



May 2017

## **Claims & Eligibility**

### **Benefit Information Accessible in the IVR Phone System**

The Blue Cross and Blue Shield of Texas (BCBSTX) Interactive Voice Response (IVR) phone system provides access to some of the same patient eligibility and benefits information that a Customer Advocate provides. As a result, on Dec. 12, 2016, Customer Advocate assistance was removed for several common benefit categories that are available through IVR. Remain assured that our Advocates will continue to be available for more complex benefit quotes.

BCBSTX is committed to providing efficient and secure access to patient information. To better assist providers with understanding the recent IVR change, see the list of the benefit categories addressed in the IVR below (including a separate list for Federal Employee Program [FEP] members). This list is continually reviewed and may vary across our different BCBSTX networks, products and/or group policies.

<b>IVR Contained Benefit Categories</b>		
Office Visit	Hospital	Preventive Care
Colonoscopy	Allergy	Ultrasound
Coordinated Home Care	Laboratory	X-ray
Extended Care Facility	Mammogram	EKG
Physical Exam	Inhalation Therapy	Consultations
Pap Smear	Private Duty Nursing	Office Services

<b>FEP IVR Contained Benefit Categories</b>	
Accidental Injury	Maternity
Allergy	Office Visit
Chiropractic Services	Outpatient Physical, Occupational and Speech Therapy
Diagnostic – Lab, X-ray, Outpatient Diagnostic	Vision

Inpatient Benefits – Inpatient Hospital, Inpatient Surgery	
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Regardless if you are navigating the IVR to determine patient coverage or talking with a Customer Advocate to request pre-determination of benefits status, it is imperative that you **select the exact benefit category** that will be rendered for the patient. This will ensure you receive the most accurate benefit information associated with your request.

Checking eligibility and benefits electronically through [Availity™](#) or your preferred web vendor is the quickest way to access information for BCBSTX members. To learn more about online solutions, refer to the [Provider Tools page](#) on our website. For IVR navigational assistance, refer to this handy [Eligibility and Benefit Caller Guide](#).

Checking eligibility, benefit information and/or if a service has been preauthorized is not a guarantee of payment. Benefits will be determined once a claim is received and will be based upon, among other things, the member's eligibility and the terms of the member's certificate of coverage applicable on the date services were rendered. If you have any questions, please call the number on the back of the member's ID card.

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## Changes to the Paper Claim Review Form Process

As you know, the most efficient way to request a claim review for specific inquiries is electronically through the [Claim Inquiry Resolution \(CIR\)](#) tool, which is accessible on the [Availity™ Web Portal](#). However, for providers who need to submit claim review requests via paper, Blue Cross and Blue Shield of Texas (BCBSTX) has streamlined the process to facilitate more accurate processing of incoming requests. As previously notified in the article, [Upcoming Changes to the Claim Review Form](#): Effective Jan. 1, 2017, written claim inquiries must be submitted on one of the specific [Claim Review forms](#) listed below.

Each Claim Review form must include the BCBSTX claim number (the Document Control Number, or DCN), along with the key data elements specified on the forms. These forms are available on our provider website in the [Forms section](#). You can find detailed information on which form to use at the top of each form.

### Links to New Claim Review Forms

- [Claim Review form](#)
- [Additional Information form](#)
- [Corrected Claim form](#)

### Check Claims Status Online First

Though we have simplified the paper claims review submission process, checking claim status online is strongly encouraged prior to submitting claim review requests. The most effective way to determine claim status is electronically through your preferred web vendor, or by using the [Availity Claim Research Tool](#). These electronic options provide the needed information in near real-time.

As indicated above, Availity users have access to the [Claim Inquiry Resolution](#) tool, which delivers a method of online assistance for specific inquiries on finalized claims. This tool is designed to help save you time by reducing the amount of calls and written inquiries submitted.

To learn more about these and other electronic options, visit the [Provider Tools](#) section on our website. For personalized online training regarding electronic tools, contact our Provider Education Consultants at [PECS@bcbstx.com](mailto:PECS@bcbstx.com).

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## Flublok Quadrivalent Billing Update

Effective Jan. 1, 2017, the American Medical Association approved the use of Current Procedural Terminology (CPT®) code 90682 (influenza virus vaccine, quadrivalent (RIV4), derived from recombinant DNA, hemagglutinin (HA) protein only, preservative and antibiotic free, for intramuscular use), which best describes Flublok Quadrivalent. Flublok Quadrivalent is for persons 18 years of age and older. Please be aware that Flublok Quadrivalent is not yet accessible for administration. Once available for the 2017-2018 flu season, BCBSTX **will cover CPT 90682** when used appropriately.

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## Rescheduled Implementation Date of Additional Code-auditing Software

In February, Blue Cross and Blue Shield of Texas (BCBSTX) [published an article](#) about the implementation of the additional code-auditing software, Verscend ConVergence Point™. **BCBSTX has since rescheduled this implementation from May 7, 2017, to June 18, 2017\*.**

This software will further enhance the auditing of professional and outpatient facility claims for correct coding according to the health care Common Procedure Coding System (HCPCS), Current Procedural Terminology (CPT®), and Centers for Medicare & Medicaid Services (CMS) guidelines. Upon implementation, providers may use the Claim Inquiry Resolution Tool, available on the Availity™ Web Portal, to research specific claim edits.

\*The above notice does not apply to government program claims.

*ConVergence Point is a trademark of Verscend Technologies, Inc., an independent third party vendor that is solely responsible for its products and services.*

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## Standards & Requirements

### Changes to the New Preauthorization Requirements through eviCore™ effective June 1, 2017

**Applies to: Blue Cross Medicare Advantage (HMO)<sup>SM</sup> and Blue Cross Medicare Advantage (PPO)<sup>SM</sup>**

Blue Cross and Blue Shield of Texas (BCBSTX) previously notified providers that it has contracted with eviCore health care (eviCore), an independent specialty medical benefits management company to provide Utilization Management services for new preauthorization requirements outlined below for the

**Blue Cross Medicare Advantage HMO and Blue Cross Medicare Advantage PPO provider networks.**

A correction was made to the preauthorization list, that will be effective June 1, 2017, regarding codes **E0748 and 22614**. Preauthorization of codes E0748 and 22614 will be handled by eviCore, instead of BCBSTX.

In addition, the **Cardiac Rhythm Implantable Device (CRID) implementation has been delayed** and will not be part of the eviCore preauthorization program on June 1, 2017. Please look for updates regarding the CRID implementation in the near future.

Effective **June 1, 2017**, eviCore will manage preauthorization for the following specialized clinical services:

- **Outpatient Molecular Genetics**
- **Outpatient Radiation Therapy**
- **Musculoskeletal**
  - Chiropractic
  - Physical and Occupational Therapy
  - Speech Therapy
  - Spine Surgery (Outpatient/Inpatient)
  - Spine Lumbar Fusion (Outpatient/Inpatient)
  - Interventional Pain
- **Outpatient Cardiology & Radiology**
  - Abdomen Imaging
  - Cardiac Imaging
  - Chest Imaging
  - Head Imaging
  - Musculoskeletal
  - Neck Imaging
  - Obstetrical Ultrasound Imaging
  - Oncology Imaging
  - Pelvis Imaging
  - Peripheral Nerve Disorders (Pnd) Imaging
  - Peripheral Vascular Disease (Pvd) Imaging
  - Spine Imaging
- **Outpatient Medical Oncology**
- **Outpatient Sleep**
- **Outpatient Specialty Drug**

The [Blue Cross Medicare Advantage \(HMO\) Preauthorization Requirements List](#) and [Blue Cross Medicare Advantage \(PPO\) Preauthorization Requirements List](#) have been updated to include the **services listed above that require preauthorization through eviCore, for dates of service beginning June 1, 2017.**

For a detailed list of CPT® codes that apply to the above services, please go to [Specialty UM Pre-Authorization Program Code Listing](#). The updated preauthorization lists will be located on the applicable [Blue Cross Medicare Advantage \(HMO\) Network Participation](#) and [Blue Cross Medicare Advantage \(PPO\) Network Participation](#) website pages.

**To obtain preauthorization through eviCore you may use one of the following methods:**

- The eviCore health care Web Portal will be available 24x7. After a one-time registration, you can initiate a case, check status, review guidelines, view authorizations/eligibility and more. The Web Portal is the quickest, most efficient way to obtain information.
- Texas providers can call toll-free at **855-252-1117** between 6 a.m. to 6 p.m. (CT) Monday through Friday, and 9 a.m. to noon on Saturdays, Sundays and legal holidays.

BCBSTX and eviCore will be providing additional information, including eviCore website and training opportunities in the future, on the BCBSTX [provider website](#) and [in this newsletter](#).

Services performed without preauthorization or that do not meet medical necessity criteria may be denied for payment, and the rendering provider may not seek reimbursement from the member.

For all other services (not listed above), that require a referral and/or preauthorization, providers will continue to use the current telephone and fax numbers as noted on the preauthorization/referral requirements list, including those for iExchange® and Availity™. iExchange is accessible to physicians, professional providers and facilities contracted with BCBSTX. Go to [iExchange](#) to learn more or set up a new account.

If you have any questions or if you need additional information, please contact your BCBSTX [Network Management Representative](#).

