

provider networknews

2020

1ST QUARTER

Providing health guidance and affordable access to quality care

Novel Coronavirus (COVID-19) Crisis

THANK YOU for all that you are doing during this novel coronavirus (COVID-19) crisis. We are grateful and appreciative for the healthcare providers who are on the front lines fighting for all of us. Please know that you can count on us to support you throughout this crisis as it affects our members, providers, employees and the communities we serve.

We are following recommendations and guidelines from the Centers for Disease Control and Prevention (CDC), and from applicable federal and state authorities.

As our federal, state and local governments continue to monitor active cases and issue protocols for sheltering in place, Blue Cross is aligning to your needs as you treat patients during this public health crisis. One way we are doing that is to help ease your administrative burdens when working with Blue Cross and Blue Shield of Louisiana.

Full policy and billing updates related to COVID-19 are available on our COVID-19 Provider Resources page at www.BCBSLA.com/providers, then click the link at the top of the page.

Also see Page 9 of this newsletter.

Resources to check and recommend to your patients for up-to-date information:

- U.S. Centers for Disease Control and Prevention (CDC) Coronavirus Disease page, www.cdc.gov/coronavirus
- Louisiana Department of Health Coronavirus (COVID-19) page, <http://ldh.la.gov/coronavirus/>
- The Coronavirus General Information Line, 1-855-523-2652 (8 a.m. – 4:30 p.m., M-F)

Blue Cross has several videos on our YouTube channel, www.youtube.com/BlueCrossLA, in which our medical directors share tips for germ control and how to prevent the spread of illnesses. You can let your patients know about these videos as an educational resource.

Please remember, there is a great deal of misinformation about COVID-19 being spread through traditional news and social media. It is important to rely on the CDC, the World Health Organization and other official federal and state sources for accurate and timely information.

We are continually monitoring the COVID-19 crisis situation and are here for you!

Help us say thank you to all the amazing nurses who support and serve the healthcare community as we all celebrate National Nurses Day on May 6, 2020. Blue Cross salutes you!

www.bcbsla.com/providers
www.bcbsla.com/ilinkblue

CREDENTIALING

Submit Credentialing Forms Using DocuSign

Our Provider Credentialing & Data Management (PCDM) Department added a DocuSign® enhancement to help streamline how you submit applications and forms.

With the challenges COVID-19 has presented, PCDM made a business decision to only accept the DocuSign version of the forms listed below. This will allow us to process these requests even as our own employees take precautionary measures to work remotely.

The following DocuSign-enhanced applications and forms are available online at www.BCBSLA.com/providers > Join Our Networks:

Credentialing Packets

- Professional Initial
- Professional Recredentialing
- Facility Initial
- Facility Reverification

Provider Change Forms

- Provider Update Request Form
- Link to Group or Clinic Request Form
- Notice of Tax ID Number (TIN) Change Form
- Request for Termination Form
- Add Practice Location Form
- Remove Practice Location Form
- EFT Termination/Change Form

DocuSign streamlines submissions by reducing the need to email, print or submit hardcopy documents, allowing a more direct submission of information. With DocuSign, providers can electronically upload support documentation and receive alert reminders to complete the submission and confirm receipt. View our DocuSign guide at www.BCBSLA.com/providers, then click on “Join Our Networks.”



Is Your Contact Information Updated?

If you need to update your contact information, please use the [Provider Update Request Form](#) to update or correct your practice's contact information, including the correspondence email address. Best part is that it's now in DocuSign format only so your submission is 100% electronic.

Our Provider Communications Department uses the correspondence contact information you give us to send you the latest communications and information that is relative to providers.

The form is available online at www.BCBSLA.com/providers > Resources > Forms.

Louisiana Provider Update Request Form

Complete this form to give Blue Cross and Blue Shield of Louisiana the most current information on your practice. Updates may include changes in address and/or hours of operation. Check the box and complete only the sections with needed changes. Please type or print legibly in black ink.

