

BLUE REVIEWSM

A Provider Publication

September 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 September 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

New President Named for BCBSOK

Joseph R. Cunningham, M.D., has been selected as the incoming president of Blue Cross and Blue Shield of Oklahoma (BCBSOK), effective Oct. 1. Earlier this year, current BCBSOK President Ted Haynes announced his plans to retire on Jan. 1, 2019. Dr. Cunningham has been with the Oklahoma Plan for nearly 11 years, serving as the chief medical officer for the past nine years with responsibility over Health Care Delivery.



Dr. Cunningham has worked to advance many important initiatives and valuable joint efforts with key stakeholders across the state and the industry. Through Dr. Cunningham's leadership, BCBSOK is working more closely with hospital systems and other providers to reduce the cost of care while improving quality. Dr. Cunningham has also strengthened BCBSOK's relationships in state government, advocating for policies that improve affordability of and access to health care. His work with the Oklahoma Department of Mental Health and Substance Abuse

Services is one prime example. In addition, his focus on building understanding and trust among American Indian tribes has helped extend our reach in underserved communities.

Haynes will continue to serve in a leadership role, working closely with Dr. Cunningham on a comprehensive transition plan until his retirement Jan. 1, 2019.

New Lactation Consultation Designation added to Demographic Change Form

On **August 24, 2018**, Blue Cross and Blue Shield of Oklahoma (BCBSOK) implemented a new designation on Provider Finder called Lactation Consultation. The Lactation Consultation designation can be used for network providers who offer lactation support services to members (including counseling, education, and breastfeeding equipment and supplies) during the antenatal, perinatal, and the postpartum period. This type of service is often provided by obstetrician-gynecologists, pediatricians, certified nurse midwives, certified nurse practitioners, certified nurse specialists, and other providers acting within the scope of their license.

Do you provide this type of service? Please use our online [Demographic Change Form](#) under [Network Participation/Information Change Request](#) to initiate the process to identify yourself or your practice as providers of Lactation Consultation services. You may also use this form to update your location, phone number, email or other important details with BCBSOK.

If you have any questions, or if you need additional information, please visit our [provider website](#) or contact your BCBSOK Provider [Network Representative](#).

Important Reminder: Claims Will Deny if Rendering NPIs are not on File with BCBSOK

The following information does not apply to government programs Medicare Advantage

It is important that your provider record on file with Blue Cross and Blue Shield of Oklahoma (BCBSOK) is accurate and up-to-date. In addition to the National Provider Identifier (NPI) and other demographic information for your group, your provider record must be updated to include the rendering NPIs of all individual providers associated with your group. If claims are submitted for services rendered by providers who are not associated with your provider group according to our records, those claims will be denied.

Beginning Sept. 1, 2018, when a claim is denied due to not having an NPI on file or if the rendering NPI on file is not associated with the billing provider's NPI on file, a denial message will appear on the Electronic Payment Summary (EPS) or paper Provider Claim Summary (PCS). The denial message will include a reminder that updates to the billing provider's record on file must be completed prior to resubmitting the claim.

For providers who receive Electronic Remittance Advice (ERA), they will see the following Claim Adjustment Group Code (CAGC), Claim Adjustment Reason Code (CARC) and the Remittance Advice Remark Code (RARC):

- CO — Claim Adjustment Group Code
- A1 — Claim/Service Denied
- N290 — Missing/Incomplete/Invalid rendering provider primary identifier

How to Update Your NPI Information on File with BCBSOK

To update your provider recorder on file or to add a provider to your current group with BCBSOK, visit the Network Participation section of our provider website.

If you have questions, contact your BCBSOK [Provider Network Representative](#) for assistance.

Voluntary Recall of Medications Containing the Valsartan Active Ingredient

As you may be aware, the U.S. Food and Drug Administration (FDA) announced on July 13, 2018, a nationwide voluntary recall of several drug products containing the active ingredient valsartan and/or valsartan/hydrochlorothiazide (HCTZ), used to treat high blood pressure and heart failure. Trace amounts of N-nitrosodimethylamine (NDMA), a probable human carcinogen, have been found in the recalled products. The presence of NDMA is unexpected and thought to be related to changes in the way the active substance was manufactured. No adverse events related to this recall have been reported.