*Preauthorization determines whether the proposed service or treatment meets the definition of medical necessity under the applicable benefit plan. Preauthorization of a service is not a guarantee of payment of benefits. Payment of benefits is subject to several factors, including, but not limited to, eligibility at the time of service, payment of premiums/contributions, amounts allowable for services, supporting medical documentation, and other terms, conditions, limitations, and exclusions set forth in the member's policy certificate and/or benefits booklet and or summary plan description. Regardless of any preauthorization or benefit determination, the final decision regarding any treatment or service is between the patient and the health care provider.*

*eviCore is a trademark of eviCore health care, LLC, formerly known as CareCore, an independent company that provides utilization review for select health care services on behalf of BCBSTX.*

*Availity is a trademark of Availity, L.L.C., a separate company that operates a health information network to provide electronic information exchange services to medical professionals. Availity provides administrative services to BCBSTX. Aerial, iExchange and Medecision® are trademarks of Medecision, Inc., a separate company that offers collaborative health care management solutions for payers and providers. BCBSTX makes no endorsement, representations or warranties regarding any products or services offered by Availity or Medecision. The vendors are solely responsible for the products or services they offer. If you have any questions regarding any of the products or services they offer, you should contact the vendor(s) directly.*

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## **Electronic Options**

### **Multiple Online Enrollment Options Available in Availity™**

Blue Cross and Blue Shield of Texas (BCBSTX) offers you multiple enrollment opportunities for electronic options through the Availity Web Portal. This is in addition to other electronic transactions available to you through Availity or your preferred web vendor portal. Instead of faxing or mailing paper enrollment forms, you can complete the **online** enrollment options listed below through Availity at no cost. Availity also provides single sign-on access to several online tools that offer greater convenience and security, without the need for another user ID and password.

#### **Online Enrollment for EFT and ERA**

BCBSTX contracted providers\* can enroll online for **Electronic Fund Transfer (EFT)** and **Electronic Remittance Advice (ERA)**, and make any necessary set-up changes in Availity. The online enrollment process can be completed in near real-time.

Providers will receive a confirmation letter acknowledging the enrollment effective date and related information. Once enrolled for ERA, providers and billing services also gain access to the **Availity Remittance Viewer**. This online tool permits users to search, view, save and print remittance information, even if the ERA is delivered to a different clearinghouse or vendor.

#### **Single Sign-on Access**

- **Benefit Preauthorization Via iExchange®**

Once you are registered as an Availity user, you may enroll through the Availity Web Portal for iExchange. This tool supports online submission and electronic approval of benefits for inpatient admissions, as well as select outpatient and clinical pharmacy services. iExchange also offers you an alternative to calling to request the status of most benefit preauthorization requests. Additionally, iExchange accepts electronic medical record documentation for predetermination of

benefits requests. As a reminder, always check eligibility and benefits first to find out if benefit preauthorization is required for a member.

Please note that for **behavioral health services**, you should continue to use the current fax and telephone benefit preauthorization methods.

- **Electronic Refund Management (eRM)**

Registered Availity users can also gain access to eRM, an online tool that helps simplify the overpayment reconciliation process. You will receive electronic notification of overpayments with the option to deduct from a future payment or pay by check. eRM also gives access to the **Claim Inquiry Resolution (CIR)** tool. CIR offers online assistance that helps save your staff time by reducing the number of calls and specific written inquiries on finalized claims.

Please note that the eRM and CIR tools are not available for government programs claims.

### **Learn More**

To learn more about these and other electronic tools and resources, visit the [Provider Tools section](#) of our website. Also, see the [Provider Training](#) page for dates, times and registration for online training sessions on a variety of topics.

For assistance or customized training, contact a BCBSTX Provider Education Consultant at [PECS@tx.com](mailto:PECS@tx.com).

### **Register with Availity**

Visit [availity.com](http://availity.com) to complete the online application today. If you need registration assistance, contact Availity Client Services at 800-AVAILITY (800-282-4548).

Checking eligibility, benefit information and/or the fact that a service has been preauthorized is not a guarantee of payment. Benefits will be determined once a claim is received and will be based upon, among other things, the member's eligibility and the terms of the member's certificate of coverage applicable on the date services were rendered. If you have any questions, please call the number on the back of the member's ID card.

*\*This excludes atypical providers who have not acquired a National Provider Identifier (NPI).*

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## **Pharmacy**

### **Reminder: Pharmacy Program Benefit Changes – Effective Jan. 1, 2017**

Blue Cross and Blue Shield of Texas (BCBSTX) implemented pharmacy benefit changes on Jan. 1, 2017, for some members with prescription drug benefits administered through Prime Therapeutics®. \*

Based on claims data, letters are sent from BCBSTX to alert members who may be affected by one or more of the 2017 pharmacy benefit changes. A summary of the changes, as outlined in the member letters, is included below for your reference.

### **Drug List Changes and Medication Coverage Revisions/Exclusions**

Some members' plans may now be based on a new drug list:

1. **New Performance Drug List and Performance Select Drug Lists** – Some members may have one of these new drug lists, which are closed drug lists listing all covered medications only. As a



result, some medications will move to a higher copay/coinsurance payment tier and select drugs/drug classes may be excluded from coverage. Additionally, if your patients had a prior authorization approval for a drug that is now excluded from coverage, you can submit a drug list coverage exception request to BCBSTX. Your patients may also ask you about therapeutic alternatives.

2. **Enhanced Drug List (formerly known as Generics Plus Drug List)** – Some members may move to this drug list, and as a result, select medications may move to a higher copay/coinsurance payment tier. Your patients may ask you about generics or lower cost alternatives.
3. Some members may also be affected by **annual or quarterly drug list changes**, such as drugs moving to a higher payment tier or excluded from coverage. Your patients may ask you about therapeutic or lower cost alternatives.
4. The **Standard Drug List** is now known as the **Basic Drug List**.
5. As a reminder, medications that have **not received FDA approval** are **not covered** under the BCBSTX pharmacy benefit.

### Utilization Management Program Changes

Some members' plans may now be subject to new prior authorization and step therapy programs and/or dispensing limits. If you have a patient who is taking select medications included in these programs, he/she may need to meet certain criteria, such as an approval of a prior authorization request, for coverage consideration. Additionally, these programs may correlate to your patient's drug list.

### Specialty Drug Changes

Starting Jan. 1, 2017, members with an individual benefit plan offered on/off the Texas Health Insurance TX Marketplace who are using a drug manufacturer's coupon or copay card will not have the specialty drug payment applied to their plan deductible or out-of-pocket maximum. This is unless the coupon is a permitted third-party cost-sharing payment. Your patients can contact BCBSTX if they have questions about this change.

### Pharmacy Network Changes

Some members' plans may experience changes to the pharmacy network:

1. **CVS Exclusion** – Effective January 1, 2017, CVS pharmacies™ and CVS pharmacies in a Target® store were removed from most members' pharmacy network.
2. **New Pharmacy Networks** – Some members' plans may move to a preferred network where prescriptions filled at these preferred tiered pharmacies offer the lowest copay/coinsurance amounts. 90-day supplies can also be filled at these preferred tiered pharmacies or through mail order for coverage consideration.

**Members who continue to fill prescriptions at a pharmacy no longer in their network will pay more.** In most cases, no action is required on your part for any of these pharmacy network changes as members can easily transfer prescriptions to a nearby in-network pharmacy. If your office stores pharmacy information on your patients' records, you may want to ask your patients which pharmacy is their new choice.

If your patients have questions about their pharmacy benefits, please advise them to call the Pharmacy Program phone number on their member ID card. Members also may visit [bcbstx.com](http://bcbstx.com) and log in to Blue Access for Members<sup>SM</sup> for a variety of online resources.

*\*Changes to be implemented, as applicable, based on the member's 2017 plan renewal, or new plan effective date, unless otherwise noted. These changes do not apply to members with Medicare Part D or Medicaid coverage.*

*A "preferred" or "participating" pharmacy has a contract with BCBSTX or BCBSTX's pharmacy benefit manager (Prime Therapeutics) to provide pharmacy services at a negotiated rate. The terms "preferred" and "participating" should not be construed as a recommendation, referral or any other statement as to the ability or quality of such pharmacy. Please note that changes to participating pharmacies may be made in the future.*

*The information mentioned here is for informational purposes only and is not a substitute for the independent medical judgment of a physician. Physicians are to exercise their own medical judgment. Pharmacy benefits and limits are subject to the terms set forth in the member's certificate of coverage which may vary from the limits set forth above. The listing of any particular drug or classification of drugs is not a guarantee of benefits. Members should refer to their certificate of coverage for more details, including benefits, limitations and exclusions. Regardless of benefits, the final decision about any medication and pharmacy choice is between the member and their health care provider.*

*Prime Therapeutics LLC is a pharmacy benefit management company. BCBSTX contracts with Prime to provide pharmacy benefit management, prescription home delivery and specialty pharmacy services. In addition, contracting pharmacies are contracted through Prime Therapeutics. The relationship between BCBSTX and contracting pharmacies is that of independent contractors. BCBSTX, as well as several independent Blue Cross and Blue Shield Plans, has an ownership interest in Prime.*

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## **Notices & Announcements**

### **Clinical Payment and Coding Policies Now Online**

BCBSTX is now publishing [Clinical Payment and Coding Policies](#) on our website. These payment and coding policies describe BCBSTX's application of payment rules and methodologies for CPT®, HCPCS and ICD-10 coding as applied to claims submitted for covered services. This information is offered as a helpful general resource regarding BCBSTX payment policies and is not intended to address all reimbursement related issues. New policies have been posted and existing policies will be added over time. We regularly adjust clinical payment and coding policy positions as part of our ongoing policy review processes. Check [this newsletter](#) and the [News and Updates](#) section on our website for newly adapted or revised policies.

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### **Making the Health Care System Work Better, Together**

Blue Cross and Blue Shield of Texas (BCBSTX) is working every day to identify ways to streamline, simplify and improve processes that may affect your practice. That work includes examining how we can work together to favorably impact care, quality and affordability. To that end, we are designing new data and reporting capabilities that may help you gain deeper and broader insights into the health care needs of BCBSTX members.

**Throughout this year and next, BCBSTX will introduce new tools and technologies that we expect will help:**

- Make it easier for you to do business with us
- Deliver actionable data to help you make more insightful patient treatment and practice management decisions
- Enhance the value and quality of care our members receive

**Modernization is essential.** By offering more efficient online options, increased network participation opportunities and risk models, and greater access to improved data and reporting tools, BCBSTX is aiming to go above and beyond where we are today, so that we may continue to work with you in more innovative ways.

