



# provider update

**P=Professional**

**B=Behavioral Health**

**F=Facilities**

April 2015



*Dr. Gus Manocchia  
Senior Vice President  
and Chief Medical  
Officer*

**Greetings,**

*Our monthly newsletter includes news and updates for physicians, providers, and facilities in our network. It's full of important and useful information impacting how we do business together.*

*As always, please contact us with any comments or questions you have. We look forward to your continued partnership and collaboration.*

## BCBSRI Update

**PF REMINDER: Web-Based Preauthorization**

As recently communicated, we transitioned most of our current BCBSRI web-based/fax prior authorization processes to McKesson's Clear Coverage™ decision support tool in December 2014. In [January/February Provider Update](#), we explained that select procedures rendered by orthopedic, cardiology, and neurosurgery specialists will require preauthorization through the Clear Coverage system beginning April 1, 2015.

**Please see the Policies section for additional procedures that will require preauthorization beginning June 1, 2015.**

Clear Coverage's fully automated web-based system includes real-time decision support features. Here are some highlights:

- **Automated authorization:** Real-time approval for services that meet clinical criteria
  - > Immediate proof of authorization while patient is in your office
  - > Printable confirmation with an authorization number
  - > Ability to submit requests 24/7
  - > Minimal need for phone calls, faxes, and providing additional

clinical information

- **Clinical decision support:** Automated interactive tool with InterQual® Criteria
  - > Confirms evidence basis for requested service or recommends alternatives
  - > Easily and clearly verifies if authorization is required for specific types of services by CPT or service type
  - > Printable clinical evidence summaries for use in your practice

**Preauthorization for Services Through Clear Coverage**

For a full list of the services that must be submitted for preauthorization through Clear Coverage, please review the following policies in the Provider section of [bcbsri.com](http://bcbsri.com):

- [Preauthorization via Web-Based Tool for Procedures](#)
- [Preauthorization via Web-Based Tool for Durable Medical Equipment](#)

Also, please review the [Preauthorization Quick Reference Guide](#) for a description of services by code(s).

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## Please note:

- Inpatient admissions, speech therapy, private duty nursing, and pulmonary rehab will continue to go through BCBSRI's traditional web-based/fax preauthorization process.
- High-tech radiology preauthorization requests will continue to go through MedSolutions, Inc., our radiology management vendor.
- Prescription drugs covered by the member's pharmacy benefit will continue to go through Catamaran, our pharmacy benefit manager.
- Prescription drugs covered by the member's specialty pharmacy benefit will continue to go through Walgreen's Specialty Pharmacy.
- Behavioral health preauthorization requests will continue to go through ValueOptions, our behavioral health management vendor.

ValueOptions, our behavioral health management partner, is responsible for all preauthorizations and concurrent reviews for behavioral health services. Facility-based behavioral health services include:

- Inpatient
- Residential
- Partial Hospitalization Program (PHP)
- Intensive Outpatient (IOP)

Outpatient behavioral health services include:

- Applied Behavior Analysis (ABA)

- Child & Family Intensive Treatment (CFIT)
- Transcranial Magnetic Stimulation (TMS)

## Provider Education & Training

For your convenience, you will be able to receive training for Clear Coverage in the following ways:

### • **Webinars:**

Through May 28, we will be offering three webinars per week:

- > Tuesdays at 7:30 a.m.
- > Wednesdays at 12:00 p.m.
- > Thursdays at 4:00 p.m.

### • **On-site training in your office:**

Please contact the Physician & Provider Service Center to schedule.

Participants interested in attending any of these webinars should email their request to [BCBSRIWebinar@bcbsri.org](mailto:BCBSRIWebinar@bcbsri.org). Your enrollment will be confirmed via email, and instructions to access the webinar will be provided.

## How to Access Clear Coverage on [bcbsri.com](http://bcbsri.com)

You will need to log in to the secure provider portal on [bcbsri.com](http://bcbsri.com) to initiate the preauthorization process through Clear Coverage. Once logged on, click on Preauthorization, which is located in the left-hand navigation. If you can currently log in to [bcbsri.com](http://bcbsri.com), you will be able to access Clear Coverage immediately.

If you (or your practice) do not currently have a log-in to [bcbsri.com](http://bcbsri.com), please follow these steps:

1. Click "Sign up for a log-in" on the lower right-hand side of

the Provider home page.

2. Follow the prompts to register as a participating provider and request a PIN. Please note that the information you provide online will be populated in a pdf that you will need to print, sign, and fax to BCBSRI.