The manufacturers participating in this recall include: Major Pharmaceuticals, Solco Healthcare and Teva Pharmaceutical Industries Ltd. (labeled as Actavis). Valsartan containing products from other manufacturers are not impacted and remain available on the market. It is unknown whether this recall will impact overall market supply.

Based on a review of prescription drug claims submitted to Blue Cross and Blue Shield of Oklahoma (BCBSOK) within the last four months, our pharmacy benefit manager, Prime Therapeutics®, will be notifying all impacted members and their prescribing physicians of the recall.

You are encouraged to discuss the recall with your patient and discuss treatment options. For additional information on the recall, please visit the [FDA's website](#) to review the press release.

If your patients have any questions or concerns about their pharmacy benefits, please have them call the number on their member ID card.

This information is for informational purposes only and is not intended to replace your clinical judgment. Pharmacy benefits and limits are subject to the terms set forth in the member's certificate of coverage. Only you, in direct consultation with your patient, can determine your patient's drug therapy, regardless of the member's benefits.

References

1. (2018, July 13). FDA News Release. FDA announces voluntary recall of several medicines containing valsartan following detection of an impurity. Retrieved from: <https://www.fda.gov/NewsEvents/Newsroom/PressAnnouncements/ucm613532.htm>

2. Drug Recalls. Retrieved from: <https://www.fda.gov/Drugs/DrugSafety/DrugRecalls/default.htm> on July 17, 2018.

Prime Therapeutics LLC (Prime) is a separate pharmacy benefit management company contracted by BCBSOK to provide pharmacy benefit management and other related services. BCBSOK, as well as several Blue Cross and Blue Shield Plans, has an ownership interest in Prime Therapeutics.

Feature Tip

Inpatient Services require Preauthorization

Reminder: Inpatient services for Blue Cross and Blue Shield of Oklahoma (BCBSOK) members require preauthorization approval prior to services being rendered. Obtaining preauthorization approval is the responsibility of participating providers.

To obtain preauthorization for inpatient services through BCBSOK:

- Use [iExchange](#)[®]. This online tool is accessible to physicians, professional providers and facilities contracted with BCBSOK.
- For more information or to set up a new account, refer to the [iExchange page](#) in the Provider Tools section of our Provider website.

Services performed without preauthorization may be denied for payment in accordance with your participating provider agreement. Such denials are provider responsibility. For any service not approved for payment, BCBSOK will provide all appropriate appeal rights for review.

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

NOTE: The Preauthorization requirement also applies to Out of Area Members and obtaining preauthorization approval is the responsibility of participating providers.

In the Community

Champions of Health Gala set for September 27

The 15th annual [Champions of Health](#) gala will be held on Thursday, Sept. 27 at 6 p.m. at the [National Cowboy and Western Heritage Museum](#) in Oklahoma City. The gala will honor six winners for making a difference and improving the health of Oklahomans. Actress and author Jamie Lee Curtis will be the keynote speaker.



[Positive Tomorrows](#) has been named the recipient of the Dr. Rodney L. Huey Memorial Champion of Oklahoma Health, the highest honor of the Champions

of Health awards. The Oklahoma City-based non-profit organization is Oklahoma's only elementary school and social service agency specifically serving homeless children and their families. As the overall winner, Positive Tomorrows will receive a \$15,000 grant. In addition to the Dr. Rodney L. Huey Memorial Champion of Oklahoma Health award, nonprofit winners in each category will receive a \$5,000 grant and finalists will receive a \$1,000 grant.

Since 2004, the Champions of Health awards program has honored organizations and individuals who are making a difference in the health of Oklahomans. The annual Champions of Health gala benefits [The Oklahoma Caring Foundation, Inc.](#), a 501(c)(3) organization that provides Oklahoma children with immunizations at no charge. Founded in 1994, the foundation is funded by community contributions and administered as an in-kind gift by Blue Cross and Blue Shield of Oklahoma, a division of Health Care Service Corporation, a Mutual Legal Reserve Company, an independent licensee of the Blue Cross and Blue Shield Association.

