



WINTER
2024

BLUE NEWS

for Employers

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Case Management Services for Unexpected Medical Events

Case Management is a Credence program that supports your employees when they face unexpected health problems or need surgery. Our registered nurses are ready to answer questions, coordinate care and provide the guidance needed to help your employees feel confident about their health.

HERE IS HOW CREDENCE REGISTERED NURSES CAN MAKE A DIFFERENCE

Understanding Medical Conditions:

Explain health conditions, their impact and how to manage them for better outcomes

Surgery or Procedure Guidance:

Walk through what to expect before, during and after surgeries or medical procedures

Creating a Treatment Plan:

Explore treatment options and choose what works best for the individual

Medical Information:

Discuss medications and possible side effects, ensuring employees know what to expect

Preventive Screenings:

Keep health on track with regular check-ups and screenings

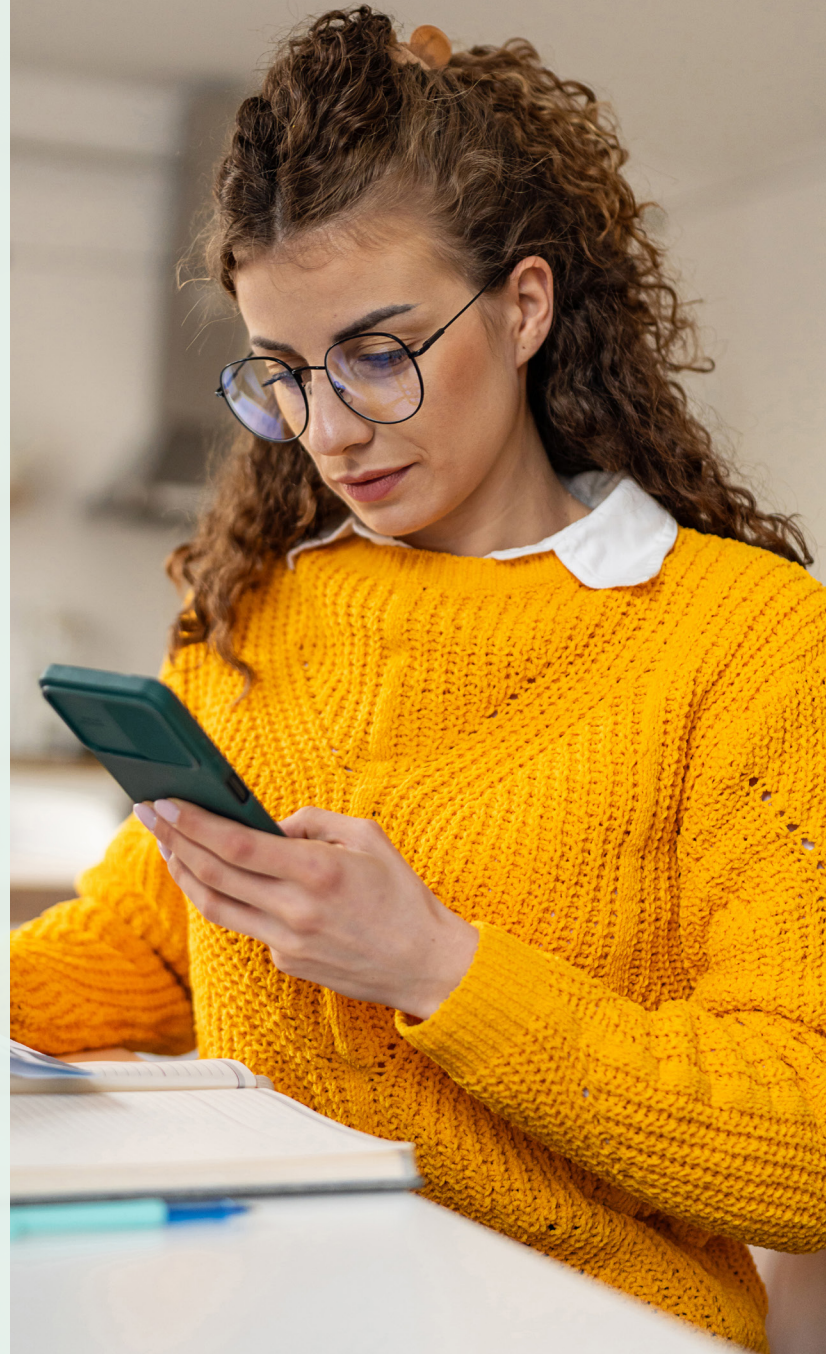
SPECIALIZED NURSES ARE AVAILABLE TO ASSIST WITH SPECIFIC HEALTH CONCERNS, INCLUDING:

- ▶ Cancer care
- ▶ Organ transplants
- ▶ Traumatic injuries

With Credence Case Management, your employees can feel informed and supported every step of the way.

