

# Highmark Health Options Newsletter

for Providers | WEST VIRGINIA

## FEATURED ARTICLES:

Encourage Protection  
from Respiratory  
Syncytial Virus (RSV)

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Training Opportunity  
for Your Front  
Desk Team

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Cultural Competency  
Education

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Protecting Patients:  
The FDA *MedWatch*  
Program

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...And More

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## Contact us.

We're here to help. Provider Relations can answer any questions you may have about working with Highmark Health Options West Virginia and can be reached at **HHOWVPR@highmarkhealth.org**. You can also call Provider Services with administrative questions at **1-833-957-0020 (TTY: 711)**, Monday–Friday, 8 a.m.–5 p.m.



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# Cultural Competency Education

If you haven't already done so, please complete the **Cultural Competency Training** by December 31, 2024.

Highmark Health Options West Virginia (HHO WV) believes a strong patient-provider relationship is the key to reducing the gap in unequal health care access and health care outcomes due to cultural and language barriers. HHO WV is continuously working to close the gap in health outcomes by focusing on education and prevention.



Participating providers are required to view our Cultural Competency Training annually which is available on the **provider page of our website**.



# Encourage Protection from Respiratory Syncytial Virus (RSV)



Help us educate our members, your patients, about the RSV vaccine.

RSV<sup>1</sup> usually causes mild symptoms, but in some cases, it can cause severe illness. This is more likely in infants, some young children, people with compromised immune systems, and older adults. It is the one of the most common causes of hospitalizations among these individuals. Many of our Highmark Health Options members fall into these groups of patients and may be at a greater risk of complications. The CDC recommends vaccination during the RSV season, which usually starts in the fall and peaks in the winter.

The RSV vaccines listed on the next page are covered at a pharmacy. Administration outside of the Advisory Committee on Immunization Practices (ACIP) guidelines requires a prescription and a prior authorization or drug exception.

For additional resources related to respiratory illnesses including RSV, flu, and COVID, the West Virginia Department of Health recently launched the Breathe Easy Program. Visit their [website](#) to learn more!

## RSV Vaccination Guidelines per the ACIP

### According to the guidelines<sup>2</sup>:

- Individuals ages 75 and older should receive the RSV vaccine.
- Some individuals ages 60-74 who are at increased risk for severe RSV should receive the vaccine (cardiovascular disease, chronic obstructive pulmonary disease, asthma, cystic fibrosis, chronic kidney disease-dialysis, cirrhosis, diabetes mellitus, impaired airway clearance, chronic hematologic disease-sickle cell, immunocompromised, severe obesity, residence in nursing home).
- To protect infants from severe RSV, either maternal RSV vaccination or infant immunization with the RSV monoclonal antibody (nirsevimab) is recommended. Most infants will not need both.

This is not an annual vaccine—studies do not show enhanced protection with second dose. Individuals can receive RSV, flu, and COVID vaccines at that the same time.



## Vaccines and Antibodies:

- **Arexvy (GSK) RSV vaccine:** Approved for patients ages 50 and older who are at an increased risk and per ACIP guidelines.
- **Abrysvo (Pfizer) RSV vaccine:** Approved for patients ages 60 and older who are at an increased risk and per ACIP guidelines. Additionally, for pregnant individuals at 32-36 weeks gestation only during September through January. No ACIP recommendations for subsequent pregnancies.
- **MResvia (Moderna) mRNA RSV vaccine:** Approved for patients ages 60 and older who are at an increased risk and per ACIP guidelines.
- **Beyfortus (Sanofi Pasteur) nirsevimab monoclonal antibody:** Given to a baby after birth if the mother did not receive the RSV vaccine at least 14 days prior to delivery or if status is unknown. Also recommended for a small group of young children ages 8-19 months who are at an increased risk for severe RSV before or entering their second RSV season<sup>3</sup>.

## References:

1. Centers for Disease Control and Prevention. Clinical Overview of RSV Accessed October 14, 2024. Updated August 30, 2024, <https://www.cdc.gov/rsv/hcp/clinical-overview/>
2. Centers for Disease Control and Prevention. ACIP Recommendations: RSV Vaccine. Accessed October 14, 2024. Updated July 26, 2024, [https://www.cdc.gov/acip-recs/hcp/vaccine-specific/rsv.html?CDC\\_AAref\\_Val=https://www.cdc.gov/vaccines/hcp/acip-recs/vacc-specific/rsv.html](https://www.cdc.gov/acip-recs/hcp/vaccine-specific/rsv.html?CDC_AAref_Val=https://www.cdc.gov/vaccines/hcp/acip-recs/vacc-specific/rsv.html)
3. Centers for Disease Control and Prevention. RSV Guidance for Infants and Young Children. Accessed October 14, 2024. Updated August 30, 2024, <https://www.cdc.gov/rsv/hcp/vaccine-clinical-guidance/infants-young-children.html>







# Training Opportunity for Your Front Desk Team

As part of our ongoing commitment to collaboration and supporting our provider partners, we are offering an opportunity for your staff to participate in our **Front Desk Receptionist Training**.