## For More Information

You can find more information in our [Clear Coverage Frequently Asked Questions](#). If you have any questions regarding these changes, please contact our Physician & Provider Service Center at (401) 274-4848 or 1-800-230-9050 (out-of-state only), Monday through Friday, 8:00 a.m. to 4:30 p.m.

## **P Hints for HEDIS®**

As part of our ongoing efforts to provide the highest quality care to our members, BCBSRI reviews Healthcare Effectiveness Data and Information Set (HEDIS) performance data as well internal data to identify opportunities to enhance clinical care for your patients, our members. "Hints for HEDIS" provides guidance and resources to help address these opportunities. If you have any questions, comments, or ideas regarding any of our quality or HEDIS initiatives, please contact Siana Wood, R.N., Senior Quality Analyst, at (401) 459-5413 or [siana.wood@bcbsri.org](mailto:siana.wood@bcbsri.org).

### ***Osteoporosis Management in Women Who Had a Fracture***

The Osteoporosis Management in Women Who Had a Fracture HEDIS measure tracks the percentage of women ages 67 to 85 years old who have received a bone mineral density (BMD) scan or filled a prescription to prevent or treat osteoporosis within six months of a recorded fracture during the measurement year.

HEDIS 2014 results indicate that only 17.9% of eligible female BlueCHIP for Medicare members met this criteria. While this is an improvement over our 2013 results of 15.8%, this score ranks in the 25th national percentile, well below the national Medicare mean of 24.8%.

In the [December 2014 Provider Update](#), we reported that we had started working with MedXM, a company specializing in heel ultrasounds, a diagnostic test that fulfills this measure. Please note

that we are continuing our efforts with MedXM for in-home heel ultrasounds. MedXM schedules in-home visits for female BlueCHIP for Medicare members who have had a fracture and no BMD scan recorded within six months of the incident. Members who meet this criteria will receive a letter from BCBSRI about MedXM, and MedXM will call to schedule a visit from a technician for a heel ultrasound. A fax notification will be sent to PCPs, listing their patients who will receive outreach from MedXM. PCPs will also receive a copy of the results to review and file in the patients' records.

There is no charge for this in-home visit and it will not affect your patients' healthcare coverage in any way. These visits are not meant to replace the care your patients receive through their PCP. MedXM is not involved in the care or treatment of the patient, nor will they prescribe medications. Patients will be encouraged to remain up to date with their preventive care and routine office visits with their PCP.

### ***Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis***

As you know, greater than 90% of uncomplicated acute bronchitis infections are due to viruses. Clinical guidelines recommend that antibiotics not be used to treat acute bronchitis, regardless of duration of cough, unless comorbidities and co-occurring infections are present that warrant their use. Despite these guidelines, it is estimated that antibiotics are prescribed for acute uncomplicated bronchitis 65% to 85% of the time. In

comparison to other health plans, BCBSRI performs poorly on the HEDIS measure Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis, consistently ranking in the 10th percentile. This may reflect not only overuse of antibiotics, but also failures to submit diagnostic information documenting comorbidities.

We understand that challenges to meeting this standard may include patients' lack of knowledge about the treatment of most bronchitis. We encourage you to talk with your patients about the treatment of viral illnesses and the risks of inappropriate antibiotic use, including potential side effects, antibiotic resistance, and drug allergies. When comorbidities and co-occurring infections are present and warrant antibiotics, be sure to code your documentation accordingly.

### ***Pharmacotherapy Management of COPD Exacerbation***

This measure focuses on members aged 40 years and older with COPD (including chronic bronchitis or emphysema) who go to the ER or have an acute inpatient hospitalization with a primary diagnosis of COPD. The measure evaluates whether these patients are on appropriate medications to manage their COPD upon discharge. Members must have the following two medications dispensed:

1. A systemic corticosteroid within 14 days of the event
2. A bronchodilator within 30 days of the event

Please note: The eligible population for this measure is based on the discharges

## Quality

and visits, not the patient. It is possible for the denominator for this measure to include multiple events for the same patient.

This measure uses administrative claims information to identify adults aged 40 and older who were seen in the ER or hospitalized with COPD as their primary diagnosis. It then checks pharmacy claims to look for evidence of current fills of a systemic corticosteroid and a bronchodilator.

