

BLUE REVIEWSM

A Provider Publication

April 2018

Please distribute this newsletter, which contains claims, billing, Medical Policy, reimbursement, and other important information, to all health care providers, administrative staff, and billing departments/entities. This version of Blue Review is based on the electronic version that was distributed in April 2018 but because it is a summary copy, **it may not have all the information contained in the electronic version. To sign up to receive the Blue Review electronically, complete the [request form](#) that can be found at bcbsok.com/provider.**

You can find the [Blue Review](#) online at bcbsok.com/provider/news and updates

News & Updates

BCBSOK Approves Coverage of New Shingles Vaccine Shingrix

Blue Cross and Blue Shield of Oklahoma (BCBSOK) now covers Shingrix, a new two-dose vaccine approved by the Food and Drug Administration (FDA) in October 2017 for reducing shingles and related nerve pain. Until recently, the only vaccine available for shingles was Zostavax which is 51 percent effective. Clinical trials show Shingrix is 91 percent effective.

For immunocompetent adults ages 50 and older, the Advisory Committee on Immunization Practices (ACIP) recommends Shingrix over Zostavax. They also recommend that immunocompetent adults who have already had Zostavax also get Shingrix.

BCBSOK covers two doses of Shingrix administered to patients ages 50 and older, even if they have already received Zostavax based on current ACIP recommendations. It is important to check eligibility and benefits information to confirm details regarding copays, coinsurance and deductibles before administering this vaccine to BCBSOK members.

Vaccine	Shingrix	Zostavax
Dosage schedule	Two doses (2nd dose 2-6 months later)	One dose
Vaccine description	Recombinant, adjuvanted	Live-attenuated

FDA recommended age	Adults 50 and older even if previously vaccinated with Zostavax	Adults 50 and older
Overall efficacy by year 3*	91%	51%
Administration site	Intramuscular	Subcutaneous
CPT® Code	90750 - Zoster (shingles) vaccine, (HZV), recombinant, sub-unit, adjuvanted, for intramuscular injection	90736 - Zoster (shingles) vaccine (HZV), live, for subcutaneous injection

*Zostavax and Shingrix prescribing information

For more information on Shingrix, see the Center for Disease Control and Prevention’s [Jan. 26, 2018, edition of Morbidity and Mortality Weekly Report](#). Click [here](#) for the FDA-approved prescribing information for Shingrix. For more information on patient coverage, contact your BCBSOK representative.

Details on our complete, approved immunization schedule can be found on the BCBSOK Provider page under Standards & Requirements, Clinical Payment and Coding Policies, [“Preventive Services Policy CPCP006”](#).

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Updated Online NDC Units Calculator Tool Available

Providers treating Blue Cross and Blue Shield of Oklahoma (BCBSOK) members now have access to a user-friendly online National Drug Code (NDC) units calculator tool for assistance with converting applicable classified or specified Healthcare Common Procedure Coding System (HCPCS) or Current Procedural Terminology (CPT®) units to NDC units.

RJ Health, an independent third-party specialty drug data company, has provided a newly updated units calculator tool, which is now known as RC Claim Assist™. You may access RC Claim Assist at no cost through the [Avality™ Web Portal](#) or through the BCBSOK [secure provider portal](#). If you are a new Avality or secure provider portal user, you will need to select the *Register now* link. Once registered, you should be able to login. Providers may search for billable NDC Units by HCPCS/CPT code, by NDC code and/or by Drug Name.

A user guide for RC Claim Assist, as well as updated NDC Billing FAQs and NDC Billing Guidelines will be available soon. These resources will be posted in the [Claims and Eligibility/Claim Tips](#) section of our Provider website.

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Flu Epidemic Notification from the CDC

As a provider, you are aware of the increased influenza activity and illness severity in the current flu season. Influenza is highly contagious and can cause mild to severe illness, including death in some persons. According to the Centers for Disease Control and Prevention’s (CDC) weekly [FluView Report](#), influenza-like illness (ILI) remains high across most of the U.S. and is higher than the peak of flu activity observed during many seasons.

[OK FluView: Weekly Influenza Activity Summary](#)

Updated: Additional Benefit Preauthorization Requirements for 2018

After receiving feedback from the provider community about the new benefit preauthorization requirements that went into effect January 1, 2018, BCBSOK is removing certain codes from the preauthorization requirements effective Feb. 23, 2018.

To access the updated list of codes, please visit the [Prior Authorization](#) page on the BCBSOK provider website.

We appreciate your feedback and your continued participation in BCBSOK’s networks.

