



October 1, 2020

IMPORTANT NOTICE OF CHANGES

Dear Provider and Staff:

On behalf of FirstCarolinaCare Insurance Company (FCC) and all our plan members, I would like to take this opportunity to thank our valued providers for the outstanding work you have been doing under unprecedented circumstances. Your dedication is truly appreciated.

The purpose of this letter is to provide advance notice of some administrative changes at FCC that will begin on January 1, 2021, and will affect provider operations. The four major changes are:

- FCC has made various changes to our Prior Authorization list and will adopt the same prior authorization requirements for both our Commercial and Medicare Advantage Plans. The prior authorization requirements are standard in comparison with other major health plans in our state. The 2021 Prior Authorization lists are attached and include medical services, DME and drugs requiring prior authorization.
- FCC has carved out a subset of outpatient prior authorizations to be managed by eviCore, an independent specialty benefits management company that provides utilization management services. eviCore uses an evidence-based approach and powerful analytics to deliver improved outcomes for plans, providers and patients. You will need to submit requests through our portal as opposed to eviCore directly. We realize this may be a change for you and will be providing educational materials regarding the submission process. The benefit of this change to our provider partners is that all of the prior authorizations with eviCore will be entered through a web portal that is user friendly and provides 24/7 access to check the status of existing authorizations. FCC continually works to streamline and enhance the overall prior authorization process. We are confident the overall user experience will be positive.
- Beginning January 1, 2021, and continuing throughout 2021, FCC will be transitioning to a new vendor for claims processing and customer service - Health Alliance Medical Plans, Inc. ("Health Alliance"). Health Alliance and its affiliates, which are headquartered in Illinois, offer individual, group and Medicare plans throughout the Midwest and Washington. FCC recently became an affiliate of Health Alliance to enhance our ability to offer our members the highest quality and value in benefits, as well as outstanding member and provider service. For providers, Health Alliance offers 90 percent of claims paid within 13 days, with 96.4 percent of providers very satisfied with Health Alliance.

- Beginning January 1, 2021, for new member groups and when existing groups renew their coverage, they will be transitioned to a new Pharmacy Benefit Manager (PBM), OptumRx, and their drug utilization management will move to the Pharmacy Department of Health Alliance. As a result of these changes the formulary status, prior authorization requirements, and associated utilization management edits will change on a number of medications. We encourage providers to review the new formularies in advance of 2021. Additionally, we will be applying new patient safety edits and prior authorization requirements to opioid medications to ensure providers are following the Center for Disease Control (CDC) best practice guidelines for appropriate use in chronic pain.

FCC is committed to helping make this transition as smooth as possible. More detailed information about how to implement these changes will be available to you around November 1 in a Resource Guide that will be available on our website- www.firstcarolinacare.com. In the meantime, if you have any questions, please do not hesitate to contact me at (910) 715-8115 or bjadcock@firstcarolinacare.com.

Thank you again.

Sincerely,

A handwritten signature in black ink that reads "Barbara Adcock". The signature is written in a cursive, flowing style.

Barbara Adcock
Director of Provider Relations

Enclosures