Evidence shows that most patients with COPD who have had a recent inpatient hospitalization or ER visit can benefit from taking both a systemic corticosteroid and a bronchodilator. Discuss with your patients the importance of filling their prescriptions and taking these medications, and how they can prevent further exacerbations of their disease. We understand

this is based on your clinical expertise and the circumstance of the patient. Members who express difficulty with adherence, transportation, or access related to their medications may benefit from a referral to our Case Management department. You or your staff can refer members to BCBSRI Case Management by calling (401) 459-2273, faxing (401) 459-5804, or emailing [triage\\_group@bcbsri.org](mailto:triage_group@bcbsri.org).

### **P** Department of Health Reports Health-care Quality Information

Help your patients make informed decisions about their inpatient hospital care. The quality of care a patient receives in the hospital can greatly impact their health and the level of care they will need when discharged. Many patients do not

know how to pick a “good” hospital, and often choose one based on location alone.

The Department of Health publishes [reports](#) that provide consumers with easy-to-understand, comparative quality information about Rhode Island hospitals. This information can be found on the [Department of Health website](#) and can be printed and shared with patients and their family members.

## Benefits & Products

### **PF** Living Fit Benefit

Being active can help improve your patients’ health and quality of life. That’s why BlueCHiP for Medicare offers Living Fit! Members can get an unlimited-use health club membership at any one network facility for only \$5 per month. Members pay the \$5 membership fee month to month, and may cancel at any time. With their membership, Blue-CHiP for Medicare members can take advantage of:

- Group fitness classes (Additional cost may apply.)
- State-of-the-art exercise equipment

- Knowledgeable, courteous staff
- Indoor swimming pool (available at some facilities)

We encourage you to speak with your patients about the importance of exercise to their overall health and well-being.

To learn more about member eligibility for low-cost fitness benefits, please call our Physician & Provider Service Center at (401) 274-4848 or 1-800-230-9050 (out-of-state only), Monday through Friday, 8:00 a.m. to 4:30 p.m. You can read more about [Living Fit](#) here.





# Benefits & Products

## PFB National Employer Group Platform Enhancement

BCBSRI is offering a national solution to service the unique needs of select multi-state clients. While the members associated with these accounts will continue to be enrolled through BCBSRI and present BCBSRI membership ID cards, they will be serviced via National Alliance. National Alliance uses a different platform than our local membership. Beginning in 2015, you will begin to see BCBSRI member ID cards associated with this platform. Below is a sample member ID card.





There are some features that are unique to this national platform. When a member presents this ID card, please do the following:

- To verify benefits, eligibility, and member liability, please visit [www.myhealthtoolkitri.com](http://www.myhealthtoolkitri.com). If this is your first time using the website, follow the prompts to create a user name and password.
- You can also visit [www.myhealthtoolkitri.com](http://www.myhealthtoolkitri.com) to access and/or verify providers in the tiered network.\*
- Look on the back of the member's ID card for phone numbers for preauthorizations. Employer groups that are managed through National Alliance will use their vendors, such as:

- > [NIA](#) for radiology management
- > [Accredo](#) for specialty pharmacy
- > [CVS/Caremark](#) for pharmacy benefit manager
- > [Companion](#) for behavioral health

If you have any questions, please don't hesitate to contact our Physician & Provider Service Center at (401) 274-4848 or 1-800-230-9050 (out of state only), Monday through Friday, 8:00 a.m. to 4:30 p.m.

\* Employees and dependents of Prospect CharterCARE have access to a tiered network and are administered on the National Alliance platform, effective January 1, 2015. These members can be identified with a Member ID Prefix of "GTY."

 <b>BlueCross® BlueShield®</b>		 <b>BlueCross® BlueShield®</b>	
Members: Call Customer Service for claims filing information.		MyHealthToolkitRI.com	
Providers, file claims with the local BlueCross and/or BlueShield Plan where member received services. Preauthorization required for some hospital outpatient procedures and all hospital inpatient admissions. Report emergency admissions within 24 hours. MRI/MRA/PET/CT will require authorization to ensure benefit payment.		Customer Service: 1-85 PPO Network Provider 1-800-810-2583 Provider Service: 1-800 Precertification: 1-888- Mental Health and Sub Precertification: 1-800-858-1124 Caremark: 1-888-963-7290	
Blue Cross & Blue Shield of Rhode Island provides administrative services only and does not assume any financial risk for claims.		Blue Cross & Blue Shield of Rhode Island is an independent licensee of the Blue Cross and Blue Shield Association.	
 Pharmacy benefits administrator		MyHealthToolkitRI.com	
			

## **PFB** Free Pharmacy Benefit Seminars for BCBSRI Members and Providers

Patients frequently expect that their providers will have all of the answers, including questions about their insurance. We want to help you shift the conversation. Let your patients rely on you for medical advice and turn to us for their insurance questions. We've opened Your Blue Stores to give people the opportunity to speak with BCBSRI representatives face-to-face. The Warwick location even has a Community Room offering classes and seminars to help people better understand their health and their health insurance, including pharmacy coverage.

