



ProviderView — November 10, 2021

Smithfield Foods, Inc. Moves to United Health Care

Smithfield Foods, Inc. has notified Avera Health Plans Benefits Administrators (AHPBA) that they will be moving their benefit administration services effective Jan. 1, 2022 to United Health Care. Avera Health will continue to work closely with the local plant to meet their health care needs, and AHPBA will provide claim run out services thru Dec. 31, 2022. Smithfield's decision to move to United Health Care is to consolidate their administration into one company to serve their employees throughout all of their United States locations.

Providers who may have a specific contract in regards to Smithfield Foods, Inc., also known as John Morrell, will be valid for dates of service through Dec. 31, 2021.

2022 Open Enrollment & Increased Wait Times for Customer Support

Open enrollment for Individual plans, as well as Medicare Part D and MA plans, is now happening through Jan. 15, 2022. Information and resources can be found on AveraHealthPlans.com/coverage.

As a result, we expect increased call volumes and longer than expected wait times, and ask for your patience during this time. To access answers quicker, consider self-service through the [provider portal](#). Here you're able to access member-specific benefits and eligibility for your patients, and claim details.

If you have patients with questions related to the open enrollment process, we have staff members who can help connect them with resources. Please contact Janice Lewis, Avera Health Plans Sales Associate, at (605) 322-4527 for more information.

Avera Health Plans Providing Telemedicine Visits to Members

In an effort to support our members, Avera Health Plans will provide free AveraNow telemedicine visits for members in most plans under their normal health plan benefits. Qualifying members must be in a plan that is not a high-deductible plan to have this telemedicine visit covered.

Starting Monday, Nov. 8, Avera Health Plans will begin calling targeted members about scheduling a telemedicine visit with an Avera Health Plans provider. These virtual visits will help patients close care gaps they may have experienced during the pandemic. Members can discuss any concerns they may have with a provider, as well as talk about medication refills, referrals to specialists and preventative care services.

The telemedicine visits are a part of Avera's Population Health initiative and are meant to support and enhance the existing relationship between a member and their primary care provider. Each member will be asked if they would like a copy of their visit notes sent to their primary care provider. These members will also be encouraged to see their primary care provider at least once annually.

If you have questions, please contact the Provider Relations team.

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Sinuva™ (mometasone furoate sinus implant) requires Prior Authorization

Sinuva™ (HCPCS code J7402) is a corticosteroid sinus implant used in patients with recurrent nasal polyposis. The implant is placed during certain nasal procedures and is not dispensed via traditional medication dispensation pathways such as retail pharmacies. However, despite its use outside of the traditional pharmacy supply chain, as a pharmaceutical product with a narrow FDA label it requires prior authorization. The Avera Health Plan's prior authorization policy lists the following criteria to meet medical necessity for coverage:

- Diagnosis of recurrent Nasal Polyposis
- Member is 18 years of age or older
- Member has documented previous ethmoid sinus revision surgery
- Member continues to have nasal obstruction/congestion symptoms despite the use of intranasal steroid irrigations or spray
- Prescribed by, or in consultation with, an ENT specialist
- Dose does not exceed FDA approved dosage