Are the codes brand specific, and what are the codes related to CGM?

**ANSWER:**

The following codes are the codes utilized to bill for CGM’s. The K codes are for therapeutic CGM’s. These codes are not manufacturer dependent.

|  |  |
| --- | --- |
| A9278 | (EXTERNAL RECEIVER, CGM SYS)RECEIVER (MONITOR); EXTERNAL, FOR USE WITH INTERSTITIAL CONTINUOUS GLUCOSE MONITORING SYSTEM |
| A9277 | (EXTERNAL TRANSMITTER, CGM)TRANSMITTER; EXTERNAL, FOR USE WITH INTERSTITIAL CONTINUOUS GLUCOSE MONITORING SYSTEM |
| A9276 | (DISPOSABLE SENSOR, CGM SYS)SENSOR; INVASIVE (E.G., SUBCUTANEOUS), DISPOSABLE, FOR USE WITH INTERSTITIAL CONTINUOUS GLUCOSE MONITORING SYSTEM, ONE UNIT = 1 DAY SUPPLY |
| K0553 | (THER CGM SUPPLY ALLOWANCE)SUPPLY ALLOWANCE FOR THERAPEUTIC CONTINUOUS GLUCOSE MONITOR (CGM), INCLUDES ALL SUPPLIES AND ACCESSORIES, 1 MONTH SUPPLY = 1 UNIT OF SERVICE |
| K0554 | (THER CGM RECEIVER/MONITOR)RECEIVER (MONITOR), DEDICATED, FOR USE WITH THERAPEUTIC GLUCOSE CONTINUOUS MONITOR SYSTEM |

Why is seeing an endocrinologist needed as criteria?

**Answer:**

Based on research conducted throughout this policy update, seeing an endocrinologist is still considered medical best practice.

Will Freestyle Libre sensors require a PA because a reader is not necessary? a Phone app is free which negates the need for a monitor

**Answer:**

Sensors do not require prior authorization (PA) and have not required PA since at least 2016.

I am an APNP who is board certified in Advanced Diabetes Management. I can help my patients adjust their insulin without an endocrinologist, and we don't have an Endo where I work. Can I prescribe this for my patients?

**Answer:**

The member must have an endocrinologist as a part of their medical team. The members medical team must assess the member for the ability and readiness to make appropriate adjustments to their treatment regimen from the information obtained from the CGM.

 What is the reason is to require PA for all people under 21?

**Answer:**

The state has the authority to Prior Authorize DME for a multitude of reasons listed in Wisconsin Admin Code. With CGM currently under the DME benefit, the state has decided to maintain prior authorization. ForwardHealth is in the process of investigating different benefit areas to cover CGM’s. Depending on the results of this investigation (and which benefit area(s) CGM’s will be covered under) will determine how a policy regarding pediatric members must be written. ForwardHealth made the decision not to write a pediatric policy until it is known which benefit area CGM’s would be covered under. PLEASE NOTE: CGM’s are covered under HealthCheck Other Services. [ForwardHealth Online Handbook Topic # 19817](https://www.forwardhealth.wi.gov/WIPortal/Subsystem/KW/Display.aspx?ia=1&p=1&sa=16&s=3&c=11&nt=Personal+Continuous+Glucose+Monitoring+Devices+and+Accessories&adv=Y) states what documentation is required for Prior Authorization.

Are CGM trials still required?

**Answer:**

CGM trials are no longer required.

I've submitted 8 PAs using your required forms and haven't heard a thing about any of them. When are we supposed to hear back and how is this communicated?

**Answer:**

The response is within 20 days, and in many cases it is before that. If you haven’t heard back after submitting any of those PAs, I would highly recommend you contact Provider Services (1-800-947-9627) or your Professional Relations Field Rep (<https://www.forwardhealth.wi.gov/WIPortal/content/html/Contact.htm.spage>) to find out why.

We are advised CGM orders will be addressed on a case-by-case basis for patients under the age of 21. Is there information regarding what we need to submit for our under 21 CGM orders that will allow your ForwardHealth team to review and assess PA Approval??

**Answer:**

The information that needs to be submitted to ForwardHealth for PA of CGM is located at the bottom of ForwardHealth Online Handbook Topic #19817.

Can you share with everyone how they can identify who their Forward Health field rep is?

**Answer:**

You can find the Professional Relations Field Rep Map, here: <https://www.forwardhealth.wi.gov/WIPortal/content/html/Contact.htm.spage>

Additionally, if you contact Provider Services and they are unable to answer your question they will provide you with the Field Rep in your Area.

I was told when processing DME through Medicaid you must use PA form PA/DMEA- Durable Medical Equipment form, is that correct?

**Answer:**

When submitting a PA for DME a PA/DMEA form is required. Links to the PA/DMEA form can be found at the bottom of ForwardHealth Online Handbook Topic #19817.

