers' Responsibilities

The New York State Recipient Restriction Program (RRP) is a medical review and administrative mechanism whereby selected Medicaid recipients with a demonstrated pattern of abusing or misusing the Medicaid program may be restricted to one or more health care provider. The objectives of the RRP include reducing the cost and inappropriate utilization of health care while providing Medicaid recipients with coordinated medical services, as a way to improve the quality of their care.

Restricted Recipients are Medicaid eligible individuals identified by the New York State Office of the Medicaid Inspector General (OMIG) or by Independent Health to have demonstrated a history of abusing or misusing the Medicaid program. They are identified on their Independent Health ID card by the phrase **Restricted Recipient: Verify at ePACES**.

If one of your patients is assigned to you as a Restricted Recipient, your responsibilities as the primary care physician include:

- **Identifying the specific health care needs of your patient.** As with any MediSource member, you will be providing a majority of the medical services rendered.
- **Developing an appropriate treatment plan, including consultation and referral through WNYHealthNet to other medical providers as necessary.** A Restricted Recipient must receive a referral from you to obtain services from specialty or ancillary providers, clinics, or hospitals.

For a detailed list of specialties, visit www.eMedNY.org. Your provider number must accompany any referral to another provider to receive an authorization for service and for payment of claims.

- **Arranging any medically necessary non-emergency transportation.** A Restricted Recipient requiring non-emergency transportation is not permitted to arrange their needed transportation. Any non-emergency transportation must be arranged by you by contacting Medical Answering Services (MAS). For more information on arranging this non-emergency transportation, go to www.medanswering.com. This policy was put in place to prevent Medicaid (MA) paying for transportation services for enrollees seeking medical/prescription drug services outside of their RRP primary care assignments and to support compliance within the program.

Responsibilities of other providers/pharmacies/hospitals

- When a restriction is in place, the restricted recipient may only access the restricted service through the RRP Provider(s), except where the member is referred to an alternate provider authorized by the IHA or the RRP (PCP) Provider.
- Such other RRP providers may include Dental, DME, a single retail pharmacy location and if needed, one specialty pharmacy location, inpatient facility.
- An inpatient hospital is responsible for all covered non-emergency inpatient services or arranging referrals for specialty care to the restricted recipient.

- If an inpatient admission is required following an emergency department visit, the member should be admitted to/transferred to the restricted member's inpatient hospital.
- A pharmacy is responsible for providing all covered and authorized drugs and pharmaceutical supplies.
- A dentist or dental clinic/group responsible for providing or arranging referrals for all dental care.

If you have any questions regarding Independent Health's Restricted Recipient program, please call Provider Relations at (716) 631-3282 or 1-800-736-5771, Monday through Friday from 8 a.m. to 6 p.m.

Confidentiality Protocol for Victims of Domestic Violence and Endangered Individuals

Independent Health places a high priority on protecting our members' health and financial information. This is particularly important when a member may be a victim of domestic violence.

Please print and post this description of our Confidentiality Protocol for Victims of Domestic Violence and Endangered Individuals, which includes the procedure to accommodate requests from members to send their information to an alternative address.

View the Confidential Protocol on the next page.

INDEPENDENT HEALTH'S Confidentiality Protocol

At Independent Health, we have always put a high priority on protecting our members' health and financial information. This is particularly important when a member may be a victim of domestic violence. Below is a description of our procedure to accommodate requests from members to send their information to an alternative address. Independent Health has created a Confidentiality Protocol for Victims of Domestic Violence and Endangered Individuals that is available with this provider notice. We are asking our providers to print and post this notice in their office.

Regulatory Requirement

Under New York State Insurance Law § 2612, a member who obtains a valid order of protection against the policyholder has the right to have their claim information, physician information and contact information (including information regarding their children, if requested) restricted from disclosure to the policy holder. This right is contingent on the order of protection being validly issued by a New York court of appropriate jurisdiction and it runs for the duration of the order of protection.

How to Make a Request

Members may make a request for protected status by calling or writing to Independent Health's Servicing Department. The member does not have to provide an order of protection to Independent Health nor will Independent Health ask for justification of a request. In the member's request, they must provide the specifics about the alternative address, phone number or other method of contact they would like Independent Health to utilize. Independent Health will accommodate and process requests within 3 business days and inform the member of the status of their request.

Revoke a Protected Status

A member can revoke their protected status by calling or writing to Independent Health's Servicing Department.

Additional Resources

For more information on domestic violence, members can contact the following resources:

New York State Domestic and Sexual Violence Hotline	National Domestic Violence Hotline
<p>Call: 1-800-942-6906 Text: 844-997-2121 https://opdv.ny.gov <i>(link to online chat through the website)</i></p>	<p>1-800-799-SAFE (7233) <i>(language assistance available)</i> www.thehotline.org</p>

Pharmacy Update

Food and Drug Administration releases infographic about biologics/biosimilars

The Biologics Price Competition and Innovation Act led to innovations in interchangeable biological products over the past several years. As a result, more biosimilars and biologics are entering the market. This influx of products is providing additional options for treatment across a variety of medical conditions, from cancer to diabetes to rheumatoid arthritis and beyond.

As these new treatments become available, they could provide more affordable, yet equally effective options for patients. However, patients may be unfamiliar with biologics and biosimilars. To help providers educate their patients, the U.S. Food and Drug Administration (FDA) released an infographic on the topic. This infographic can assist providers in explaining the differences between biosimilars and biologics, as well as talking points around the quality of these products.

View and download the infographic at [fda.gov/media/161628/download](https://www.fda.gov/media/161628/download), or log into Independent Health's secure portal.

Formulary and Policy Changes

- View formulary changes for Medicare Advantage individual and group plans and Pharmacy Benefit Dimensions on the secure provider portal.

Independent Health's drug formularies

All of Independent Health's drug formularies online at [independenthealth.com](https://www.independenthealth.com) under *Tools, Forms and More*

To obtain a hard copy, please contact Independent Health Provider Relations by calling (716) 631-3282 or 1-800-736-5771, or via email at providerservice@servicing.independenthealth.com, Monday through Friday from 8 a.m. to 6 p.m.