To help members understand their pharmacy benefits, we hold seminars at 2:00 p.m. on the third Wednesday of each month at Your Blue Store in Warwick (300 Quaker Lane – Christmas Tree Shops Plaza). Topics include:

- **Pharmacy 101 :**  
This seminar will cover the basics of prescription drug coverage, plus provide tips for saving money on medications.
- **Specialty Pharmacy:**  
What is a "specialty medication"? When should someone use a specialty pharmacy? Members will get these questions answered and discover how to save money on expensive specialty drugs.
- **The Medicare Part D Coverage Gap:**  
Members will learn about the coverage gap (also called the "donut hole"), how it works, and steps they can take to maximize their benefits.

- **Prior Authorizations:**  
This seminar explains prior authorization, how to get one, and what cost-saving options may be available.
- **CMS Stars Program:**  
Medicare evaluates plans based on a 5-star rating system. Star ratings are calculated each year and may change from one year to the next. Members will find out how Blue Cross earns our score, what it means for them, and how the program helps improve health and lower costs.
- **2016 Pharmacy Benefit Updates:**  
Members will discover what changes are in store for 2016 and how selecting the right plan can maximize their savings.

This [flyer](#) has a calendar of events for 2015. Please share it with patients who could benefit from more information on pharmacy and other healthcare topics.

We can also facilitate a seminar or presentation for your office on pharmacy-related topics, such as medication therapy management, vaccinations, high-risk medications, generic dispensing, or dosing strategies. If you are interested in a presentation, please contact Rosa Tysor, Pharmacy Program Specialist, at [rosa.tysor@bcbsri.org](mailto:rosa.tysor@bcbsri.org) or (401) 459-1484.

## **PFB** BCBSRI Pharmacy Program: April 1, 2015 Formulary Changes

The information below is effective as of April 1, 2015 and applies to all commercial BCBSRI products, including the Managed Pharmacy Benefit and Essential Health Benefit (EHB) plan designs. These changes do not apply to BlueCHIP for Medicare. Any changes to this list are the result of a comprehensive review of relevant clinical information by the BCBSRI Pharmacy and Therapeutics Committee.

### **Brand Name Drugs (excluded from coverage – medical necessity available)**

For the Standard and EHB Formularies, the following brand-name drugs are excluded from coverage effective April 1, 2015, but **will have** medical exception criteria available.

AMRIX  
CAMBIA  
FENOFIBRATE  
JUBLIA  
NAPRELAN CR  
RAYOS  
SODIUM  
SULYMD/SULFA  
VIMOVO  
ZIPSOR

### **Brand Name Drugs (excluded from coverage – no medical necessity)**

For the Standard and EHB Formularies, the following brand-name drugs are now **available with generic equivalents**. As a result, the brand name will be **excluded** from coverage effective April 1, 2015.

ACCOLATE  
ACEON  
ACTONEL

# Pharmacy

ASTEPRO SPRAY  
ATACAND  
ATACAND HCT  
ATIVAN  
AVINZA  
BACTRIM  
BACTRIM DS  
BARACLUDE  
BUPHENYL POW  
BUPRENEX INJ  
CADUET  
CARDIZEM 30MG  
CARDIZEM LA  
CELEBREX  
CIPRO SUSP  
CLOBEX SPRAY  
COLYTE SOL PACKS  
COMPAZINE  
COSOPT OPTH SOL 2-0.5%  
CYCLESSA  
DEMADEX  
DERMATOP CRE  
DESOGEN-28  
DIOVAN HCT  
DISALCID  
ELOCON CRE  
EPIVIR SOL  
ERYGEL GEL 2%  
ESGIC TAB  
EVOCLIN AERO  
EXACTUSS LIQ  
EXALGO  
EXFORGE  
EXFORGE HCT  
FEMCON FE  
FIORICET CAP  
FIORICET w Cod CAP  
GARAMYCIN OPTH SOL  
GILTUSS LIQ  
GLUCOTROL XL  
HALCION  
HECTOROL  
HECTOROL INJ