Employees can enroll by calling 1-833-663-8702, Option 2, Option 4, Option 1, Monday – Friday, 8:00 am to 4:45 pm Central time. Participation in the Case Management Program is voluntary, confidential and provided at no extra cost.

Information contained in this communication is not intended to replace professional medical advice, diagnosis or treatment. Always seek the advice of your physician or other qualified healthcare provider regarding your healthcare needs.





Exclusive Clinical Lab Network

Beginning December 1, 2024, Labcorp is the nationally based clinical lab for outpatient services in Alabama and will be designated as a Preferred Medical Laboratory Plus (PMLP) provider for all Credence plans. In addition, the provider network will include approximately 23-30 other contracted Preferred Medical Laboratories; however, American Esoteric Laboratories (AEL) and Quest Diagnostics, along with approximately 30 other lab providers, will no longer be in-network or designated as a PMLP member.

This network change only applies to clinical labs in the lab provider network and does not affect labs located in a physician's office or in a freestanding facility.

Physicians have been notified of this provider network change and are expected to utilize an in-network lab provider for services being rendered. Members who received lab services within the last 12 months from an affected provider received a letter informing them of the lab network change.

Did you know?

Viral infections tend to spike

in winter. The U.S. Food and Drug Administration strongly encourages those who are eligible to consider receiving updated vaccines if they have not already.

Group Insights New Release August 2024

The August 2024 Group Insights product release has several new key features, including:

- ▶ A new and improved **landing page** with a carousel for What's New, Known Issues and System Alerts
- ▶ Expanded details added for when users hover over the tool bar menu to help more easily find the reporting they need
- ▶ Updated Clinical Engagement Stratification measures, which include **Lead the Way**, **Point the Way** and **Pave the Way**
 - ▶ Additionally, a new information button was added at the top of the dashboard that links to a document of engagement measure definitions
- ▶ **PCPM** and **PMPM** were added as a metric in Self Service Summary reporting, allowing users to see trends for these measures over time
- ▶ **Incurred Month** and **Incurred Year** have been added as grouping options within Self Service Summary reporting
- ▶ **Subscriber Name** has been added as an available dimension within Self Service Claims Detail reporting
- ▶ Stop Loss Summary and Claims Detail now includes a column for **eligibility status** so users can see if the member is active or cancelled
- ▶ A new **Coordination of Benefits (COB) Endorsment** report is available under Self Service, which allows users to see if a member has primary or secondary insurance with Medicare or other carriers



Check out these new features within the Group Insights tool. If you have any questions, use the "Contact Us" link on the tool's home page or the "Feedback" link found in the "Help" menu at the top of the Insights portal.

Magellan Rx and Smart RxAssist Name Changes

Effective October 1, 2024, Magellan Rx changed its name to Prime Therapeutics Management, LLC (Prime) after being purchased by Prime in 2022. With the new Prime brand, the goal is to better communicate values, services and their future path as a combined organization. There are no anticipated impacts to the current products or services that are being managed.



Effective November 22, 2024, Smart RxAssist by HealthSmart Rx was rebranded as HelpScript after being acquired by Expion Health in 2024. HelpScript will continue business as usual with no anticipated impacts on the current product.



Please reach out to your Account Representative with any questions.

Prime Therapeutics LLC is an independent company that provides pharmacy solutions for Credence members.

Helpscript is an independent company that coordinates member enrollment in drug manufacturer copay assistance programs for Credence members.

Understanding Employer Shared Responsibility

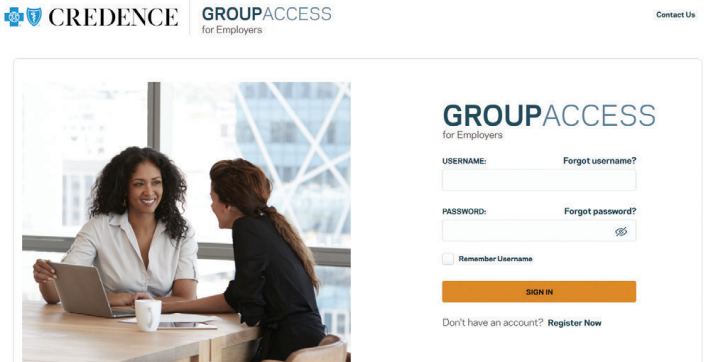
Annually, employer groups provide Form 1095-C and/or Credence provides 1095-B to confirm to employees that they had Minimum Essential Coverage (MEC). This information is also provided to the IRS.

Credence CANNOT determine the following for employer groups:

- ▶ Was the plan deemed affordable by IRS rules for each employee?
- ▶ Was the plan offered to each employee?

Below is the timeline for reports released on GroupAccess:

- ▶ Test reports available
August-December 2024
- ▶ Production reports available
January 5, 2025
January 12, 2025
January 19, 2025



Enrollment data sent to Credence prior to December 2, 2024, will be reflected in the final file. For enrollment data received after December 2, every effort will be made to process it prior to creating the final file.