We invite you to join us in helping make the health care system work better, together. Keep reading future issues of [this newsletter](#) to find out what's new.

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### **CMS Requires Insurers to Conduct ACA Risk Adjustment Audit**



This year, the Centers for Medicare & Medicaid Services (CMS) will conduct another Initial Validation Audit (IVA) to validate the data used when assessing the payment transfers for the Affordable Care Act's (ACA) Risk Adjustment (RA) program.

**The provider's role is essential to the success of the IVA.** Therefore, if any of your patients are selected to be included in the IVA, Blue Cross and Blue Shield of Texas (BCBSTX) is asking for your cooperation in fulfilling the requirements of the IVA.

The IVA is expected to begin in June, and BCBSTX will be working with Tactical Management Incorporated (TMI) to retrieve requested medical records that we have to submit to our IVA auditor. Our IVA auditor requires medical records in order to validate the sampled member's risk score calculation, which is based on the diagnosis codes submitted on a member's claims, as well as through supplemental diagnosis submissions based on medical record review.

As BCBSTX providers, you may be asked to provide medical records directly to TMI in order to validate all of the diagnosis codes used in the ACA RA risk score calculation. **It is of utmost importance that you respond to these requests in a timely manner.**

The IVA will be performed on a sample of members enrolled in ACA-compliant individual and small group plans, both on and off the Exchange. Our IVA auditor will validate medical claims of the sampled members from the previous calendar year. For example, this IVA will be conducted in 2017, but will review claims with dates of service in 2016. Please be aware some of these claims may have been paid in 2017 and are likely to be included in the IVA sample.

We understand that this is a very busy time. However, in an effort to comply with CMS' requirements, we appreciate your full support and cooperation as you receive requests from TMI and deliver the requested medical record(s) in a timely manner.

If you have any questions, please contact your [Network Management Representative](#).

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## **New BCBSTX Client in Blue Essentials<sup>SM</sup> Network: Employees Retirement System of Texas**

We are excited to announce that Blue Cross and Blue Shield of Texas (BCBSTX) was awarded the six-year contract for the Employees Retirement System of Texas (ERS) account, effective Sept. 1, 2017. ERS participants covered under HealthSelect<sup>SM</sup> of Texas and Consumer Directed HealthSelect<sup>SM</sup> benefit plans will access care through the **Blue Essentials** provider network in all 254 counties in Texas. **If you are currently a participating provider in the Blue Essentials** (formerly HMO Blue Texas<sup>SM</sup>) provider network, no action is required on your part.

**If you would like to be contracted** for the **Blue Essentials** provider network, please visit our [Blue Essentials Network Participation](#) page or contact your [Network Management Representative](#) for more information.

Continue to watch for additional information regarding ERS in future editions of this newsletter and on our [website](#).

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## **Health & Wellness**

**Colorectal Cancer Screenings Goal: 80% Participation by 2018 – Pulling It All Together**  
*The final article in a four-part series on Colorectal Cancer Screenings*

In collaboration with the American Cancer Society and the National Colorectal Cancer Roundtable, Blue Cross and Blue Shield of Texas (BCBSTX) signed a pledge to have 80 percent of our members ages 50-75 screened for colorectal cancer (CRC) by 2018.

### How Far Away Are We from Reaching This Goal?

In 2016, the Health Care Effectiveness Data and Information Set (HEDIS®) BCBSTX Commercial PPO result of 49.7 percent was well below the NCQA Quality Compass National PPO Average of 57.1 percent.

### We Need Your Help to Reach this Goal!

Although some CRC screening methods are not appropriate or feasible for all patients, having a conversation with your patients to encourage CRC screenings is most likely to result in your patients getting screened regardless of the method chosen. CRC screenings are recommended for adults ages 50-75 who are at average risk for CRC and who are asymptomatic. Some patients may need to be screened for CRC at an earlier age. It is also important to be aware that some screening methods may not be covered and an out-of-pocket cost may result.

### What Actions Can You Take to Make a Difference?

Have the conversation with your patients about CRC risks and the best screening method for them. You are the biggest influence on whether your patients receive CRC screenings.

### CRC Screening Options

Screening	Interval
Colonoscopy	Every 10 years <sup>1</sup>
Flexible Sigmoidoscopy	Every 5 years
CT Colonography	Every 5 years <sup>1</sup>
Stool-based Test (including) <ul style="list-style-type: none"> <li>FIT or immunologic Fecal Occult Blood Test (iFOBT). FIT tests may be one or two sample tests.</li> <li>Guaiac based stool tests or gFOBT</li> <li>Stool DNA with FIT testing, also known as Cologuard</li> </ul>	Every year <sup>1</sup>  Every year <sup>1</sup> Every 3 years <sup>1</sup>

Use a system within your practice to identify your patients ages 50-75 who need CRC screenings, and start the conversation.

***With your influence, we can raise the CRC screening rate, and meet the 80 percent by 2018 goal.***

### References

<sup>1</sup> (n.d.). Home - US Preventive Services Task Force. [Final Recommendation Statement: Colorectal Cancer: Screening US Preventive Services Task Force](#). Retrieved Dec. 6, 2016.

<sup>2</sup> Force, U. P. (2016). [USPSTF Recommendation Statement: Screening for Colorectal Cancer](#). Retrieved Dec. 6, 2016.

<sup>3</sup> Levin, B., Lieberman, D. A., McFarland, B., Smith, R. A., Brooks, D., Andrews, K. S., Dash, C., Giardiello, F. M., Glick, S., Levin, T. R., Pickhardt, P., Rex, D. K., Thorson, A. and Winawer, S. J. (2008), Screening and Surveillance for the Early Detection of Colorectal Cancer and Adenomatous Polyps, 2008: A Joint Guideline from the American Cancer Society, the US Multi-Society Task Force on Colorectal Cancer, and the American College of Radiology\*†. *CA: A Cancer Journal for Clinicians*, 58: 130–160. doi:10.3322/CA.2007.001

HEDIS is a registered trademark of the National Committee for Quality Assurance (NCQA).

## In Every Issue – May 2017

The following is information that Blue Cross and Blue Shield of Texas (BCBSTX) is required to provide in all published correspondence with physicians, professional providers, and facility and ancillary providers. For the latest updates, visit the [News and Updates area](#) of the BCBSTX provider website.

Topics:

- Authorizations and Referrals
- Benefits and Eligibility
- Claims
- Clinical Resources
- Electronic Options
- Pharmacy
- Provider General Information
- Rights and Responsibility

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## **Authorizations and Referrals**

### **Contact eviCore to Pre-certify Outpatient Molecular and Genomic Testing, and Outpatient Radiation Therapy for Blue Advantage HMO<sup>SM</sup> and Blue Advantage Plus<sup>SM</sup> Members**

Blue Cross and Blue Shield of Texas (BCBSTX) has contracted with eviCore healthcare (eviCore), an independent specialty medical benefits management company, to provide Utilization Management services for new preauthorization requirements that are outlined below.

Providers should contact **eviCore** to request preauthorization for **Blue Advantage HMO<sup>SM</sup>** and **Blue Advantage Plus<sup>SM</sup> HMO** members for services rendered on and after **Oct. 3, 2016**, for:

- Outpatient molecular and genomic testing
- Outpatient radiation therapy

eviCore preauthorization's for outpatient molecular and genomic testing and outpatient radiation therapy can be obtained using one of the following methods:

- The [eviCore Healthcare Web Portal](#) is available 24/7. After a one-time registration, you can initiate a case, check status, review guidelines, view authorizations/eligibility and more. The Web Portal is the quickest, most efficient way to obtain information.
- Providers can call toll-free at **855-252-1117** between 7 a.m. to 7 p.m. (CT) Monday through Friday.
- More specific program-related information can be found on the [eviCore implementation site](#).
- Refer to the [eviCore implementation site](#) and select the BCBSTX health plan for provider training orientation presentations.

The **Blue Advantage HMO** and **Blue Advantage Plus HMO Preauthorization/Referral Requirements** list has been updated to include the **services listed above that require preauthorization through eviCore, for dates of service beginning Oct. 3, 2016**. The preauthorization list is located under [Clinical Resources](#) on the [BCBSTX provider website](#). Services performed without authorization may be denied for payment, and you may not seek reimbursement from members.

For all other services that require a referral and/or preauthorization, as noted on the Preauthorization/Referral Requirements list, you will continue to use iExchange®. iExchange is accessible to physicians, professional providers and facilities contracted with BCBSTX. For more information or to set up a new iExchange account, please visit [Getting Started with iExchange](#).

Refer to [eviCore Preauthorization Program](#) for more information. You may also contact your [Network Management Consultant](#) for more information.

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### **iExchange® Accepts Electronic Medical Record Attachments**

Providers can submit electronic medical records attachments when necessary in support of benefit

preauthorization requests to iExchange, the Blue Cross and Blue Shield of Texas (BCBSTX) online tool that supports online benefit preauthorization requests for inpatient admissions, medical, behavioral health and clinical pharmacy services.

Electronic medical record documentation may also be submitted via iExchange for predetermination of benefit requests. iExchange offers providers and facilities a secure, online alternative to faxing their patients protected health information. Visit [iExchange](#) on BCBSTX's provider website for additional information.

As a reminder, it is important to check eligibility and benefits prior to rendering services. This step will help you determine if benefit preauthorization is required for a particular member. For additional information, such as definitions and links to helpful resources, refer to the [Eligibility and Benefits](#) section on BCBSTX's provider website.