Just so I am clear, does the patient need to have an establish endocrinologist?  Is that an absolute requirement before they this process can be started?

**Answer:**

The member does not have to have an established endocrinologist; however, the member does need to be assessed by an endocrinologist in accordance with ForwardHealth Online Handbook Topic #19817.

Can you please give the website again to start the PA process?

**Answer:**

Forwardhealth.wi.gov

Will the recording of this meeting be available afterwards?

**Answer:**

Yes. The recording of this meeting is available [here](https://www.forwardhealth.wi.gov/WIPortal/content/provider/training/TrainingHome.htm.spage).

What are the criteria for being assessed by the medical team that includes an endocrinologist? Does it have to be face to face or does a virtual visit satisfy the criteria? Can a primary care provider say they consulted the endocrinologist and endocrinologist agrees of using CGM?

**Answer:**

The medical team must assess a member in accordance with ForwardHealth Online Handbook Topic #19817. There is no requirement on how a visit is accomplished by the endocrinologist (face-to-face or virtual).

I have submitted CGM in the past with Medicaid and the Portal and they all came back approved.  However, since my facility is not a DME supplier, we can’t fill it. I was advised we must follow up and see who is contracted with their managed care plan. Then the DME Supplier will have to put the PA request in as it ties to their NPI and location. Does this still apply?

**Answer:**

CGM’s are currently covered under the DME benefit and must be supplied by a DME provider.

Once the PA is submitted what are the next steps and timeline for getting a response from Forward Health?

**Answer:**

ForwardHealth will review and make a decision or return the PA within 20 days. Many providers get their PAs back much quicker than that, although exact time frames may vary. Additionally, a PA may take longer if it is returned for provider review.

Will you please confirm PA is not required for sensors only?

**Answer:**

PA is not required for sensors.

Endocrinology requirement also creates greater disparity in underserved communities. How does the State address that challenge?

**Answer:**

Wisconsin is dedicated to providing evidence-based practice to all members and will continue to monitor the amount and locations of Endocrinologists across the state. We are also currently reviewing this requirement to ensure that we have captured our intentions with this requirement.

To clarify, the vender must submit the PA?

**Answer:**

That is correct. The Provider who will be dispensing the device submits the PA. They work with the clinician to get the necessary documentation and then they submit the PA. They then can submit the claim for that device.

Under the PA Criteria is states that motivation to use CGM on a daily basis and has the ability and readiness, as assessed by the endocrinologist…. Under the paragraph that talks about under age 21 states, documentation for member under 21 years old must include an assessment by an endocrinologist OR diabetes educator of readiness of the member to use the device. Seems confusing that the normal PA doesn’t have the option of a diabetes educator as well. Can you please elaborate the intention of these requirements?

**Answer:**

Meetings with subject matter experts regarding the prior authorization process, medical necessity, and evidence based best practice revealed that members who are over 21 must be evaluated for the readiness to use CGM on a near daily basis as well as being assessed for their ability to adjust their treatment regimen based on the information provided by the CGM. For those members under 21, members must have the readiness to use CGM on a near daily basis, however many members under 21 years of age must rely on a parent, guardian, or other adult supervision to adjust their insulin treatment based on the trending information obtained from the CGM.

How do we know what vendors are available to obtain DME for our patients?

**Answer:**

You can use any WI Medicaid enrolled Medical Equipment Vendor. There is a Provider Directory, <https://www.forwardhealth.wi.gov/WIPortal/Subsystem/Public/DirectorySearch.aspx>, where you can search for Medicaid-enrolled providers.

Does the State have a short list of DME Suppliers?

**Answer:**

ForwardHealth has the Provider Directory (<https://www.forwardhealth.wi.gov/WIPortal/Subsystem/Public/DirectorySearch.aspx>)

Beyond that, there is no published “short list” that I know of.

Is the PA process different if it is being submitted as a pharmaceutical rather than a DME?

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**Answer:**

The process is different. Currently CGM’s in the State of Wisconsin are covered under the DME benefit. Many pharmacies can submit DME claims for CGM’s, however the process will still be the same regarding submission, as it would still go through the DME submission process.

[2/11 2:24 PM] Brianna (Guest)

Will be able to go to their pharmacy where they normally get testing supplies from for CGM?

**Answer:**

Members may still be able to go through their pharmacy, although the pharmacy would still have to submit a DME claim. Currently, I am not aware of how many pharmacies are willing to submit DME claims. ForwardHealth is currently investigating the benefit coverage avenues available for CGM.

Is there still a DAG group???

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**Answer:**

There is still a DAG group. Please contact Marilyn Hodgson at marilyn.hodgson@dhs.wisconsin.gov

What is the timeline when the recording will be posted?

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**Answer:**

The recording is already posted. You can find the recording here: <https://www.forwardhealth.wi.gov/WIPortal/content/provider/training/TrainingHome.htm.spage>