GENERAL INFORMATION		
Provider Last Name	First Name	Middle Initial
Tax ID Number	Provider Number / Provider Identifier (PIN)	
Facility Name	Facility National Provider Identifier (NPI)	
Language Spoken	<input type="checkbox"/> Adding Language Spoken (please specify)	
Name of Person Completing Form		
Facility Phone Number	Facility Email Address	
Current Specialty		
Changing Specialty?	If yes, please specify New Specialty	Are you a primary care provider (PCP)?
<input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Yes <input type="checkbox"/> No

BILLING ADDRESS CHANGE (address for payment registers, reimbursement checks, etc.)		
Former Billing Address	Billing change for this entire group?	
City, State and ZIP Code	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Phone Number		
New Billing Address		
City, State and ZIP Code	Phone Number	Fax Number
Email Address	Effective Date of Address Change	

MEDICAL RECORDS ADDRESS CHANGE (for medical records request)		
Former Medical Records Address	Billing change for this entire group?	
City, State and ZIP Code	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Phone Number		
New Medical Records Address		
City, State and ZIP Code	Phone Number	Fax Number
Email Address	Effective Date of Address Change	

Page 1 of 2

20200318 10:54:18 AM Blue Cross and Blue Shield of Louisiana is an independent licensee of the Blue Cross and Blue Shield Association and is not affiliated with or a subsidiary of the Association.

Reimbursement During Credentialing

In order to request reimbursement during credentialing, eligible providers must send us the request on letterhead, and it must be signed by the provider.

Requests received that are signed by anyone other than the provider applying for network participation, including but not limited to the provider's billing and/or management company submitting on the provider's behalf, will not be honored.

The *How to Request Reimbursement During Credentialing* guidelines are available online at www.BCBSLA.com/providers, click on “Resources,” then “Forms.”

BILLING & CODING

Updated Outpatient Code Ranges

As a reminder from previous communications, we have updated the Outpatient Procedure Services and Diagnostic and Therapeutic Services code ranges based on reviews of the new 2020 CPT® and HCPCS codes.

Effective January 1, 2020, the following codes have been added to the Diagnostic and Therapeutic Services code range list:

0139U-0162U	87563	A9590
0564T	90694	B4187
0575T-0579T	90912-90913	C1734
0589T-0593T	92201-92202	C1824
74221	92549	C1839
74248	93356	C1982
78429-78434	93985-93986	C2596
78830-78832	95700	C9054-C9055
78835	95705-95726	G2058
80145	96156	G2061-G2077
80187	96158-96159	G2080
80230	96164-96165	G2082-G2083
80235	96167-96168	G2086-G2088
80280	96170-96171	G2102-G2104
80285	97129-97130	J0179
81277	98970-98972	J9199
81307-81309	99421-99423	J9309
81522	99458	P9099
81542	99473-99474	
81552	A4226	

Additionally, the following codes have been added to the Outpatient Procedure Services Code Range List:

0563T	21601-21603	49013-49014
0565T-0574T	33016-33019	62328-62329
0580T-0588T	33858-33859	64451
15769	33871	64454
15771-15774	34717-34718	64624-64625
20560-20561	35702-35703	66987-66988
20700-20705	46948	C9757-C9758

The following codes have also been added to the Diagnostic and Therapeutic Services code range list for an effective date of April 1, 2020:

87635	C9053	G2168-G2169
0014M	C9056-C9058	U0001-U0002
0163U-0171U	G1012-G1019	

These changes do not affect existing codes and allowables. It simply allows our system to accept these codes appropriately for claims adjudication.

Easily Submit Authorizations Electronically

Blue Cross understands that your offices are busy seeing patients and we are here to support you. As a reminder, you can easily and efficiently obtain non-emergent authorizations electronically using our online authorization tools.

These tools are available 24 hours a day, seven days a week through iLinkBlue (www.BCBSLA.com/ilinkblue), under the "Authorizations" menu option. This can help avoid any "on-hold" time waiting to speak to a representative.

Providers can electronically submit non-emergent authorization requests for BCBSLA members through iLinkBlue as follows:

BCBSLA Authorizations – for inpatient and outpatient medical services

Behavioral Health Authorizations – for inpatient and outpatient behavioral health services

AIM Specialty Health Authorizations

For emergent authorization requests, please call the number on the member ID card. Also see the COVID-19 authorization provision that are currently in place. Go to www.BCBSLA.com/providers, then click on the link at the top of the page to view our "Temporary Authorization Requirements Policy" letter. Additional resources are available on the Provider page under the "Resources" section.

AIM Clinical Updates for May 2020

Effective May 17, 2020, AIM Specialty Health® (AIM)* is updating clinical appropriateness guidelines in the following areas:

- Vascular imaging
- Musculoskeletal (MSK) joint surgery

The full details for these new guidelines and all AIM appropriate-use criteria are available online at www.aimspecialtyhealth.com. Click "DOWNLOAD NOW" then choose the appropriate guidelines section.