*Please note that verification of eligibility and benefits, and/or the fact that a service or treatment has been preauthorized or predetermined for benefits is not a guarantee of payment. Benefits will be determined once a claim is received and will be based upon, among other things, the member's eligibility and the terms of the member's certificate of coverage applicable on the date services were rendered. If you have questions, contact the number on the member's ID card.*

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## HMO Plans – Importance of Obtaining a Referral and/or Preauthorization and Admitting to a Participating Facility as a Network Provider

**Blue Essentials<sup>SM</sup>** (formerly known as HMO Blue Texas<sup>SM</sup>), **Blue Advantage HMO<sup>SM</sup>** and **Blue Premier<sup>SM</sup>** members require a referral from their Primary Care Physician/Provider (PCP) before receiving services from a specialty care physician or professional provider (except for OBGYNs). The referral must be initiated by the member's PCP, and must be made to a participating physician or professional provider in the same provider network.

If an in-network physician, professional provider, ambulatory surgery center, hospital or other facility is not available in the member's applicable provider network, **preauthorization is required** for services by an out-of-network physician, professional provider, ambulatory surgery center, hospital or other facility, through iExchange or call the preauthorization number 1-855-462-1785.

### Reminders:

- The **Blue Essentials, Blue Advantage HMO and Blue Premier** physician, professional provider, facility or ancillary provider is required to admit the patient to a participating facility, except in emergencies.
- **Additional services may also require preauthorization.** A complete list of services that require preauthorization for **Blue Essentials** and **Blue Advantage HMO**, and for **Blue Premier** and **Blue Premier Access<sup>SM</sup>**, is available on the BCBSTX Provider website under [Clinical Resources](#) "Preauthorization/Notification/Referral Requirements Lists."

**Blue Advantage Plus<sup>SM</sup> HMO Point of Service (POS)** is a benefit plan that allows those members to use out-of-network providers. However, it is essential that those members understand the financial impact of receiving services from an out-of-network physician, professional provider, ambulatory surgery center, hospital or other facility. Prior to referring a Blue Advantage Plus enrollee to an out of network provider for non-emergency services, please refer to Section D Referral Notification Program, of the Blue Essentials (formerly known as **HMO Blue Texas**), **Blue Advantage HMO** and **Blue Premier Provider Manual** for more detail including when to utilize the [Out-of-Network Enrollee Notification Forms](#) for [Regulated Business](#) and [Non-Regulated Business](#). In addition, see article below titled: [Enrollee Notification Form Required for Out-of-Network Care for Blue Choice PPO<sup>SM</sup> and Blue Advantage HMO<sup>SM</sup> \(for Blue Advantage Plus\)](#).

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## Enrollee Notification Form Required for Out-of-Network Care for Blue Choice PPO<sup>SM</sup> and Blue Advantage HMO<sup>SM</sup> (for Blue Advantage Plus)

Prior to referring a **Blue Choice PPO** or **Blue Advantage HMO** (for **Blue Advantage Plus** point-of-service benefit plan) member to an out-of-network provider for non-emergency services – if such services are also available through an in-network provider – the referring participating network provider must complete the appropriate **Out-of-Network Care – Enrollee Notification form** below.

- [Out-of-Network Care - Enrollee Notification Form for Regulated Business](#) (Use this form if "TDI" is on the member's ID card.)
- [Out-of-Network Care - Enrollee Notification Form for Non-Regulated Business](#) (Use this form if "TDI" is **not** on the member's ID card.)

The referring network physician must provide a copy of the completed form to the enrollee and retain a copy in the enrollee's medical record files.

It is essential that **Blue Choice PPO** and **Blue Advantage Plus** enrollees fully understand the financial impact of an out-of-network referral to a physician, professional provider, hospital, ambulatory surgery center or other facility that does not participate in their Blue Cross and Blue Shield of Texas provider network. Blue Choice PPO and Blue Advantage Plus enrollees have out-of-network benefits and may choose to use out-of-network providers, however they will be responsible for an increased cost-share under their out-of-network benefits.

For additional information, refer to the [Provider Manual's](#) section D **Referral Notification Program** on the [bcbstx.com/provider](http://bcbstx.com/provider) website.

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### AIM RQI Reminder

Physicians, professional providers and facility and ancillary providers must contact AIM Specialty Health (AIM) first to obtain a Radiology Quality Initiative (RQI) for Blue Choice PPO<sup>SM</sup> subscribers when ordering or scheduling the following outpatient, non-emergency diagnostic imaging services when performed in a physician's, professional provider's or facility or ancillary provider's office, a professional provider's office, the outpatient department of a hospital or a freestanding imaging center:

- CT/CTA
- MRI/MRA
- SPECT/nuclear cardiology study
- PET scan

To obtain a Blue Choice PPO RQI, log into AIM's provider portal at [aimspecialtyhealth.com](http://aimspecialtyhealth.com), and complete the online questionnaire that identifies the reasons for requesting the exam. If criteria are met, you will receive an RQI. If criteria are not met, or if additional information is needed, the case will automatically be transferred for further clinical evaluation and an AIM nurse will follow up with your office. AIM's **Provider Portal**<sup>SM</sup> uses the term "Order" rather than "RQI."

*AIM Specialty Health (AIM) is an operating subsidiary of Anthem, Inc.*

#### Notes:

1. *Facilities cannot obtain a RQI from AIM on behalf of the ordering physician, professional provider, facility or ancillary provider.*
2. *The RQI program does not apply to Medicare enrollees with Blue Cross and Blue Shield of Texas (BCBSTX) Medicare supplement coverage. Medicare enrollees with BCBSTX PPO coverage are included in the program.*

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### Importance of Obtaining a Preauthorization/Referral

A preauthorization/referral is required for certain types of care and services. Although Blue Cross and Blue Shield of Texas (BCBSTX) participating physicians, professional providers and facility and ancillary providers are required to obtain pre-authorizations/referrals, it is also the responsibility of the member/subscriber to confirm that this action has been taken for services that require a preauthorization/referral.

Pre-authorizations/referrals must be obtained for any services provided by someone other than the member's primary care physician/provider (PCP) (i.e., specialist, ambulatory surgery centers, ancillary, etc.). A preauthorization/referral is also needed for an initial stay in a facility and any additional days or services added on.

If a member/subscriber does not obtain a preauthorization/referral for initial facility care or services, or additional days or services added on, the benefit for covered expenses may be reduced.

A preauthorization/referral does not guarantee payment. All payments are subject to determination of the member/subscriber's eligibility, payment of required deductibles, copayments and coinsurance amounts, eligibility of charges as covered expenses, application of the exclusions and limitations and other provisions of the policy at the time services are rendered.

If a preauthorization/referral request is received from an out-of-network (OON) provider and the member/subscriber does not have an OON benefit, BCBSTX will contact the ordering provider to discuss network options. However, if a member/subscriber has an OON benefit, OON benefits will apply, which could result in a higher cost sharing.

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### **Are Utilization Management Decisions Financially Influenced?**

Blue Cross and Blue Shield of Texas (BCBSTX) is dedicated to serving our customers through the provision of health care coverage and related benefit services. BCBSTX prohibits decisions based on financial incentives – utilization management decisions are based on appropriateness of care and service and existence of coverage.

BCBSTX does not specifically reward practitioners or clinicians for issuing denials of coverage, nor is there compensation based on the number or frequency of telephone calls or other contacts that occur with health care providers, members or subscribers. Financial incentives for utilization management decision makers do not encourage decisions that result in underutilization.

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## **Benefits and Eligibility**

### **BCBS Medicare Advantage PPO Network Sharing**

#### **What is Blue Cross and Blue Shield (BCBS) Medicare Advantage (MA) PPO<sup>SM</sup> Network Sharing?**

All BCBS MA PPO Plans participate in reciprocal network sharing. This network sharing will allow all BCBS MA PPO members to obtain in-network benefits when traveling or living in the service area of any other BCBS MA PPO Plan if the member sees a contracted BCBS MA PPO provider.

What does the BCBS MA PPO network-sharing mean to me?

If you are a contracted BCBS MA PPO provider with Blue Cross and Blue Shield of Texas (BCBSTX) and you see BCBS MA PPO members from other BCBS Plans, these BCBS MA PPO members will be extended the same contractual access to care and will be reimbursed in accordance with your negotiated rate with your Blue Cross and Blue Shield of Texas contract. These BCBS MA PPO members will receive in-network benefits in accordance with their member contract.

If you are not a contracted BCBS MA PPO provider with BCBSTX and you provide services for any BCBS MA PPO members, you will receive the Medicare allowed amount for covered services. For



urgent or emergency care, you will be reimbursed at the member's in-network benefit level. Other services will be reimbursed at the out-of-network benefit level.

How do I recognize an out-of-area BCBS MA PPO member from one of these Plans participating in the BCBS MA PPO network sharing?

You can recognize a BCBS MA PPO member when their Blue Cross and Blue Shield Member ID card has the following logo:



The "MA" in the suitcase indicates a member who is covered under the BCBS MA PPO network sharing program. BCBS MA PPO members have been asked not to show their standard Medicare ID card when receiving services; instead, members should provide their Blue Cross and/or Blue Shield member ID card.

Do I have to provide services to BCBS MA PPO members from these other BCBS Plans?

If you are a contracted BCBS MA PPO provider with BCBSTX, you should provide the same access to care for BCBS MA members from other BCBS Plans as you do for BCBSTX MA PPO members. You can expect to receive the same contracted rates for such services.

If you are not a BCBS MA PPO contracted provider, you may see BCBS MA PPO members from other BCBS Plans, but you are not required to do so. Should you decide to provide services to BCBS MA PPO members, you will be reimbursed for covered services at the Medicare allowed amount based on where the services were rendered and under the member's out-of-network benefits. For urgent or emergency care, you will be reimbursed at the in-network benefit level.

What if my practice is closed to new local BCBS MA PPO members?

If your practice is closed to new local BCBS MA PPO members, you do not have to provide care for BCBS MA PPO out-of-area members. The same contractual arrangements apply to these out-of-area network sharing members as your local BCBS MA PPO members.