HYCET SOL  
KADIAN ER  
KAYEXALATE POW  
LITHOBID CR  
LOCOID LIPO CREAM  
LOPRESSOR  
LOTENSIN HCT  
LOVENOX INJ  
LUVOX CR  
LUXIQ AERO  
LYSTEDA  
MALARONE  
MIRCETTE-28  
MYCOBUTIN  
NEPTAZANE  
NEXIUM  
OLUX AERO  
OLUX-E AERO  
ORAPRED ODT  
OVACE PLUS SHA  
OVACE WASH  
OVIDE LOT  
OXSORALEN-UL  
PATANASE SPRAY  
PENLAC SOL  
PENNSAID SOL  
PEPCID  
PERIDEX SOL  
PLAQUENIL TAB  
PREVIDENT 5000 PLS  
PROTOPIC OINT  
PULMICORT SUSP  
PYRIDIUM  
QUALAQUIN  
RETIN-A CREAM  
RETIN-A GEL  
SOLARAZE GEL 3%  
STROMECTOL  
TACLONEX OINT  
TIAZAC  
TOBI NEB  
TRANXENE T  
UROCIT-K 15

UROXATRAL  
VANCOGIN HCL  
VIVELLE-DOT  
XYZAL SOL  
XYZAL TAB  
ZITHROMAX INJ  
ZOVIRAX  
ZYVOX SOL

For the Traditional Formulary, these products will continue to be covered with a non-preferred copay.

### **Brand Name Drugs Moved to a Non-Preferred Tier – All Commercial Benefit Plans**

The following brand name drugs have been changed to a non-preferred status, effective April 1, 2015.

BIONECT (all products)  
CELLCEPT SUSP  
RAPAMUNE  
VALCYTE

### **Specialty Pharmacy Benefit Update**

The following updates apply to all prescription benefit policies with a specialty pharmacy benefit, effective on April 1, 2015. The following products are added to specialty benefit requirements with prior authorization required.

THIOLA  
ACTIMMUNE

All medical criteria guidelines and authorization forms for specialty pharmacy are available in the Provider section of [bcbsri.com](http://bcbsri.com).

### **Standard Plan Exclusions – Update to all Commercial Benefit Plan Designs**

The following products have not been identified as a covered service in the subscriber agreement language and therefore do not qualify for coverage under the Standard Prescription Drug

# Pharmacy

benefit guidelines. Effective April 1, 2015, these products will no longer be covered under the pharmacy benefit at a retail pharmacy.

ACTIVE FE  
ADIPEX-P  
ADRENAL C  
ADVANCED AM/PM  
AIRAVITE  
ALBAFORT INJ  
ANIMI-3  
APPTRIM  
AXONA POW  
B6 FOLIC ACD  
BIFERARX  
BP VIT 3  
CALCIFOL WAF  
CALCIUM-FA WAF PLUS D  
CARDIOTEK-RX TAB  
CARDIOVID PLUS  
CENFOL  
CENTRATX  
CESINEX  
COD LIVER OIL  
CORVITA  
DERMANIC  
DIALYVITE  
DIVISTA  
ED CYTE F  
FA-B6-B12  
FE C PLUS  
FERIVA  
FERRALET 90  
FERRAPLUS 90  
FERREX 150 FORTE  
FERREX 28  
FERROCITE PLUS  
FERRO-PLEX  
FERROTRIN  
FOLASTIN  
FOLBEE PLUS  
FOLGARD OS  
FOLIVANE-F

FOLIVANE-PLS  
FOLTRATE  
FOLTRIN  
FOLTX  
FORTAVIT  
FOSTEUM  
FUSION PLUS  
HEMATOGEN  
HEMATOGEN FA  
HEMOCYTE-F  
IS 24/6 MIS  
LUNGLAID EMU  
MACUTEK  
MAGNEBIND  
MAXARON FORTE  
METAFOLBIC  
METANX CAP  
METHYLFOL/ME TAB -CBL/NAC  
METHYLFOL/ME TAB -CBL/P5P  
MULTIGEN  
MULTIGEN FOLIC  
MULTIGEN PLUS  
NEPHROCAPS  
NEPHRON FA  
NEURIN-SL  
NICOMIDE  
NIRON KOMPLE  
NOVAFERRUM  
NUTRIVIT LIQ  
POLYSACCHARI CAP IRON  
PREFLIN  
PRE-FOLIC  
PROBARIMIN  
PROFERRIN FORTE  
PROMAR  
PROTECTBONE WAF  
PROTECTIRON  
PROTEOLIN  
RENATABS  
RENATABS TAB  
RENAX  
SE-TAN PLUS  
STROVITE