To request a medical necessity review, use the AIM **ProviderPortal_{SM}** that is available through iLinkBlue (www.BCBSLA.com/ilinkblue) under the "Authorizations" menu option. You may also contact AIM directly at 1-866-455-8416.

* AIM is an independent company that serves as an authorization manager for Blue Cross and Blue Shield of Louisiana and HMO Louisiana, Inc.

BILLING & CODING

Pass-through Billing:

Billing for Services Not Rendered

Blue Cross and HMO Louisiana, Inc. do not permit pass-through billing for any provider type, including contracted labs. Network providers should not bill any pass-through services to our members.

Pass-through billing occurs when the ordering physician, professional provider, facility or ancillary provider requests and bills for a service that has not been performed by the ordering physician, professional provider, facility or ancillary provider. You may only bill for services that you or your staff perform.

Per our policy, providers may only bill for indirectly performed services under the following circumstances:

1. The service of the performing provider is performed at the ordering provider's place of service and is billed by the ordering provider, or
2. The service is provided by an employee of a physician or other professional provider (e.g., physician assistant, surgical assistant, advanced practice nurse, clinical nurse specialist, certified nurse, midwife or registered first assistant, who is under the direct supervision of the ordering provider and services are billed by the ordering provider) with use of the appropriate modifier.

Additionally, billing for services not rendered, including lab services, is not permissible. Only the performing provider should bill for the services rendered (i.e., their patient).

We do not allow business arrangements of purchasing other entities' receivables, as this type of arrangement creates overpayments and misrepresentations in performing providers' payments.

Billing for the Administration of Spravato

Effective January 1, 2020, new HCPCS codes G2082 and G2083 were released for the billing of the administration of Spravato and the post-administration observation.

These new codes should be used to bill Blue Cross for the administration and post-administration observation of Spravato. Code G2082 should be used for esketamine ≤56mg; and G2083 should be used for esketamine >56mg.

If the drug is not supplied by the provider, then code G2082 or G2083 should be billed with Modifier CG to indicate that only the post-administration observation was performed.

Billing for Magnetic Resonance Neurography

As a reminder, there is no specific CPT® or HCPCS code for magnetic resonance neurography. The unlisted code 76498 is the appropriate code to bill for this service.

Please remember that in order to expedite claims processing and payment when filing unlisted codes, providers should submit the following information:

- Description of service and operative report if surgery is involved
- The comparable HCPCS/CPT code
- Invoice if durable medical equipment (DME) is involved
- National Drug Code (NDC) and drug name if submitting a J code or other drug code and invoice for the drug(s) billed charges on a single date

Allowable Update for A9513

Blue Cross recently reviewed our facility drug and administrative allowable charges. As a result of our review, we are establishing an allowable charge for **Lutetium lu 177 dotatat ther.**

Effective for dates of service on and after July 1, 2020, we are updating the standard allowable charge for HCPCS code A9513 on our hospital fee drug schedule.

In our review, we consider the current pricing methods for Medicare, average wholesale price, specialty pharmacy pricing and generic drug availability, along with the impact the allowable charge change may have on our network providers' practices.

Update Drug Allowables

We updated the reimbursement schedule for drug and drug administration codes, effective for claims with dates of service on and after March 1, 2020. These allowables are available on iLinkBlue (www.BCBSLA.com/ilinkblue) under the "Payments" section.

Professional providers can use the Professional Provider Allowable Charges Search application to access the allowable charges by entering "03-01-2020" in the "Select a Date" field. Facility providers can access these drug allowable charges under the Facility Allowables link.



ELECTRONIC SERVICES



Digital Member ID Cards

On April 2, Blue Cross now offers iLinkBlue users the options to access member ID cards digitally through iLinkBlue (www.BCBSLA.com/ilinkblue). From the iLinkBlue landing page, click on "Coverage Information," and enter the member contract number for a list of dependents and ID cards that can be downloaded to a PDF. Additionally, these cards may be accessed under the "Coverage Detail" tab, under the "Medical Benefits Detail" or "Medical Benefits Summary" options.

Our members can download these digital ID cards on their mobile phones and through the member portal online. Digital ID cards are currently available for medical policies only. Other policies, such as for Federal Employee Program (FEP) members and vision-only policies, do not have digital ID cards at this time.