#### **How do I verify benefits and eligibility?**

Call BlueCard® Eligibility at 800-676-BLUE (800-676-2583) and provide the BCBS MA PPO member's alpha prefix located on the member's ID card. You may also submit electronic eligibility requests for BCBS MA PPO members. Follow these three easy steps:

- Log in to the [Avidity Web Portal](#), the [Avality Revenue Cycle Management portal](#) or your preferred vendor
- Enter required data elements
- Submit your request

Where do I submit the claim?

You should submit the claim to BCBSTX under your current billing practices. Do not bill Medicare directly for any services rendered to a BCBS MA PPO member.

What will I be paid for providing services to these out-of-area BCBS MA PPO network sharing members?

If you are a BCBS MA PPO contracted provider with BCBSTX, benefits will be based on your contracted BCBS MA PPO rate for providing covered services to BCBS MA PPO members from any BCBS MA PPO Plan. Once you submit the BCBS MA PPO claim, BCBSTX will work with the other Plan to determine benefits and send you the payment.

What will I be paid for providing services to other BCBS MA out-of-area members not participating in the BCBS MA PPO Network Sharing?

When you provide covered services to other BCBS MA PPO out-of-area members not participating in network sharing, benefits will be based on the Medicare allowed amount. Once you submit the BCBS MA PPO claim, BCBSTX will send you the payment. However, these services will be paid under the BCBS MA member's out-of-network benefits unless for urgent or emergency care.

What is the BCBS MA PPO member cost sharing level and co-payments?

A BCBS MA PPO member cost sharing level and co-payment is based on the BCBS MA PPO member's health plan. You may collect the co-payment amounts from the BCBS MA PPO member at the time of service. To determine the cost sharing and/or co-payment amounts, you should call the Eligibility Line at 800-676-BLUE (800-676-2583).

**May I balance bill the BCBS MA PPO member the difference in my charge and the allowance?**

No, you may not balance bill the BCBS MA PPO member for this difference. Members may be balance billed for any deductibles, co-insurance, and/or co-pays.

What if I disagree with the reimbursement amount I received?

If there is a question concerning the reimbursement amount, contact Blue Cross Medicare Advantage (PPO) Customer Service at 877-774-8592.

Who do I contact if I have a question about BCBS MA PPO network sharing?

If you have any questions regarding the BCBS MA PPO program or products, contact Blue Cross Medicare Advantage (PPO) Customer Service at 877-774-8592.

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## **Claims**

### **Update to After-hours and Weekend Care Codes Payment Policy**

Blue Cross and Blue Shield of Texas (BCBSTX) will be updating its payment policy regarding after-hours and weekend care codes.

After-hours or weekend care is reimbursable, within limitations, for services provided by an individual physician or other health care professional who is required to provide office-based services outside of regular posted office hours to treat a patient's urgent illness or condition.

Effective Jan. 1, 2017, BCBSTX will no longer reimburse **facility-based or non-office based providers for CPT Codes 99053, 99056 and 99060**. These codes will be considered inclusive of the primary procedure. Please contact your [Network Management Representative](#) if you have any questions or if you need additional information.

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### **ClaimsXten™ Quarterly Updates**

New and revised Current Procedural Terminology (CPT®) and HCPCS codes are periodically added to or deleted from the ClaimsXten code auditing tool software by the software vendor on a quarterly basis and are not considered changes to the software version.

Blue Cross and Blue Shield of Texas (BCBSTX) will normally load this additional data to the BCBSTX claim processing system within 60 to 90 days after receipt from the software vendor and will confirm the effective date via the [News and Updates](#) section of the BCBSTX provider website. Advance notification of updates to the ClaimsXten software version (i.e., change from ClaimsXten version 4.1 to 4.4) also will be posted on the BCBSTX provider website.

To help determine how coding combinations on a claim may be evaluated during the claim adjudication process, you may continue to utilize Clear Claim Connection™ (C3). C3 is a free, online reference tool that mirrors the logic behind BCBSTX's code-auditing software. Refer to our website at

[bcbstx.com/provider](http://bcbstx.com/provider) for additional information on gaining access to C3.

For more details regarding ClaimsXten, including answers to frequently asked questions, refer to the C3 page. Additional information may also be included in upcoming issues of the *Blue Review*.

Checks of eligibility and/or benefit information are not a guarantee of payment. Benefits will be determined once a claim is received and will be based upon, among other things, the member's eligibility and the terms of the member's certificate of coverage applicable on the date services were rendered.

ClaimsXten and Clear Claim Connection are trademarks of McKesson Information Solutions, Inc., an independent third party vendor that is solely responsible for its products and services.

*CPT copyright 2015 American Medical Association (AMA). All rights reserved. CPT is a registered trademark of the AMA.*

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### Fee Schedule Updates

Reimbursement changes and updates for Blue Choice PPO, Blue Essentials (formerly known as HMO Blue Texas) (Independent Provider Network only), Blue Advantage HMO and Blue Premier practitioners will be posted under Standards and Requirements/General Reimbursement Information/Reimbursement Schedules and Related Information / Professional Schedules section on the Blue Cross and Blue Shield of Texas (BCBSTX) provider website at [bcbstx.com/provider](http://bcbstx.com/provider).

The changes will not become effective until at least 90 days from the posting date. The specific effective date will be noted for each change that is posted. To view this information, visit the [General Reimbursement Information](#) section on the BCBSTX provider website. The CPT/HCPCS Drug/Injectable codes Fee Schedule will be updated quarterly on March 1, June 1, Sept. 1 and Dec. 1 each year. The NDC Fee Schedule will be updated monthly.

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### Technical and Professional Components

**Modifiers 26 and TC:** Modifier 26 denotes professional services for lab and radiological services. Modifier TC denotes technical component for lab and radiological services. These modifiers should be used in conjunction with the appropriate lab and radiological procedures only.

**Note:** When a physician or professional provider and facility or ancillary provider performs both the technical and professional service for a lab or radiological procedure, he/she must submit the total service, not each service individually.

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### Surgical Procedures Performed in the Physician's Office

When performing surgical procedures in a non-facility setting, the physician and professional provider reimbursement covers the services, equipment and some of the supplies needed to perform the surgical procedure when a member/subscriber receives these services in the physician's or professional provider's office.

Reimbursement will be allowed for some supplies billed in conjunction with a surgical procedure performed in a physician's or professional provider's office. To help determine how coding combinations on a claim may be evaluated during the claim adjudication process, you may continue to utilize Clear Claim Connection™ (C3). C3 is a free, online reference tool that mirrors the logic behind Blue Cross and Blue Shield of Texas' (BCBSTX) code-auditing software. Refer to the BCBSTX provider website at [bcbstx.com/provider](http://bcbstx.com/provider) for additional information on gaining access to C3.

Please note the physician's and professional provider's reimbursement includes surgical equipment

that may be owned or supplied by an outside surgical equipment or Durable Medical Equipment (DME) vendor. Claims from the surgical equipment or DME vendor will be denied since the global physician's or professional provider's reimbursement includes staff and equipment.

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### Reminder: Pass-through Billing

Blue Cross and Blue Shield of Texas (BCBSTX) does not permit pass-through billing. Pass-through billing occurs when the ordering physician, professional provider or facility or ancillary provider requests and bills for a service, but the service is not performed by the ordering physician, professional provider or facility or ancillary provider.

The performing physician, professional provider or facility and ancillary provider should bill for these services unless otherwise approved by BCBSTX. BCBSTX does not consider the following scenarios to be pass-through billing:

- The service of the performing physician, professional provider or facility and ancillary provider is performed at the place of service of the ordering provider and is billed by the ordering physician or professional provider.
- The service is provided by an employee of a physician, professional provider or facility and ancillary provider (physician assistant, surgical assistant, advanced nurse practitioner, clinical nurse specialist, certified nurse midwife or registered first assistant who is under the direct supervision of the ordering physician or professional provider) and the service is billed by the ordering physician or professional provider.

The following modifiers should be used by the supervising physician when he/she is billing for services rendered by a Physician Assistant (PA), Advanced Practice Nurse (APN) or Certified Registered Nurse First Assistant (CRNFA):

- **AS modifier:** A physician should use this modifier when billing on behalf of a PA, APN or CRNFA for services provided when the aforementioned providers are acting as an assistant during surgery. (Modifier AS is to be used *ONLY* if they assist at surgery.)
  - **SA modifier:** A supervising physician should use this modifier when billing on behalf of a PA, APN or CRNFA for **non-surgical** services. (Modifier SA is used when the PA, APN, or CRNFA is assisting with any other procedure that *DOES NOT* include surgery.)
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### Improvements to the Medical Records Process for BlueCard® Claims

Blue Cross and Blue Shield of Texas (BCBSTX) is now able to send medical records electronically to all Blue Cross and/or Blue Shield Plans. This method significantly reduces the time it takes to transmit supporting documentation for BlueCard claims and eliminates lost or misrouted records.

As always, we request that you submit your medical records to BCBSTX if needed for claims processing. Requests for medical records from other Blues Plans before rendering services, as part of the preauthorization process, should be submitted directly to the requesting Plan.

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### Contracted Providers Must File Claims

As a reminder, physicians, facilities, professional providers and ancillary providers must file claims for any covered services rendered to a patient enrolled in a Blue Cross and Blue Shield of Texas (BCBSTX) health plan. You may collect the full amounts of any deductible, coinsurance or copayment due and then file the claim with BCBSTX. Arrangements to offer cash discounts to an enrollee in lieu of filing claims with BCBSTX violate the requirements of your provider contract with BCBSTX.

Notwithstanding the foregoing, a provision of the American Recovery and Reinvestment Act changed HIPAA to add a requirement that if a patient self pays for a service in full and directs a provider to not file a claim with the patient's insurer, the provider must comply with that directive and may not file the claim in question. In such an event, you must comply with HIPAA and not file the claim to BCBSTX.