Feature Tip

How to Keep the Cash Flowing

BCBSOK will be publishing a series of articles on ways for you to get paid quickly and efficiently. Topics will focus on how you can prevent delayed payments such as: keeping your information updated, reducing inaccurate claim submissions, and submitting claims and appeals on time.

The third article in this series focuses on Medical Record Requests.

Medical Record Submission 'Dos and Don'ts'

In certain cases, Blue Cross and Blue Shield of Oklahoma (BCBSOK) may need to request additional information to process a claim, such as medical records, operative reports or other supporting documentation – In such cases, BCBSOK will only request the minimum Protected Health Information (PHI) necessary per the Health Insurance Portability and Accountability Act (HIPAA).

It is very important that you submit only the information that is requested and only if it is requested. Below are some quick reminders on when and how to submit medical records and other information:

DO:

- Use the letter you receive from BCBSOK as your cover sheet when submitting the requested information to us. This letter contains a barcode that will ensure we match the requested information directly to the appropriate file and/or claim.
- Use the [Claim Inquiry Resolution \(CIR\)](#) to submit specific information that was requested in the claim denial, such as medical records, operation reports and physician notes through the [Availity™](#) Electronic Refund Management ([eRM](#)) system. For more information view the [CIR Tip Sheet](#).
- For providers and administrators registered with [Availity™](#) you may receive and send electronic quality and risk adjustment medical record requests to and from BCBSOK. For additional details, refer to the [Responding to Electronic Quality and Risk Adjustment Medical Records Requests Tip Sheet](#).

Please Note: Electronic medical record request and submission process are not available for medical record requests resulting from utilization review activities or the claims adjudication process. We anticipate offering additional capabilities throughout 2018.

- Submit **only** the information that pertains specifically to what is requested by BCBSOK.

DON'T:

- Do not submit a Claim Review form in addition to the letter you receive from BCBSOK, as this could delay the review process.

POST-ADJUDICATION INQUIRIES:

Do not automatically submit medical records for claims that have been denied due to "not a covered benefit" or similar reasons. If you submit medical records for claims that have already been denied for

these reasons, you will receive a letter from BCBSOK alerting you that your request will not be reviewed because the services performed are not eligible for coverage under the patient's benefit plan.

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Provider Data and Directory Updates

Maintaining accurate provider data and directories are an important part of providing Blue Cross and Blue Shield of Oklahoma (BCBSOK) members with the information they need to manage their health. Please review our online provider directory, [Provider Finder](#)[®]. The directory is a helpful tool for providers to refer their BCBSOK patients to other participating providers.

To update your directory information or other provider information such as tax identification numbers, supervising physician information, hospital privileges, etc., please submit the [BCBSOK Provider Notification form](#) via fax to 918-549-2141 or email the form to oknetworkmanagement@bcsok.com.

All changes should be submitted at least 30 days in advance of the effective date of the change. For more information, please contact your BCBSOK [Provider Network Representative](#).

Web Changes

- Posted [March Blue Review](#) to Education and Reference Center/News and Updates/Blue Review page
- Posted [Updated: Additional Benefit Preauthorization Requirements for 2018](#) to Education and Reference Center/News and Updates
- Posted [Training Webinar Schedules](#) for Second Quarter Education and Reference Center/Training

Stay Informed

Watch the [News and Updates](#) on our Provider website for important announcements.

Update Your Information

Do you need to update your location, phone number, email or other important details on file with BCBSOK? Use our online forms to [request an information change](#).

Provider Training

For dates, times and online registration, visit the [Provider Training page](#).

Making the Health Care System Work. Better. Together.

We have an insider's view of how health insurers, doctors, hospitals, employers and governments depend on one another to provide access to affordable, high-quality care and help people live healthy, productive lives. We put together a team of writers and multimedia creators to work with business and thought leaders, inside and outside of our organization, to explore ways we can all work together to make the health care system work better for everyone. [Learn more about the online magazine](#) we created to tell these stories.

BCBSOK Online Provider Orientation

The [Online Provider Orientation](#) is a convenient and helpful way for providers to learn about the online resources available to them.

Medical Policy Reminder

Approved new or revised BCBSOK medical policies and their effective dates are posted on the BCBSOK website the first day of each month. These policies may impact your reimbursement and your patients' benefits. You may view all active and pending policies, or view draft Medical Policies and provide comments. These can be accessed on the Standards and Requirements page of our provider website.

While some information on new or revised medical policies may occasionally be published for your convenience, please visit bcbsok.com/provider for access to the most complete and up-to-date information.

On-demand Training

An [eRM tutorial](#) is available to show you how to navigate the features of the eRM tool. [Log in](#) at your convenience to complete the tutorial and use it as a reference when needed.



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