 Louisiana	Preferred Care PPO Network Fully Insured	
Member Name		
Member ID		
[Advantage Plus Dental Network]		
Grp/Subgroup	12345XX6/000	
RxMbr ID	123456789	
RxBIN	003858	RxPCN-A4
RxGrp	BSLA	
BC PLAN 170	BS 670	
04BA0314 R01/18		
		

OptiNet Registration Tool in iLinkBlue

AIM Specialty Health® offers *OptiNet*®, an online registration tool that gathers information about the technical component capabilities of diagnostic imaging services and calculates provider scores based on self-reported information.

Through this tool, we can offer members and their ordering providers the option to "shop" for quality, lower-cost diagnostic imaging services. Without an OptiNet score, you miss out on this opportunity for exposure to Blue members.

Why Is Your Score So Important?

For any provider who performs imaging services and does not complete an assessment, a score will not be part of our benchmarking, meaning the provider will not be included in transparency programs such as our Shopper program or future reimbursement incentives.

How Is Your Score Calculated?

The site score measures basic performance indicators that are applicable for the facility, such as general site access, quality assurance and staffing. The modality-specific scoring is based on indicators such as MD certification, technologist certification, modality accreditation and equipment quality.

How to Access OptiNet

1. Log into iLinkBlue (www.BCBSLA.com/ilinkblue)
2. Click on the "Authorizations" menu option
3. Click on the "AIM Specialty Health Authorizations" link; this link takes you to the AIM *ProviderPortal*_{SM}
4. Click on "Access Your OptiNet Registration" on the left menu bar
5. Click the green "Access Your OptiNet Registration" button



BEHAVIORAL HEALTH



Behavioral Health Appointments through BlueCare

Beginning in April, your eligible patients can use BlueCare, Blue Cross and Blue Shield of Louisiana's telehealth service, to have online appointments with behavioral health providers.

Patients can create a BlueCare account at BlueCareLa.com or with the BlueCare (one word) mobile app for Android and Apple devices. Then, they can simply log in and schedule a therapy or psychiatry appointment with a provider trained and certified in telehealth care. Behavioral health providers available through BlueCare will include counselors, therapists, psychologists and psychiatrists, who can treat anxiety, depression, stress, grief, coping with life transitions and more.

When patients schedule a BlueCare behavioral health appointment, they will be able to see the cost. This will depend on their plan type and benefits. Patients' credit cards will not be charged for BlueCare until after they have had their online appointments.

BlueCare is available in all 50 states, and patients can use BlueCare on a smartphone, tablet, computer, laptop or any device with internet access and a camera.

BlueCare behavioral health appointments can be a valuable service for your patients who lack access to a behavioral health provider for in-person visits, or for those who prefer the privacy of having an appointment from home.

Your patients can also use BlueCare as a wraparound service outside of office visits to treat routine, non-emergency medical conditions like cough, cold, pink eye, mild stomach bugs, rashes or flu symptoms. Eligible Blue Cross members can have online visits with board-certified doctors 24/7 on any device with internet and a camera.

www.BlueCareLA.com



Follow-up After Hospitalization for Mental Illness HEDIS® Measure

For members in acute behavioral health inpatient settings, post-discharge management is crucial. Research shows that patients who are treated within seven days of discharge are less likely to be readmitted. This is one of the reasons the "Follow-up After Hospitalization for Mental Illness" HEDIS® measure is so important.

Our behavioral health facilities can help!

- The discharging facility should schedule the follow-up appointment within seven days of discharge. This appointment cannot be on the same day as discharge and must be with a behavioral health provider (not a PCP or walk-in clinic). Documentation must include provider name and credentials as well as the appointment date and time.
- Use a New Directions** Rainmaker to schedule follow-up appointments for patients. Rainmakers are behavioral health providers who have agreed to see patients within seven calendar days of discharge. If you are not receiving the Rainmaker list, please email LouisianaPR@ndbh.com, to be added to the monthly distribution.

For assistance scheduling follow-up appointments, facilities may contact New Directions at 1-877-300-5909 or email Louisiana_CM@ndbh.com. Include your facility name, contact name and phone number. To protect the patient's personal health information, do not include patient information in your message. A New Directions representative will return your call or email promptly.

For more information, please view our HEDIS Follow-up After Hospitalization for Mental Illness Tidbit, available online at www.BCBSLA.com/providers, under "Resources."

MEDICAL MANAGEMENT

Early Onset Dementia & Alzheimer's Disease in Louisiana

New report shows Louisiana's diagnosis rate for early-onset dementia and Alzheimer's disease is one of the nation's highest.

