



## February 2017

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 on Feb. 2, 2017 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](http://bcbsok.com/provider).**

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

## News & Updates

### Blue Cross Medicare Advantage<sup>SM</sup>: Claim Rejections for Taxonomy Code

Taxonomy codes are **not** required on claims submitted for Blue Cross Medicare Advantage (PPO)<sup>SM</sup> and Blue Cross Medicare Advantage (HMO)<sup>SM</sup> members. However, due to a recent system issue, electronic Blue Cross Medicare Advantage claims submitted with Payer ID 66006 **Jan. 1, 2017, through Jan. 11, 2017**, may have been rejected for a missing provider taxonomy code.

The following error message was returned for those affected claims: "The provider information segment (loop 2000A, PRV) must be submitted because the provider's taxonomy code impacts adjudication."

The system issue causing the rejected claims was resolved as of Jan. 11, 2017. **Providers who were impacted by this issue must resubmit the rejected claims for processing and adjudication.**

As a reminder, the preferred method for claim submission is electronically. Government programs claims may not be submitted via fax.

If you have questions or need assistance, contact your Medicare Advantage Network Representative, Sherrie Pippin (918) 551-2175.

### Availity<sup>TM</sup> 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 Availity Claim Research Tool (CRT) 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). The CRT enables users to check the status of multiple claims in one view to obtain real-time claim status, with easy-to-read denial descriptions.

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](#) in the Education and Reference Center/Provider Tools section of our website at [bcbsok.com/provider](http://bcbsok.com/provider). As a reminder, you must be registered with Availity to utilize the CRT. For registration information, visit [availity.com](http://availity.com), or contact Availity Client Services at 800-282-4548.

**Join us for a webinar!** BCBSOK hosts complimentary [Back to Basics: 'Availity 101' Webinars](#) for providers to learn how to use the CRT and other electronic tools to the fullest potential. You do not need to be an existing Availity user to attend a webinar. To register online for an upcoming webinar, visit Provider Training under the Education and Reference Center section of our Provider website.

Availity is a trademark of Availity, LLC, a separate company that operates a health information network to provide electronic information exchange services to medical professionals. Availity provides administrative services to BCBSOK. BCBSOK makes no endorsement, representations or warranties regarding any products or services offered by third party vendors such as Availity. If you have any questions about the products or services offered by such vendors, you should contact the vendor(s) directly.

## Register Today for a "BCBSOK Back to Basics: Availity™ 101" Webinar

Blue Cross and Blue Shield of Oklahoma (BCBSOK) presents "BCBSOK Back to Basics: Availity 101", a complimentary webinar covering the self-service electronic tools and features that can be accessed through the Availity Web portal.

In this one-hour training session, BCBSOK will present an overview of electronic options that can help make doing business with BCBSOK faster and easier. Participants will learn how to:

- Check real-time patient eligibility and benefits for BCBSOK members with the Availity Eligibility and Benefits tool
- Access and utilize the Availity Claim Research Tool for enhanced BCBSOK claim status information

In addition, we'll briefly review the Electronic Refund Management (eRM), Claim Inquiry Resolution (CIR) and iExchange® tools, which are also available on Availity.

New users are highly encouraged to attend. Existing users needing a refresher are also welcome. You do not have to be registered with Availity prior to attending. If you have questions or need assistance, email our Provider Education Consultants at [pecs@bcbsok.com](mailto:pecs@bcbsok.com).

***If you are unable to pre-register for a webinar, please return to this page and click on the date and time for your preferred session. The "Join" button will become active at the scheduled start time of the meeting.***

[February 9, 2017 – 11 a.m. CT](#)  
[February 16, 2017 – 11 a.m. CT](#)  
[February 23, 2017 – 11 a.m. CT](#)  
[March 2, 2017 – 11 a.m. CT](#)  
[March 9, 2017 – 11 a.m. CT](#)  
[March 16, 2017 – 11 a.m. CT](#)  
[March 23, 2017 – 11 a.m. CT](#)  
[March 30, 2017 – 11 a.m. CT](#)

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 BCBSOK. BCBSOK makes no endorsement, representations or warranties regarding any products or services offered by independent third party vendors such as Availity. If you have any questions about the products or services offered by such vendors, you should contact the vendor(s) directly.

## **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 at [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@bcbsok.com](mailto:oknetworkmanagement@bcbsok.com).

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

## **In the Community**

### **Blue Cross and Blue Shield of Oklahoma Launches Second Mobile Assistance Center in Central Oklahoma**

Blue Cross and Blue Shield of Oklahoma (BCBSOK) is proud to announce the addition of a second [Mobile Assistance Center](#) (MAC) to be based out of the company's Oklahoma City office. Since the first MAC was introduced in Tulsa in 2014, it has traveled more than 35,000 miles, reaching thousands of Oklahomans by participating in nearly 250 events across the state.

"The Mobile Assistance Centers allow BCBSOK to directly interact with individuals regarding their options for health care," said BCBSOK President Ted Haynes. "Having a second MAC is essential for BCBSOK to reach more Oklahomans than ever before."



*BCBSOK community outreach specialists stand with two Mobile Assistance Center kiosks at the company's Tulsa headquarters.  
From left to right: Robert Flaherty, Jeannie Pham, Darci Cole, and Christian Gray.*

Both MACs are staffed by licensed community outreach specialists and customer service advocates who provide one-on-one assistance with health insurance enrollment and education. The MACs travel statewide and are transported by matching cargo vans printed with the MAC's motto: "On the Road to a Healthier Oklahoma." They include innovative mobile kiosks, designed to assist multiple people in a face-to-face setting. The MACs are equipped with custom built-in seating, six securely docked iPads, Internet access, and a large screen with audio and video capabilities.

MAC outreach efforts include hosting community events, visiting health fairs, participating in health and insurance seminars, and responding to communities in need following natural disasters. The availability of two MACs that are able to travel across the state, simultaneously, is essential in educating consumers on their health insurance questions and needs. During the Open Enrollment Period, licensed representatives are available to explain the requirements of the Affordable Care Act, to help customers with the online enrollment process and to find out if they qualify for financial assistance.

The MAC's mobility allows for broader accessibility, flexibility and the opportunity to engage with specific communities. In 2016, more than 64 percent of MAC activities were focused on those living in rural, Tribal and Latino communities in our state.

The MAC is available for pre-scheduled engagements, health fairs and community events throughout Oklahoma. Click [here](#) to find a schedule of upcoming events. To see the MAC in action, watch this [video](#).

For additional information about plans and benefits offered during 2017 Open Enrollment, or to enroll directly, visit [bcbsok.com/iamready](http://bcbsok.com/iamready) or call 866-881-0475.

## Web Changes

- Posted [January Blue Review](#) to Education and Reference Center/News and Updates/Blue Review page

- Updated [BCBSOK Back to Basics: Availity 101](#) to the Education and Reference Center/Training/Availity
- Updated [Clinical Practice Guidelines: Asthma and Cardiovascular Disease](#) to the Clinical resources/ Clinical Practice Guidelines
- Updated [Electronic Commerce Forms](#) to the Education and Reference Center/forms

### **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](http://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.



[Like us  
on Facebook](#)



[Follow us  
on Twitter](#)



[Watch us  
on Youtube](#)