RE: Changes to the Oxford Outpatient Cardiac Catheterization Protocol

Dear Valued Oxford Client,

We are writing to you today to inform you that we are updating the outpatient cardiac catheterization protocol for our Oxford commercial fully insured and self-funded group plan members.

If your employees are members of an Oxford New York, New Jersey (51+ eligible employees) or Connecticut group plan, beginning July 1, 2013 the employee’s physician must receive prior authorization by contacting our vendor, CareCore National, prior to performing an outpatient diagnostic cardiac catheterization on the member.

CPT codes subject to this protocol:
93452, 93453, 93454, 93455, 93456, 39457, 93458, 93459, 93460 and 93461.

Please note that this list may change over time.

Note:
• **Very important note that applies to groups with out-of-network benefits:** If a member has out-of-network benefits and chooses to have an outpatient diagnostic cardiac catheterization performed by a nonparticipating provider, it is the member’s responsibility to have the nonparticipating provider contact CareCore National in advance of the procedure. Remind members that involving a nonparticipating provider in their care has the potential for carrying additional out-of-pocket costs.

• No medical necessity review of outpatient diagnostic cardiac catheterization is required for services rendered in the emergency room, observation unit or urgent care facility, or during an inpatient stay.

**Why we’re implementing this change**

The updated protocol brings Oxford members across the tri-state area in line with a review requirement for non-emergent outpatient cardiac catheterization services. We believe streamlining the protocol will enhance our efficiencies, while helping to improve the safety and quality of patient care in our ongoing efforts to make health care more affordable. This change is in compliance with your Certificate of Coverage.

**What this means to your Oxford covered employees**

We want you and your covered employees (“members”) to be informed of the updated protocol and reminded that you should continue to seek health care services from participating (Oxford network) providers in order to maximize your benefits coverage. When members use a participating cardiology provider, there will be no impact to the member if the service is determined to be not medically necessary.

However, if a member’s outpatient cardiac catheterization is performed by a nonparticipating provider (i.e., out-of-network) and the service(s) is not authorized, the member may be responsible for the entire bill as the service may be considered not medically necessary. It is
the member’s responsibility to have his or her provider initiate the prior authorization submission as follows:

- **To obtain prior authorization, the member’s provider should contact CareCore National before providing care in the outpatient setting.**

- The provider will be asked to:
  - Verify the patient’s (Oxford member’s) eligibility and benefit coverage by calling Oxford Customer Service at 1-800-444-6222.
  - Obtain a prior authorization by contacting CareCore National at 1-877-773-2884 or CareCoreNational.com.

- Once CareCore National receives a prior authorization request for a diagnostic cardiac catheterization procedure in the outpatient setting, it will be evaluated for consistency with the appropriate clinical criteria. If the physician’s rationale for the procedure does not demonstrate medical necessity, a non-authorization may be issued and claims will not be paid. Per state regulations, the provider may submit for reconsideration or appeal any non-authorization decision.

**CareCore National**

CareCore National provides health plans with comprehensive, high-quality and cost-effective programs for cardiac care. CareCore National’s cardiology program is designed and managed by board-certified cardiologists and licensed health care professionals.

**Additional communications**

We have informed participating providers of the updated outpatient diagnostic cardiac catheterization protocol by letter.

Please contact me if you have questions about this notice. Members can call the telephone number on their health plan ID card for assistance.

Thank you for your attention to this important information. We value your business and look forward to continuing our service to you and your employees.

Wishing you the best of health.

Sincerely,

Oxford

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1 Tri-state area includes Connecticut, New Jersey and certain New York counties (Ulster, Sullivan, Dutchess, Orange, Putnam, Rockland, Westchester, Bronx, New York, Queens, Kings, Richmond, Nassau and Suffolk).