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### **Billing for Non-covered Services**

As a reminder, contracted physicians, professional providers, facility and ancillary providers may collect payment from members/subscribers for copayments, co-insurance and deductible amounts. The physician, professional provider, facility or ancillary provider may not charge the member/subscriber more than the patient share shown on their provider claim summary (PCS) or electronic remittance advice (ERA).

If Blue Cross and Blue Shield of Texas (BCBSTX) determines that a proposed service is not a covered service, the physician, professional provider, facility or ancillary provider must inform the member/subscriber in writing in advance. This will allow the physician, professional, facility or ancillary provider to bill the member/subscriber for the non-covered service rendered.

In no event, shall a contracted physician, professional provider, facility or ancillary provider collect payment from the subscriber for identified hospital acquired conditions and/or serious reportable events.

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### **Avoidance of Delay in Claims Pending COB Information**

Blue Cross and Blue Shield of Texas (BCBSTX) receives thousands of claims each month that require unnecessary review for coordination of benefits (COB). What that means to our physicians, professional providers, facility and ancillary providers is a possible delay, or even denial of services, pending receipt of the required information from the member/subscriber.

Here are some tips to help prevent claims processing delays when there is only one insurance carrier:

- CMS-1500, box 11-d – if there is no secondary insurance carrier, mark the “No” box.
- Do not place anything in box 9, a through d – this area is reserved for member information for a secondary insurance payer.

It is critical that no information appears in box 11-d or in box 9 a-d if there is only one insurance payer.

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### **Implantable Device Versus Medical Supply/Material**

We have received several questions from providers about billing for implants. To help address the topic, we have provided a reminder about the National Uniform Billing Committee definition of an implant.

National Uniform Billing Committee (NUBC) definition of an implant:

- Revenue Code 274 – Prosthetic/orthotic devices
- Revenue Code 275 – Pacemaker
- Revenue Code 278 – Other Implants

An implantable device is that which is implanted, such as a piece of tissue, a tooth, a pellet of medicine, or a tube or needle containing radioactive substance, a graft or an insert. Also included are liquid and solid plastic materials used to augment tissues or to fill in areas traumatically or

surgically removed.

Also included is an object or material partially or totally inserted or grafted into the body for prosthetic, therapeutic or diagnostic purposes.

Examples of other implants reported under revenue code 278 include stents, artificial joints, shunts, grafts, pins, plates, screws, anchors and radioactive seeds (not an all-inclusive list).

Supplies that are not implantable should be submitted as supply charges. In conjunction, a device is not a “material or supply furnished incident to a service.” Items used as routine supplies should not be submitted as an implant. Guide wires, catheters and clips that are used during surgery but do not remain in the body are used the same way as an instrument and are not “implanted” should not be submitted as an implant.

Additional reference and definitions of implantable devices, supplies and material are in the UB04 Editor and the website of the implantable device’s manufacturer.

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## Hospitals, and Routine Services and Supplies

Routine services and supplies are generally already included by the provider in charges related to other procedures or services. As such, these items are considered non-billable for separate reimbursement. The following guidelines may assist hospital personnel in identifying items, supplies, and services that are not separately billable. **This is not an all-inclusive list.**

- Any supplies, items and services that are necessary or otherwise integral to the provision of a specific service and/or the delivery of services in a specific location are considered routine services and not separately billable in the inpatient and outpatient environments.
  - All items and supplies that may be purchased over-the-counter are not separately billable.
  - All reusable items, supplies and equipment that are provided to all patients during an inpatient or outpatient admission are not separately billable.
  - All reusable items, supplies and equipment that are provided to all patients admitted to a given treatment area or units are not separately billable.
  - All reusable items, supplies and equipment that are provided to all patients receiving the same service are not separately billable.
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## Clinical Resources

### Medical Necessity Review of Observation Services

As a reminder, it is the policy of Blue Cross and Blue Shield of Texas (BCBSTX) to provide coverage for observation services when it is determined to be medically necessary based on the medical criteria and guidelines as outlined in the [Milliman Care Guidelines](#). Claims for observation services are subject to post-service review, and BCBSTX may request medical records for the determination of medical necessity.

When medical records are requested, documentation should include the following information:

- The attending physician’s order for observation care with clock time (or clock time can be noted in the nurse’s observation admission note)
- The physician’s admission and progress notes confirming the need for observation care
- The supporting diagnostic and/or ancillary testing reports
- The admission progress notes (with the clock time) outlining the patient’s condition and treatment



- The discharge notes (with clock time) with discharge order and nurse's notes
- Itemized bill

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### Coordination of Care Between Medical and Behavioral Health Providers

Blue Cross and Blue Shield of Texas (BCBSTX) continually strives to promote coordination of member care between medical and behavioral health providers. We understand that communication between providers and their patients regarding the treatment and coordination of care can pose challenges.

Here are few resources available to you through BCBSTX:

#### 1. The Coordination of Care Form Available Online

To provide assistance when coordinating care, BCBSTX has created a [Coordination of Care form](#) that is available online. This new form may help in communicating patient information, such as:

- To provide member treatment information **to** another treating provider
- To request member treatment information **from** another treating provider

It is important to note that a written release to share clinical information with members' medical providers must be obtained prior to the use of this form. BCBSTX recommends obtaining a written release prior to the onset of treatment.

If you are requesting member treatment information from another provider, it is recommended that the Patient Information and Referring Provider sections of the form be completed to expedite the care coordination process for the receiving provider.

#### 2. If You Need Help Finding Behavioral Health Providers for Your Patients

Call the number on the back of members' BCBSTX ID cards to receive assistance in finding outpatient providers or behavioral health facilities.

#### 3. Behavioral Health or Medical Case Management Services

If you believe a patient has complex health needs and could benefit from additional support and resources from a clinician, you can make a referral to one of the BCBSTX Case Management programs by calling the number on the back of the member's BCBSTX ID card. Case Management can also provide you and the member with information about additional resources provided by their insurance plan.

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### 2015 Continuity and Coordination of Care Report Results, and Recommended Interventions

Continuity and coordination of care is important to the care of members. Therefore, it is important that the Primary Care Physician/Provider (PCP) be kept informed of a member's condition and any treatment provided by specialist providers (SCP), ancillaries or other health care providers.

Blue Cross and Blue Shield Texas (BCBSTX) monitors the continuity and coordination of care between PCP and specialist providers across the health care network, at least annually. From 2014 Physician Office Review evaluations, opportunities were identified to improve communication between PCP and specialist consultations. The BCBSTX 2015 Provider Satisfaction Survey was modified to include questions related to continuity and coordination of care to better analyze strengths and opportunities.

Specific questions were added to the following areas:

- Referral to an ophthalmologist or optometrist for patients requiring a diabetic eye

- exam and receiving results
- Timely discharge summary data for patients who have been hospitalized is provided to practitioners and includes medication administration instructions

The audits from the Physician Office Review Program had high scores related to continuity and coordination of care. One consideration from the evaluation is that offices were randomly selected without knowledge of patients that required continuity and coordination services from other providers. This resulted in very small denominator of records to assess for continuity and coordination of care.

Recommendation for future studies is that the methodology should be evaluated to generate a sample of members in need of continuity and coordination of care.

In the 2015 Provider Satisfaction Survey the following items scored less than the target of 85 percent:

- Receiving eye exam results from eye care professionals
- Receiving summary information after inpatient discharge
- Overall satisfaction with continuity of care

Survey Question	Goal	BCBSTX 2015 Score
33. Do ophthalmologists and optometrists inform you of their findings after seeing patients you referred for diabetes eye exams?	85%	77%
34. When your patients are admitted to a hospital, are you sent summary information after the discharge?		72%
35. When you receive hospital discharge information, does it reach your office within five business days?		80%
36. When you receive hospital discharge information, does it contain adequate information about medications at discharge?		88%
40. Overall Satisfaction with Continuity of Care		76%

The findings of this survey recognize the barriers to care that impact continuity-of-care coordination and BCBSTX's HEDIS rates. The possibilities for improvements were identified to remove barriers impacting continuity and coordination of care.

To support continuity and coordination of care, BCBSTX is recommending the following interventions:

1. Specialists should provide a report to the Primary Care Physician/Provider summarizing the member's visit, the services provided and recommended follow-up treatment or needs.
2. Hospitals provide timely discharge summary reports to primary care physicians/providers that include a synopsis of the stay, treatment or procedures done, follow-up needs and a list of discharge medications.

Please contact Quality Improvement Programs at 800-863-9798 with questions or comments.

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## **Electronic Options**

### Availity® Claim Research Tool Offers Enhanced Status Results

Using an electronic route, such as the Availity Claim Research Tool (CRT), is the most convenient, efficient and secure method of requesting detailed claim status. The CRT tool now returns more detailed information than ever before.

The CRT allows registered Availity users to search for claims by member ID, group number and date of service, or by National Provider Identifier (NPI) and specific claim number, also known as a Document Control Number (DCN). With easy-to-read denial descriptions, the tool enables users to check the status of multiple claims in one view to obtain real-time claim status.

The **CRT Search Results** page now delivers the rendering provider ID and name submitted on the claim. Additionally, the claim status Service Line break-down returns:

- Diagnosis Code
- Copay
- Coinsurance
- Deductible
- Modifier
- Unit or Time or Mile

This necessary information is available within a few clicks, lessening the need to speak with a Customer Advocate. For additional information, refer to the [CRT tip sheet](#), which can also be found on the [Provider Tools page](#) in the Education & Reference section of our [provider website](#). As a reminder, you must be registered with Availity to utilize the CRT. For registration information, visit [availity.com](#), or contact Availity Client Services at 800-282-4548.

### Learn More About Availity

We host complimentary webinars for providers to learn how to use the CRT and other electronic tools to their fullest potential. You do not need to be an existing Availity user to attend a webinar. Go to our [Provider Training](#) website to view available webinars.