STROVITE ONE  
SUPERVITE LIQ  
SUPERVITE EC TAB  
SUPPORT 500  
SUPPORT LIQ  
SYNATEK  
TARON FORTE  
TL GARD RX  
TL-FOL 500  
TL-HEM 150  
TRIGELS F FORTE  
TRIPHROCAPS  
UDAMIN  
UDAMIN SP  
UROSEX  
VAYACOG  
VAYARIN  
VAYAROL  
VITAL-D RX  
VITAMAX PEDI  
VITA-RESPA

## **Standard Plan Exclusions – Update to all Commercial Benefit Plan Designs**

The following products are considered to be most appropriately covered under a BCBSRI **medical policy only** effective April 1, 2015. These products will **no longer be covered** under the pharmacy benefit at a retail pharmacy.

MIRENA IUD



# Claims

## PFB Claims Adjustments

Providers who submit claims through the Electronic Data Interchange (EDI) have the capability to also request adjustments that way too. We encourage any participating providers who submit claims through the EDI to use this mechanism for all claims adjustments. We ask that you please convey this to your billing company or clearinghouse if they submit claim adjustments on your behalf.

## P Billing Instructions for Urgent Care Centers

If you are a contracted urgent care center, you must file claims as a group and not at the individual practitioner level. This means filing with the Type 2 NPI in both 24J and 33a.

**1500**  
**HEALTH INSURANCE CLAIM FORM**  
APPROVED BY NATIONAL UNIFORM CLAIM COMMITTEE 08/05

PICA  PICA

1. MEDICARE <input type="checkbox"/> MEDICAID <input type="checkbox"/> TRICARE CHAMPUS (Sponsor's SSN) <input type="checkbox"/> CHAMPVA (Member ID#) <input type="checkbox"/> GROUP HEALTH PLAN (SSN or ID) <input type="checkbox"/> FECA (SSN) <input type="checkbox"/> OTHER (ID) <input type="checkbox"/>		1a. INSURED'S I.D. NUMBER (For Program in Item 1)	
2. PATIENT'S NAME (Last Name, First Name, Middle Initial)		3. PATIENT'S BIRTH DATE MM DD YY SEX M <input type="checkbox"/> F <input type="checkbox"/>	
5. PATIENT'S ADDRESS (No., Street) CITY STATE ZIP CODE TELEPHONE (Include Area Code) ( )		6. PATIENT RELATIONSHIP TO INSURED Self <input type="checkbox"/> Spouse <input type="checkbox"/> Child <input type="checkbox"/> Other <input type="checkbox"/> 8. PATIENT STATUS Single <input type="checkbox"/> Married <input type="checkbox"/> Other <input type="checkbox"/> Employed <input type="checkbox"/> Full-Time Student <input type="checkbox"/> Part-Time Student <input type="checkbox"/>	
9. OTHER INSURED'S NAME (Last Name, First Name, Middle Initial)		10. IS PATIENT'S CONDITION RELATED TO: a. EMPLOYMENT? (Current or Previous) YES <input type="checkbox"/> NO <input type="checkbox"/> b. AUTO ACCIDENT? YES <input type="checkbox"/> NO <input type="checkbox"/> PLACE (State) _____ c. OTHER ACCIDENT? YES <input type="checkbox"/> NO <input type="checkbox"/> 10d. RESERVED FOR LOCAL USE	
a. OTHER INSURED'S POLICY OR GROUP NUMBER		11. INSURED'S POLICY GROUP OR FECA NUMBER	
b. OTHER INSURED'S DATE OF BIRTH MM DD YY SEX M <input type="checkbox"/> F <input type="checkbox"/>		a. INSURED'S DATE OF BIRTH MM DD YY SEX M <input type="checkbox"/> F <input type="checkbox"/>	
c. EMPLOYER'S NAME OR SCHOOL NAME		b. EMPLOYER'S NAME OR SCHOOL NAME	
d. INSURANCE PLAN NAME OR PROGRAM NAME		c. INSURANCE PLAN NAME OR PROGRAM NAME	
<b>READ BACK OF FORM BEFORE COMPLETING &amp; SIGNING THIS FORM.</b> 12. PATIENT'S OR AUTHORIZED PERSON'S SIGNATURE I authorize the release of any medical or other information necessary to process this claim. I also request payment of government benefits either to myself or to the party who accepts assignment below. SIGNED _____ DATE _____			
14. DATE OF CURRENT ILLNESS (First symptom) OR INJURY (Accident) OR PREGNANCY(LMP) MM DD YY		15. IF PATIENT HAS HAD SAME OR SIMILAR ILLNESS, GIVE FIRST DATE MM DD YY	
17. NAME OF REFERRING PROVIDER OR OTHER SOURCE		17a. _____ 17b. _____ 17c. NPI _____	
19. RESERVED FOR LOCAL USE		16. DATES PATIENT UNABLE TO WORK IN CURRENT OCCUPATION FROM MM DD YY TO MM DD YY	
21. DIAGNOSIS OR NATURE OF ILLNESS OR INJURY (Relate Items 1, 2, 3 or 4 to Item 24E by Line) 1. _____ 3. _____		18. HOSPITALIZATION DATES RELATED TO CURRENT SERVICES FROM MM DD YY TO MM DD YY	
24. A. DATE(S) OF SERVICE From MM DD YY To MM DD YY B. PLACE OF SERVICE C. EMG D. PROCEDURES, SERVICES, OR SUPPLIES (Explain Unusual Circumstances) CPT/HCPCS MODIFIER E. DIAGNOSIS POINTER		20. OUTSIDE LAB? YES <input type="checkbox"/> NO <input type="checkbox"/> \$ CHARGES _____	
25. FEDERAL TAX I.D. NUMBER SSN EIN		22. MEDICAID RESUBMISSION CODE ORIGINAL REF. NO.	
26. PATIENT'S ACCOUNT NO.		23. PRIOR AUTHORIZATION NUMBER	
27. ACCEPT ASSIGNMENT? (For part. assign. see back) YES <input type="checkbox"/> NO <input type="checkbox"/>		24. F. \$ CHARGES G. DAYS OR UNITS H. ICD-9-CM (Field #) I. ID. QUAL. J. RENDERING PROVIDER ID. #	
28. TOTAL CHARGE \$		29. AMOUNT PAID \$	
30. BALANCE DUE \$		24. NPI Type 2 NPI	
31. SIGNATURE OF PHYSICIAN OR SUPPLIER INCLUDING DEGREES OR CREDENTIALS (I certify that the statements on the reverse apply to this bill and are made a part thereof.) SIGNED _____ DATE _____		32. SERVICE FACILITY LOCATION INFORMATION a. NPI b. _____	
33. BILLING PROVIDER INFO & PH # ( ) a. Type 2 NPI b. _____			

