

BLUE REVIEWSM

A Provider Publication

June 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 June 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

Billing Qualified Medicare Beneficiary for Medicare

The Centers for Medicare and Medicaid Services (CMS) has published an article that provides CMS guidance to Medicare providers to help them avoid inappropriately billing Qualified Medicare Beneficiaries (QMB) for Medicare cost-sharing, including deductibles, coinsurance, and copayments.

This CMS article pertains to all Medicare physicians, providers, and suppliers, including those serving beneficiaries, enrolled in Original Medicare or a Medicare Advantage (MA) plan.

Please review the CMS guidance article, "[Prohibition on Billing Dually Eligible Individuals Enrolled in the Qualified Medicare Beneficiary \(QMB\) Program](#)," as soon as possible.

Additional information can be viewed by visiting the Medicare Learning Network booklet titled, "[Dual eligible beneficiaries under Medicare and Medicaid](#)".

Addressing What Matters: How BCBSOK Is Tackling the Opioid Crisis

BCBSOK has launched a new web page called [Addressing What Matters](#), where members and stakeholders can view BCBSOK's perspectives on emerging health care issues and receive important Plan updates. The web page includes a message from Joseph Cunningham, M.D.,

divisional senior vice president of Health Care Delivery and chief medical officer, and will feature key topics throughout the year. The inaugural topic focuses on how BCBSOK is addressing the opioid public health emergency.

3rd Quarter Availity™, iExchange and Remittance Viewer Training Now Available

Blue Cross and Blue Shield of Oklahoma (BCBSOK) is proud to offer complimentary educational webinar sessions to our provider community. BCBSOK is committed to providing personalized one-on-one education to our valued providers. You will experience the maximum result from our training effectiveness which will foster satisfaction with BCBSOK.

In offering a variety of education topics, providers can choose specific topics which focus on their own office or individual needs. Our provider education specialists are prepared and ready to provide the personalized attention you have come to expect from BCBSOK.

3rd Quarter training webinars are now available for:

- [Availity™](#)
- [iExchange](#)
- [Remittance viewer](#)

Availity is a registered trademark of Availity, LLC. Availity is a partially owned subsidiary of Health Care Service Corporation, a Mutual Legal Reserve Company (HCSC), an independent licensee of the Blue Cross and Blue Shield Association. Availity operates a health information network to provide electronic information exchange services to medical professionals. Availity provides administrative services to BCBSOK, a Division of HCSC. Availity is solely responsible for the products and services it provides.

Verification of eligibility and/or benefit information 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, any claims received during the interim period and the terms of the member's certificate of coverage applicable on the date services were rendered.

Feature Tip

Provider Finder® Updates

Blue Cross and Blue Shield of Oklahoma (BCBSOK) has recently updated the Provider Finder tool, which is accessible via a link on our BCBSOK website. The updated Provider Finder improves search results so that all users can more easily locate in-network physicians, specialists and other health care providers.

It's important to note changes in the way you use the tool to review your own information, and the way to use the tool to help direct our members to other in-network providers.

Below is a step-by-step guide to help you navigate the updated Provider Finder.

1. Go to bcbsok.com
2. Select "Find a Doctor or Hospital"
3. Select "Search as Guest" under "Not a Member Yet?"
4. On the next page, selecting the "Search All Providers" link allows you to bypass member prompts. (Please encourage members to choose "Search In-Network Providers". This will lead them through a series of prompts to help focus results.)

To check your own information for accuracy, enter your name and your location. Then in the search results, select your name to view your record, which will include the BCBSOK group and retail networks with which you are contracted. *

To search for other providers who are in-network for a member:

- You can enter a provider's name and location, or
- You can enter the location then indicate the provider type and specialty. *

* Note: If you are looking for an in-network provider for BCBSOK Medicare/Medicaid members, choose "Helpful Links" and then select the member's Medicare/Medicaid network.

Help us continue to help our members find you. If you find discrepancies when checking your own information on the Provider Finder, it's important to submit a request to make the necessary changes. Visit the [Update Your Provider File page](#) for more information. [Provider Finder Tips](#) can also be found on this page.

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In the Community

Tulsa CARES receives BCBSOK grant for Hepatitis C care and prevention

[Tulsa CARES](#) was founded in 1991 as a community response to the growing need for coordinated HIV/AIDS care. Over the past two decades, Tulsa CARES has provided a compassionate response to the HIV epidemic as the HIV infection has evolved from a fatal illness to a manageable chronic health condition.

Tulsa CARES has been known for providing unique, wrap-around care for those living with HIV/AIDS, providing services like intensive case management, access to testing and treatment and assistance with health insurance and prescription co-pays. They also address nutrition, housing and mental health needs.

Through the [Healthy Kids, Healthy Families® grant](#) from Blue Cross and Blue Shield of Oklahoma, the organization has expanded their outreach and services and will now be able to assist those living with Hepatitis C virus (HCV).

According to the [Center for Disease Control and Prevention](#), an estimated 3.5 million people in the United States have chronic HCV, with Oklahoma having one of the highest rates per capita, while most are unaware of their infection.

Hepatitis C is a contagious liver disease that results from infection with the Hepatitis C virus. When first infected, a person can develop an “acute” infection, which can range in severity from a very mild illness with few or no symptoms to a serious condition requiring hospitalization, according to the [Oklahoma State Department of Health](#).

Treatment has dramatically improved in recent years and the disease is now curable. However, those who struggle with income, access to medical care and have limited knowledge of HCV symptoms, are significantly more at risk for disease complications and can unknowingly pass the virus to others.

Tulsa CARES is committed to identifying individuals at risk of infection and potentially in need of early intervention. Tulsa CARES assists uninsured Oklahomans infected with HCV by addressing needs including access to testing and treatment, transportation, medication support, as well as providing case management.

“This project will help address the statewide challenge of adequately identifying the full scope of HCV in Oklahoma,” said Kate Neary, Chief Executive Officer at Tulsa CARES. “We are so pleased to receive this grant from Blue Cross and Blue Shield of Oklahoma and applaud their

community investment and recognition of this need. We look forward to providing care for individuals in Tulsa affected by HCV through this partnership.”

For more information about Tulsa CARES and programs, visit tulsacares.org or call 918-834-4194.

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@bcbsok.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 [May Blue Review](#) to Education and Reference Center/News and Updates/Blue Review page
- Posted [Hospital Appeal Submission Tip Sheet](#) to Education and Reference Center/Resources
- Posted [Prime Therapeutics and Walgreens Combined Specialty and Home Delivery Pharmacy Services Company Brand Launch Completed Important E-Prescribing Changes](#) to Education and Reference Center/News and Updates/Blue Review page

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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