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### Online Portal Applications Help Expedite Administrative Workflows

Does your office or organization ever ask: “**Is this patient eligible for Blue Cross and Blue Shield Texas (BCBSTX) benefits? Does this service require preauthorization? or How did my claim process?**” If so, these questions and so many more can be answered in a matter of seconds with a few key strokes using an online portal application, such as Availity®.

Electronic options deliver real-time resolutions, avoiding disapproved services and optimizing your payment. You can confirm patient coverage, preauthorize services and post payments with a few simple clicks.

Not only can you conduct HIPAA-compliant transactions online, using Availity you can also:

- Submit pre- and post-exam transactions
- Conduct pre-service requests
- Complete post-service reconciliations
- Update provider demographics
- Enroll for electronic remittance and fund transfers

If you have not registered and would like to learn more about Availity, and our online referral and preauthorization tool iExchange®, register for a [Back to Basics: Availity 101 webinars](#).

Additionally, for more advanced training of online tools, email a Provider Education Consultant at [PECS@bcbstx.com](mailto:PECS@bcbstx.com).

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### Corrected Claim Request Change, Effective as of July 11, 2016

As a reminder, effective July 11, 2016, corrected claim requests for previously adjudicated claims must be submitted as electronic replacement claims, or on the appropriate professional (CMS-1500) or institutional (UB-04) paper claim, and Claim Review form.

#### Electronic Submission

Electronic replacement claims should be submitted with the appropriate claim frequency code. Frequency code 7 will result in Blue Cross and Blue Shield of Texas (BCBSTX) adjudicating the original claim number (sometimes referred to as a Document Control Number, or DCN) with the corrections. The replacement claim will be issued a new BCBSTX claim number and subsequently deny based on the re-adjudication of the original claim.

**Note:** Claim corrections submitted without the appropriate frequency code will deny as a duplicate and the original BCBSTX claim number will not be adjudicated. See below for additional information on claim frequency codes and guidelines to assist you with when and how to use them for making corrections to electronic claims submitted to BCBSTX.

Claim Frequency Codes			
Code	Description	Filing Guidelines	Action
5 Late Charge(s)	Use to submit additional charges for the same date(s) of service as a previous claim.	File electronically, as usual. Include only the additional late charges that were not included on the original claim.	BCBSTX will add the late charges to the previously processed claim.
7 Replacement of Prior Claim	Use to replace an entire claim (all but identity information).	File electronically, as usual. File the claim in its entirety, including all services for which you are requesting reconsideration.	BCBSTX will replace the original claim with corrections and the replacement claim will be denied. Refer to the original claim for adjudication.
8 Void/Cancel of Prior Claim	Use to eliminate a previously submitted claim for a specific provider, patient, insured and "statement covers period."	File electronically, as usual. Include all charges that were on the original claim.	BCBSTX will void the original claim from records, based on request.

#### Paper Submission

More than 98 percent of the claims BCBSTX receives from providers are submitted electronically. BCBSTX encourages all providers to use electronic options as the primary method for claim submission. There are several multi-payer web vendors available to providers. If you are a registered Availity<sup>®</sup> web portal user, you have access to submit direct data entry replacement claims electronically, at no additional cost.

As of July 11, 2016, any changes to a claim that are specified **only** on the Claim Review form (or via a letter) will be returned with a notice advising resubmission on the appropriate CMS-1500 or UB-04 paper claim form. Paper claim submitters are required to indicate "corrected claim" on the paper claim form and the accompanying Claim Review form.

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## Pharmacy

### Reminder: Pharmacy Benefit Tips

For Blue Cross and Blue Shield of Texas (BCBSTX) members with prescription drug benefits administered by Prime Therapeutics®, BCBSTX employs several strategies common to the health benefits industry to manage prescription drug benefits. These strategies may include formulary management, benefit design modeling, specialty pharmacy benefits, and clinical programs, among others. These programs allow BCBSTX members to have access to affordable quality health care. You can help support these initiatives by following the tips, guidelines and reminders below:

#### 1. Prescribe Drugs Listed on the member's drug list (Formulary)

The BCBSTX drug lists are provided as a guide to help in the selection of cost-effective drug therapy. Every major drug class is covered, although many of the drug lists cover most generics and fewer brand name drugs. The lists also provide members with criteria for how drugs are selected, coverage considerations and dispensing limits. While these drug lists are a tool to help members maximize their prescription drug benefits, the final decision about what medications should be prescribed is between the health care provider and the patient.

BCBSTX drug lists are regularly updated and can be found under [Pharmacy Program](#) on the BCBSTX provider website.

**Note:** For members with Medicare Part D or Medicaid coverage, the drug lists can be found on the plan's website:

- Blue Cross MedicareRx (PDP)<sup>SM</sup>: [bcbstx.com/medicare/part\\_d\\_druglist.html](http://bcbstx.com/medicare/part_d_druglist.html)
- Blue Cross Medicare Advantage (HMO)<sup>SM</sup> and (PPO)<sup>SM</sup>:  
[bcbstx.com/medicare/mapd\\_drug\\_coverage.html](http://bcbstx.com/medicare/mapd_drug_coverage.html)
- Blue Cross Medicare Advantage Dual Care (HMO SNP)<sup>SM</sup>:  
[bcbstx.com/medicare/snp\\_drug\\_coverage.html](http://bcbstx.com/medicare/snp_drug_coverage.html)
- Texas STAR: [bcbstx.com/star/prescription-drugs/drug-coverage](http://bcbstx.com/star/prescription-drugs/drug-coverage)
- Texas CHIP: [bcbstx.com/chip/prescription-drugs/drug-coverage](http://bcbstx.com/chip/prescription-drugs/drug-coverage)

#### 2. Remind Patients about Covered Preventive Medications

Many BCBSTX health plans include coverage at no cost to the member for certain prescription drugs and over-the-counter (OTC) medicine products used for preventive care services and women's contraception. \*

- ACA \$0 Preventive Drug List: [bcbstx.com/pdf/rx/rx-aca-prev-list-tx.pdf](http://bcbstx.com/pdf/rx/rx-aca-prev-list-tx.pdf)
- Women's Contraceptive Coverage List: [bcbstx.com/pdf/rx/contraceptive-list-tx.pdf](http://bcbstx.com/pdf/rx/contraceptive-list-tx.pdf)

*\*Not available for all plans. Members should call the customer service number on their ID card to help determine what benefits may be available, including any requirements, limitations or exclusions that apply. Please refer to the member's certificate of coverage.*

#### 3. Submit Necessary Prior Authorization Requests

For some medications, the member's plan may require certain criteria to be met before prescription drug coverage may be approved. You will need to complete the necessary prior authorization request and submit it to BCBSTX. More information about these requirements can be found under [Pharmacy Program](#) on the BCBSTX provider website.

#### 4. Assist Members with Formulary Exceptions

If the medication you wish to prescribe is not on your patient's drug or the preventive care lists, a formulary exception may be requested. You can call the customer service number on the member's ID card to start the process, or complete the online form at: [myprime.com/en/coverage-exception-form.html](http://myprime.com/en/coverage-exception-form.html).

Visit the [Pharmacy Program](#) section of our website for more information.

*Prime Therapeutics, LLC, is a pharmacy benefit management company. BCBSTX contracts with Prime to provide pharmacy benefit management, prescription home delivery and specialty pharmacy services. BCBSTX, as well as several independent Blue Cross and Blue Shield Plans, has an ownership interest in Prime.*

*The information mentioned here is for informational purposes only and is not a substitute for the independent medical judgment of a physician. Physicians are to exercise their own medical judgment. Pharmacy benefits and limits are subject to the terms set forth in the member's certificate of coverage which may vary from the limits set forth above. The listing of any drug or classification of drugs is not a guarantee of benefits. Members should refer to their certificate of coverage for more details, including benefits, limitations and exclusions. Regardless of benefits, the final decision about any medication is between the member and their health care provider.*

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### **Dispensing QVT (Quantity Versus Time) Limits**

To help minimize health risks and to improve the quality of pharmaceutical care, dispensing QVT limits have been placed on select prescription medications. The limits are based upon the U.S. Federal Drug Administration and medical guidelines as well as the drug manufacturer's package insert.

For current Drug List Dispensing Limits, visit [Pharmacy Program/Dispensing Limits](#) on the BCBSTX provider website.

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### **Prescription Drug Lists**

Throughout the year, the Blue Cross and Blue Shield of Texas (BCBSTX) Clinical Pharmacy department frequently reviews the prescription drug lists. Tier placement decisions for each drug on the list follow a precise process, with several committees reviewing efficacy, safety and cost of each drug.

For current drug updates, visit [Pharmacy Program/Prescription Drug List and Prescribing Guidelines](#) on the BCBSTX provider website.

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## **Provider General Information**

### **Medicare Outpatient Observation Notice Requirement**

**Applies to:** Blue Cross Medicare Advantage (HMO)<sup>SM</sup> and Blue Cross Medicare Advantage (PPO)<sup>SM</sup>

As of March 1, 2017, the Notice of Observation Treatment and Implication for Care Eligibility Act (NOTICE Act) required hospitals and critical access hospitals (CAH) to provide notification to individuals receiving observation services as outpatients for more than 24 hours.

Hospitals and CAHs are required to give the CMS-developed standardized notice – the **Medicare Outpatient Observation Notice (MOON)** – to a Medicare beneficiary or enrollee who has been receiving observation services as an outpatient for more than 24 hours. The notice must be provided no longer than 36 hours after observation services are initiated. To obtain a copy, visit the [CMS website](#) and then scroll down for copies of the CMS MOON instructions and forms in both English and Spanish.

The MOON will inform nearly one million beneficiaries annually of the reason the individual is an outpatient receiving observation services and the implications of observation services on cost sharing.

An oral explanation of the MOON must be provided, ideally in conjunction with the delivery of the notice.