**This free, one-hour training session will focus on key areas that significantly impact patient experience and practice efficiency:**

- **Insurance 101:** A simplified overview of insurance basics, patient billing, and navigating insurance complexities.
- **Cultural Competency:** Fostering an inclusive environment by understanding diverse cultural backgrounds and communication styles.
- **Staff Impact:** Recognizing the impact of your front desk team on patient flow, appointment scheduling, and overall practice productivity.
- **Patient Satisfaction:** Understanding the opportunity to create a positive first impression and contribute to overall patient satisfaction.

This training will help equip your front desk team with valuable knowledge and skills to create a smoother, more positive experience for your patients. To schedule a convenient time for our team to come to your office and deliver this training, please contact your provider account liaison or email **HHOWVPR@highmarkhealth.org**.

We look forward to collaborating with you on this exciting training opportunity!



# Provider Self-Audits



## Provider Self-Audits (PSAs)

Federal and state regulations require providers to routinely audit claims for overpayments. Providers must notify us in writing and return the **overpayment form** within 60 calendar days in accordance with 42 U.S.C 1320a75(d)(2).

**PSAs may be submitted via the provider portal or mailed. If mailing a check, please send the check with a copy of the overpayment form to:**

Highmark Health Options  
Attention: FIPR/Melissa Berdell  
PO Box 890387  
Camp Hill, PA 17089

**If submitting a Provider Self-Audit for claim retraction, mail the overpayment form to:**

Delivery Code: FIPR  
Highmark Health Options  
Attention: FIPR/Melissa Berdell  
120 Fifth Ave  
Pittsburgh, PA 15222



If you have problems completing the form, call the Fraud, Waste, and Abuse Hotline at **1-844-718-6400**.



## Resources

**Self-Audit Snapshot**

**West Virginia Bureau for  
Medical Services Office of  
Program Integrity (OPI)**

**HHO Provider Self-Audits  
and Overpayments Form**



# Protecting Patients: The FDA *MedWatch* Program

*MedWatch* is the Food and Drug Administration's (FDA) medical product safety program that monitors the safety of drugs, biologics, medical devices, and other regulated products.

Both patients and providers can report adverse reactions to prescription medications, over-the-counter medicines, or medical devices directly to the FDA. This reporting helps identify and address unknown risks associated with FDA-approved medical products.

Reporting can be done through the **FDA *MedWatch* online reporting portal**, or by downloading, completing, and submitting the **voluntary reporting form**. Separate forms are available for providers and patients.

## Information you or your patients should report to *MedWatch* include:

- **Unexpected side effects or adverse events:**  
This can include anything from skin rashes to more serious side effects.
- **Product quality problems:** If the product is defective or doesn't work properly.
- **Preventable product use or medication errors:**  
Report instances where product design or labeling could lead to errors, such as look-alike or sound-alike drug names or similar packaging.
- **Therapeutic failures:** These can occur when a medical product doesn't work as well when you switch from one generic to another.

**Please note:** Patients should not use *MedWatch* to report problems with vaccines. Those should be reported to the **Vaccine Adverse Event Reporting System (VAERS)**.



For more information, please visit **[fda.gov/medwatch](https://fda.gov/medwatch)**.

Access the *MedWatch* Online Voluntary Reporting form **[here](#)**.

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# Accessibility Standards

Highmark Health Options (HHO) maintains standards and processes for ongoing monitoring of access to health care.

To help ensure our members receive services in a timely manner, practice sites are contractually required to follow these standards. Please take a few minutes to review the accessibility standards and share with your office staff that schedule member appointments, including off-site central scheduling and call centers staff.



These standards and additional resource information related to accessibility are available on our HHO provider website. You can access the standards [here](#).

## Plan Contact Information

For questions related to contracting, connect with Provider Contracting at **304-424-0365** or **[HHOVContracting@highmark.com](mailto:HHOVContracting@highmark.com)**.

For questions about working with HHO, contact Provider Relations at **[HHOVPR@highmarkhealth.org](mailto:HHOVPR@highmarkhealth.org)**.



Call Provider Services with administrative questions at **1-833-957-0020**, Monday–Friday, 8 a.m.–5 p.m.





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