Each **group** must determine if it is an Applicable Large Employer (ALE) by seeking advice from its legal and tax professionals.

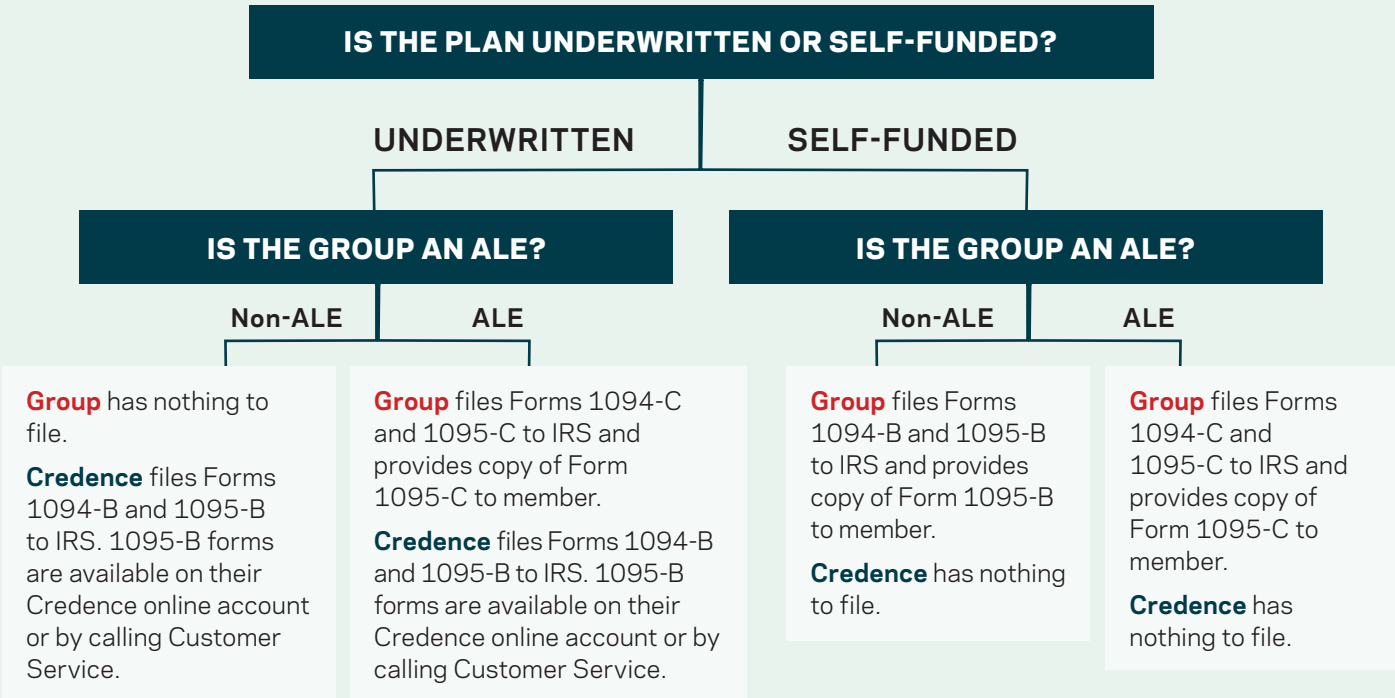
This will determine two things:

1. Who is responsible for the reporting.
2. Which forms to file.

Use the chart below to aid in understanding reporting responsibilities.

What is an ALE?

Employer has at least 50 full-time employees, including full-time equivalent employees, on average during the previous calendar year.



New Healthcare Reform Preventive Mandates

PREVENTIVE REQUIREMENT	PUBLISHED DATE	CREDENCE EFFECTIVE DATE	CHANGE TO CURRENT BENEFIT?
Multiple Services	Existing recommendation with updated CPT and HCPCS coding.	January 1, 2024	NO: Applicable procedural coding updates (new/revised/deleted codes) to existing benefit services comprehensively reviewed and operationalized.
Contraceptive Methods, Mobile App	Existing recommendation originally published December 2016.	April 1, 2024	YES: Additional contraceptive management product added.
Routine Immunizations- RSV Vaccine (Adult)	New recommendation effective June 26, 2024.	June 26, 2024	YES: Addition of new immunization, mRESVIA, into existing routine immunization schedule.
Routine Immunizations- Pneumococcal Vaccine (Adult)	New recommendation effective June 27, 2024.	June 27, 2024	YES: Addition of new immunization, Capvaxive, into existing routine immunization schedule.
Multiple Services	Existing recommendation with updated ICD-10 (procedure and diagnosis) and HCPCS coding.	October 1, 2024	NO: Applicable procedural and diagnosis coding updates (new/ revised/deleted codes) to existing benefit services comprehensively reviewed and operationalized.

HAVE QUESTIONS OR COMMENTS ABOUT BLUE NEWS?

Please send your feedback to your account management team.

Credence is an independent licensee of the Blue Cross and Blue Shield Association.