A signature must be obtained from the individual (or an individual qualified to act on their behalf) to acknowledge the receipt and understanding of the notice (or in cases of refusal of signature by such individual, signature by the staff member of the hospital or CAH providing the notice).

If you have any questions or if you need additional information, please contact your BCBSTX [Network Management Representative](#).

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### **Provider Training**

BCBSTX is proud to offer complimentary educational webinar sessions. These online training sessions give you the flexibility to attend live sessions. Provider billers, utilization areas and administrative departments will benefit from these webinars. Please visit [Education and Reference](#) on the [bcbstx.com/provider](http://bcbstx.com/provider) website to view what is available and sign up for training sessions.

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### **After-hours Access Is Required**

Blue Cross and Blue Shield of Texas (BCBSTX) requires that primary care physicians/providers, specialty care physicians, professional providers, and facility and ancillary providers provide urgent care, and emergency care or coverage for care 24 hours a day, seven days a week. Providers must have a verifiable mechanism in place, for immediate response, for directing patients to alternative after-hours care based on the urgency of the patient's need.

Acceptable after-hours access mechanisms may include:

- An answering service that offers to call or page the physician/provider or on-call physician/provider;
- a recorded message that directs the patient to call the answering service and the phone number is provided; or
- a recorded message that directs the patient to call or page the physician/provider or on-call physician/provider and the phone number is provided.

For more detail, [please refer to the provider manuals](#) for Blue Choice PPO<sup>SM</sup> Physician, Professional Provider and Facility and Ancillary Provider Manual (Section B) and Blue Essential (formerly known as HMO Blue Texas<sup>SM</sup>), Blue Advantage HMO<sup>SM</sup>, Blue Premier Physician, Professional Provider, Facility and Ancillary Provider Manual (Section B) available in the Education & Reference section of our provider website. Click on the "Manual" link (note, a password is required).

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### **Medical Record Requests: Include Our Letter as Your Cover Sheet**

When you receive a letter from Blue Cross and Blue Shield of Texas (BCBSTX) requesting additional information, such as medical records or certificates of medical necessity, please utilize the letter as a cover sheet when sending the requested information to us.

This letter contains a barcode in the upper right corner to help ensure that the information you send is matched directly to the appropriate file and/or claim. Do not submit a Claim Review form in addition to the letter, as this could delay the review process.

Thank you for your cooperation!

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**Quest Diagnostics, Inc., Is the Exclusive HMO and Preferred Statewide PPO**

## Clinical Reference Lab Provider

Quest Diagnostics, Inc., is the **exclusive** outpatient clinical reference laboratory provider for Blue Essentials<sup>SM</sup> (formerly known as HMO Blue Texas<sup>SM</sup>) members and Blue Advantage HMO<sup>SM</sup> subscribers\* and the **preferred statewide** outpatient clinical reference laboratory provider for Blue Cross and Blue Shield of Texas (BCBSTX) Blue Choice PPO<sup>SM</sup> subscribers. This arrangement excludes lab services provided during emergency room visits, inpatient admissions and outpatient day surgeries (hospital and free-standing ambulatory surgery centers).

Quest Diagnostics offers:

- On-line scheduling for Quest Diagnostics' Patient Service Center (PSC) locations. To schedule a patient PSC appointment, log onto [QuestDiagnostics.com/patient](https://questdiagnostics.com/patient) or call **888-277- 8772**.
- Convenient patient access to more than 195 patient service locations.
- 24/7 access to electronic lab orders, results and other office solutions through Care360<sup>®</sup> Labs and Meds.

For more information about Quest Diagnostics lab testing solutions or to establish an account, contact your Quest Diagnostics Physician Representative or call **866-MY-QUEST** (866-697-8378).

For physicians, professional providers or facility and ancillary providers located in the HMO capitated lab counties, only the lab services/tests indicated on the Reimbursable Lab Services list will be reimbursed on a fee-for-service basis if performed in the physician's, professional provider's or facility or ancillary provider's office for Blue Essentials (formerly known as HMO Blue Texas) members. Please note all other lab services/tests performed in the physician's or professional provider's offices will not be reimbursed. You can access the county listing and the Reimbursable Lab Services list in the [General Reimbursement Information](#) section located under the Standards and Requirements tab.

***\*Note:** Physicians, professional providers or facility and ancillary providers who are contracted/affiliated with a capitated IPA/medical group and physicians, professional providers or facility or ancillary providers who are not part of a capitated IPA/medical group but who provide services to a member/subscriber whose PCP is a member of a capitated IPA/medical group must contact the applicable IPA/medical group for instructions regarding outpatient laboratory services.*

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## Medical Policy Disclosure

New or revised medical policies, when approved, will be posted on the Blue Cross and Blue Shield of Texas (BCBSTX) provider website on the 1st or 15th day of each month. Those medical policies requiring disclosure will become effective 90 days from the posting date. Medical policies that do not require disclosure will become effective 15 days after the posting date. The specific effective date will be noted for each medical policy that is posted.

To view active and pending medical policies go to [bcbstx.com/provider](https://bcbstx.com/provider) and click on the Standards & Requirements tab, then click on the [Medical Policies](#) offering. After reading and agreeing to the disclaimer, you will then have access to active and pending medical policies.

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## Draft Medical Policy Review

To streamline the medical policy review process, you can view draft medical policies on the Blue Cross and Blue Shield of Texas (BCBSTX) provider website and provide your feedback online. If there are any draft medical policies to review, these documents will be made available for your review around the 1st and the 15th of each month with a review period of approximately two weeks.

To [view draft medical policies](#) go to our provider website and click on the Standards & Requirements tab, then click on the Medical Policies offering. After reading and agreeing to the disclaimer, you will then have

access to view any draft medical policies, if available.

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### **No Additional Medical Records Needed**

Physicians, professional providers or facility or ancillary provider who have received an approved predetermination (which establishes medical necessity of a service) or have obtained a radiology quality initiative (RQI) from AIM Specialty Health need not submit additional medical records to Blue Cross and Blue Shield of Texas (BCBSTX). If additional medical records are needed to process a claim on file, BCBSTX will request additional medical records at that time.

Predetermination does not guarantee payment. All payments are subject to determination of the insured person's eligibility, payment of required deductibles, copayments and coinsurance amounts, eligibility of charges as covered expenses, application of the exclusions and limitations, and other provisions of the policy at the time services are rendered.

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## **Rights and Responsibilities**

### **Blue Choice PPO<sup>SM</sup> Subscribers/Blue Advantage HMO<sup>SM</sup> Member Rights and Responsibilities**

As a provider for Blue Cross and Blue Shield of Texas (BCBSTX), you are obligated to be aware of subscribers'/members' rights and informed of subscribers' responsibilities. Our health plan subscribers'/members may refer to their benefit booklet for a listing of their rights and responsibilities, which are also included below; you can also access these documents on our website at [bcbstx.com](http://bcbstx.com).

#### **Rights**

#### **Responsibilities**

<b>Subscriber(s)/Member(s)</b>	<b>Subscriber(s)/Member(s)</b>
<b>You have the right to:</b>	<b>You have the responsibility to:</b>
<ul style="list-style-type: none"><li>• Receive information about the organization, its services, its practitioners and providers and subscribers' rights and responsibilities.</li><li>• Make recommendations regarding the organization's subscribers' rights and responsibilities policy.</li></ul>	<ul style="list-style-type: none"><li>• Provide, to the extent possible, information that your health benefit plan and practitioner/provider need, to provide care.</li></ul>
<ul style="list-style-type: none"><li>• Participate with practitioners in making decisions about your health care.</li></ul>	<ul style="list-style-type: none"><li>• Follow the plans and instructions for care you have agreed to with your practitioner.</li></ul>

<p>Be treated with respect and recognition of your dignity and your right to privacy. A candid discussion of appropriate or medically necessary treatment options for your condition, regardless of cost or benefit coverage. Voice complaints or appeals about the organization or the care it provides.</p>	<p>Understand your health problems and participate in the development of mutually agreed upon treatment goals, to the degree possible.</p>
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### **Member Rights – You Have the Right to:**

- Receive information about the organization, its services, its practitioners and providers and members' rights and responsibilities.
- Make recommendations regarding the organization's members' rights and responsibilities policy.
- Participate with practitioners in making decisions about your health care.
- Be treated with respect and recognition of your dignity and your right to privacy.
- A candid discussion of appropriate or medically necessary treatment options for your condition, regardless of cost or benefit coverage.
- Voice complaints or appeals about the organization or the care it provides.

### **Member Rights – You Have the Responsibility to:**

- Meet all eligibility requirements of your employer and the Health Maintenance Organization (HMO).
- Identify yourself as an HMO member by presenting your ID card and pay the copayment at the time of service for network benefits.
- Establish a physician/patient relationship with your primary care physician/provider (PCP) and seek your PCP's medical advice/referral for network services prior to receiving medical care, unless it is an emergency or services are performed by your HMO participating OBGyn.
- Provide, to the extent possible, information that the HMO and practitioner/providers need, to care for you. Including changes in your family status, address and phone numbers within 31 days of the change.
- Understand the medications you are taking and receive proper instructions on how to take them.
- Notify your primary care physician/provider or HMO plan within 48 hours or as soon as reasonably possible after receiving emergency care services.
- Communicate complete and accurate medical information to health care providers.
- Call in advance to schedule appointments with your network provider and notify them prior to canceling or rescheduling appointments.
- Read your coverage documents for information about benefits, limitations, and exclusions.
- Ask questions and follow instructions and guidelines given by your provider to achieve and maintain good health.

Understand your health problems and participate to the degree possible in the development of treatment goals mutually agreed upon between you and your provider.

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### **Contact Us**

View our [quick directory of contacts](#) for BCBSTX.

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### **Update Your Information**

Do you need to update your location, phone number, email or other important details on file with

BCBSTX? Use our online forms to [request information changes](#).

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[bcbstx.com/provider](http://bcbstx.com/provider)

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