The Champions of Health awards program is presented by Blue Cross and Blue Shield of Oklahoma, in partnership with the Office of Secretary of Native American Affairs, the Oklahoma Association of Optometric Physicians, the Oklahoma Dental Association, the Oklahoma Department of Mental Health and Substance Abuse Services, the Oklahoma Foundation for Medical Quality, the Oklahoma Health Care Authority, the Oklahoma Hospital Association, the Oklahoma Osteopathic Association, the Oklahoma Primary Care Association, the Oklahoma State Department of Health and the Oklahoma State Medical Association.

To learn more about sponsorship packages, visit championsofhealth.org. Tickets to the Champions of Health gala are available for \$100 each and may be purchased [online](#) or by calling 855-628-8642 before Sept. 20.

The Oklahoma Caring Foundation, Inc. is a non-profit organization administered as an in-kind gift by Blue Cross and Blue Shield of Oklahoma, a Division of Health Care Service Corporation, a Mutual Legal Reserve Company. These companies are independent licensees of the Blue Cross and Blue Shield Association.

BCBSOK Hosts 6th Annual Tribal Roundtable

BCBSOK hosted the sixth annual Tribal Roundtable at the Helmerich Center for American Research at Gilcrease Museum in Tulsa on Aug. 9. More than 60 people attended, including more than 10 tribes, representatives from Indian Health Services, tribal and urban Indian clinics and BCBSOK leadership. The roundtable brought tribal partners and providers from around the state together to discuss health policies and health care issues related to American Indian populations in Oklahoma. Joseph Cunningham, M.D.



Pictured Left to Right - Joseph Cunningham, M.D., BCBSOK Divisional Senior Vice President of Healthcare Delivery and Chief Medical Officer, Shawn Terry, Muscogee Creek Nation's Secretary of Health, Lucinda Myers, BCBSOK Tribal Relations Specialist and Rhonda Beaver, Muscogee Creek Nation Health System, Chief Operating Officer

BCBSOK's Divisional Senior Vice President of Health Care Delivery and Chief Medical Officer, talked about how BCBSOK is helping identify members who may be in the early stages of opioid addiction. By working with providers, pharmacy, tribal and community partners (including first responders and government health agencies), BCBSOK seeks to help prevent or reduce addiction, abuse and death across Oklahoma's communities.

Other topic discussions included BCBSOK volunteer outreach in tribal communities and breakout groups for retail and group markets. The next annual tribal roundtable will happen in the summer of 2019.

Receive a Discount on Route 66 Marathon Events

Blue Cross and Blue Shield of Oklahoma (BCBSOK) is proud to be the presenting sponsor of the [2018 Williams Route 66 Marathon](#) events, scheduled for Nov. 17-18 in downtown Tulsa.



BCBSOK members can receive a 10 percent discount by using the code **BCBSOK18** when registering online. The discount applies to BCBSOK members only, and we respectfully ask that this code not be shared with nonmembers.

The race events include a 5K and one-mile fun run on Saturday, Nov. 17 and a marathon, half marathon and marathon relay on Sunday, Nov. 18. The race weekend also includes the [Health and Fitness Expo](#) at the Cox Business Center in downtown Tulsa. The expo will be held on Friday, Nov. 16 from 11 a.m. to 8 p.m. and Saturday, Nov. 17 from 10 a.m. to 6 p.m. The two-day expo is free, open to the public and includes more than 50 exhibitors featuring running gear and shoes, as well as sports and fitness related items. The expo is also the location of the packet pick-up for all participants and volunteers.

Race registration prices increase periodically, so sign up today for the lowest registration rate. Visit route66marathon.com to learn more.

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. Our online provider directory, [Provider Finder](#)[®] helps members find in-network doctors and hospitals. The directory is also a helpful tool for you to refer your BCBSOK patients to other participating providers.

Please review your information in [Provider Finder](#) to ensure it's correct. To update your directory information or other information such as tax identification numbers, supervising physician information, hospital privileges, etc., please visit the [Information Change Request](#) section on the BCBSOK provider website.

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 [August Blue Review](#) to Education and Reference Center/News and Updates/Blue Review page
- Posted [Pharmacy Program Updates: Quarterly Pharmacy Changes Effective July 1, 2018](#) to Pharmacy Program
- Posted [Government Programs: Electronic Claim-related Process Improvements and Reminders](#) to Education and Reference Center/News and Updates

Stay informed!

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

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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