NUCC Instruction Manual available at: [www.nucc.org](http://www.nucc.org) APPROVED OMB-0938-0999 FORM CMS-1500 (08-05)

## **PFB** Credentialing Updates

The Council of Affordable Quality Healthcare (CAQH) has incorporated feedback from providers and health plan focus groups into the development of CAQH ProView™, a range of new features that will make it easier to update information, reducing the time and resources necessary to submit accurate, timely data to organizations.

Providers will be able to easily submit information through a more intuitive, profile-based design. CAQH ProView's time-saving features include:

- Complete and attest to multiple state credentialing applications in one intelligent workflow design.
- Upload supporting documents directly into CAQH ProView to eliminate the need for manual submission and to improve the timeliness of completed applications.
- Review and approve Practice Manager information before data is imported.

- More focused prompts and real-time validation to protect against delays in data processing.
- Self-register with the system before a health plan initiates the application process.

## **PFB** Access Standards

As a reminder, all BCBSRI participating physicians must adhere to our contractual standards related to access to care.

### **Access**

Members shall have reasonable access to their physician. BCBSRI participating physicians agree to the following access standards for established patients, or when indicated for new patients:

#### **Return of Phone Calls:**

Office staff triaged calls: same day. Off-hours calls: within one hour.

#### **Emergent Care:**

Seen immediately or referred as medically appropriate.

#### **Urgent Care:**

Triaged or seen within 24 hours.

#### **Non-Urgent, Symptomatic:**

Appointments within 30 days (other than routine follow up). Medical judgment should be used in considering the need for a more prompt evaluation.

#### **Preventive Care:**

Primary Care Physicians: Appointments within two months, including preventive gynecologic exam.

#### **New Patients:**

Appointments within 30 days.

#### **Waiting Time in Office:**

Less than 30 minutes from the time of a scheduled appointment on average.

#### **Physical Accessibility:**

All participating physicians/providers are required to comply with the requirements of the Americans with Disabilities Act.

## PF Policies Recently Reviewed for Annual Update

The following policies were recently reviewed for annual update. You can review the full text of these [policies](#).

- Actigraphy
- Adoptive Immunotherapy
- Autologous Platelet-Derived Growth Factors (i.e., Platelet-Rich Plasma)
- Bronchial Thermoplasty
- Cardiac Hemodynamic Monitoring
- Cryosurgical Ablation of Primary or Metastatic Liver Tumors
- Implantable Sinus Stents Following Endoscopic Sinus Surgery
- Ingestible pH and Pressure Capsule
- Islet Cell Transplantation
- Minimally Invasive Intradiscal and Annular Procedures for Back Pain
- Microvolt T-Wave Alternans Testing
- Oral Appliances for Sleep Apnea
- Private Duty Nursing
- Prolotherapy
- Scintimammography Breast-Specific Gamma Imaging
- Sensory Integration Therapy and Auditory Integration Therapy
- Temporary Prostatic Stent
- Thermal Capsulorrhaphy as a Treatment of Joint Instability
- Transvaginal and Transurethral Radiofrequency Tissue Remodeling for Urinary Stress Incontinence

- Tumor–Treatment Fields for Glioblastoma
- Vertebral Axial Decompression

As we continue to enhance our claims processing system, the following policies, as part of the annual review process, had diagnosis edits added to the updated policy. To ensure correct claims processing, please review the following policies.

- Ambulatory Blood Pressure Monitoring
- Cranial Orthoses (Adjustable) for Positional Plagiocephaly and Craniosynostoses
- Cryoablation of Prostate Cancer
- Electrical Stimulation for the Treatment of Arthritis
- Home Apnea Monitoring
- Home Prothrombin Time Monitoring
- Meniscal Allograft Transplantation and Collagen Meniscus Implants
- Osteochondral Autografts and Allografts in the Treatment of Focal Articular Cartilage Lesion
- Ovarian and Internal Iliac Vein Embolization as a Treatment of Pelvic Congestion Syndrome

For your review, we also post monthly drafts of medical policies being created or reassessed. As a reminder, you can provide comments on draft policies for up to 30 days.

## PF Updates to the Preauthorization via Web-Based Tool for Procedures and DME Policies

Effective June 1, 2015, the following procedures have been added to the [Preauthorization via Web-Based Tool for Procedures](#) and [Preauthorization via Web-Based Tool for Durable Medical Equipment](#) medical policies.

### Procedures

- Antireflux Surgery or Hiatal Hernia Repair
- Arthroplasty, Temporomandibular Joint (TMJ)
- Arthroscopy, Temporomandibular Joint (TMJ)
- Bariatric Surgery (Adolescent)
- Brachytherapy, Prostate
- Discectomy and Fusion, Anterior Cervical
- Discectomy:
  - > Lumbar
  - > Temporomandibular Joint (TMJ)
- Endoscopic Antireflux Procedures
- Epidural Injection, For Pain Management Only
- Facet Joint Injection
- Fusion:
  - > Cervical
  - > Thoracic
- Hemilaminectomy:
  - > Cervical
  - > Lumbar
- Interspinous Process Decompression (Medicare Only)

# Policies

- Keratoplasty
- Kyphoplasty or Vertebroplasty
- Laminectomy:
  - > Cervical, with or without Fusion
  - > Lumbar, with or without Fusion
  - > Thoracic, with or without Fusion
- Lid Lesion Excision with or without Reconstruction
- Lid Reconstruction
- Orthognathic Surgery
- Proton Beam Radiotherapy (PBRT)
- Reconstruction, Temporomandibular Joint (TMJ)
- Removal of Non-Covered Implantable Devices:
  - > Artificial Intervertebral Disc
  - > Bone Conduction Hearing Device
  - > Gastric Electrical Stimulation
  - > Occipital Nerve Stimulation
  - > Subcutaneous Implantable Cardioverter Defibrillator (Commercial Only)
- Sacroiliac (SI) Joint Injection
- Scoliosis Surgery

- Septoplasty
- Spinal Cord Stimulator (SCS) Insertion
- Upper Gastrointestinal Endoscopy
- Uvulopalatopharyngoplasty (UPPP)
- Vagal Nerve Stimulator

## **DME**

- Hospital Beds and Cribs
- Pneumatic Compression Devices
- Prosthetic Devices
- Support Surfaces
- Transport Chair, Pediatric
- Wheels or Wheelchairs, Power-Assist

## **PFB** Reminder: New 2015 Drug Screening Codes

BCBSRI will be adhering to CMS guidelines for the following new 2015 drug testing CPT codes: 80300 -80377. To report drug testing, claims must be filed using the appropriate HCPCS **code range G6030 through G6058**. Claims filed using the CPT codes

with dates of service after January 1, 2015 will be denied as “use alternate code.” This is effective for all products. Find [more information](#).