The number of commercially insured Americans age 30 to 64 diagnosed with early-onset dementia or Alzheimer's disease increased by 200% from 2013 to 2017. Louisiana ranked 42nd out of the 50 states with its combined diagnosis rate of 10.1 per 10,000 commercially insured adults in the same period. Louisiana's four-year rate was also well above the national figure, at 8.7%.

These findings come from a new Blue Cross Blue Shield Association report, "Early-Onset Dementia and Alzheimer's Rates Grow for Younger Americans," which is based on medical claims from more than 48 million commercially insured members of Blue Cross Blue Shield companies from 2013 to 2017. The full report is available online at www.bcbs.com/the-health-of-america/reports/early-onset-dementia-alzheimers-disease-affecting-younger-american-adults.

Additional findings from the study include:

- Diagnosis rates of the two conditions are higher in the South and East.
- These conditions are more common in women, who make up 58% of those diagnosed.
- The number diagnosed with these conditions increased 373% among 30- to 44-year-olds from 2013 to 2017.
- The average age of a person living with either form of dementia is 49.

The report's authors hope these findings will shed light on the issue and inform medical professionals and policymakers in their efforts to help people get well.

Encourage your patients, who need extra support dealing with serious chronic illness, to check out Blue Cross' **Stronger Than** program (www.BCBSLA.com/stronger). This program connects members with our Blue Cross team of nurses, dietitians, pharmacists and social workers.

This team offers free health coaching to help your patients follow your care plan. They also share educational information and direct patients to community resources. Members may call toll-free 1-800-821-2749, Monday – Friday, 8 a.m. – 5 p.m., to speak to someone from our care team.

Stronger Together: Community Programs

Healthy living does not come easily for everyone. Socioeconomic factors like job status, family/social support, environment and safety, as well as behavioral factors (diet, exercise, tobacco use, etc.) play a big role in determining the health of an individual. And finding help to address health concerns can be a challenge regardless of these situations.

As a provider, you can encourage our members—your patients—to search for services locally, or anywhere around the country.

That's why Blue Cross has partnered with Aunt Bertha™, an independent vendor that provides community program searches to help members connect with social support services, to further support them on their journey to optimal health.

This free search tool helps people find assistance for needs such as transportation, low-cost medications, counseling services or health education. Finding available services is as easy as entering a ZIP code where you live, work or play.

The new community programs search tool is online at www.BCBSLA.com/programs. And, it is included on our Stronger Than site (www.BCBSLA.com/stronger) for Care Management programs and services.

2020 HEDIS® Medical Record Requests

Blue Cross will participate in the annual Healthcare Effectiveness Data and Information Set (HEDIS) medical review project in 2020. HEDIS is an annual performance measurement created by the National Committee for Quality Assurance (NCQA) to help establish accountability and improve quality of healthcare.

Retrieving and reviewing medical record documentation is a key component of the HEDIS process. You may receive a medical record request from Blue Cross to perform chart audits. Returning all requested medical records ensures that our results accurately reflect the care provided by you.

As a reminder, your provider contract allows for the release of medical information to Blue Cross at no cost. We request a seven-day turnaround on all medical record requests. We look forward to working with you and demonstrating your quality of care in the HEDIS rates. We appreciate your cooperation and the time and effort you and your staff provide in support of this project.

If you have any questions, please contact the HEDIS team at HEDISTeam@bcbsla.com.

MEDICAL POLICY UPDATE

We regularly revise and develop medical policies in response to rapidly changing medical technology. Benefit determinations are made based on the medical policy in effect at the time of the provision of services. Please view the following updated and new medical policies, all of which can be found on iLinkBlue at www.BCBSLA.com/ilinkblue, under the "Authorizations" menu option.

Updated Medical Policies

Policy No. Policy Name

Effective December 11, 2019

00019	Continuous or Intermittent Monitoring of Glucose in Interstitial Fluid
00042	Functional Neuromuscular Electrical Stimulation
00050	Hematopoietic Cell Transplantation for Autoimmune Diseases
00075	Intra-Articular Hyaluronan Injections for Osteoarthritis of the Knee
00098	Dermatologic Applications of Photodynamic Therapy
00200	certolizumab pegol (Cimzia®)
00210	Erythropoiesis-Stimulating Agents (ESAs): epoetin alfa (Epogen® and Procrit®), epoetin alfa-epbx (Retacrit™), darbepoetin alfa (Aranesp®), and pegylated epoetin beta (Mircera®)
00214	abatacept (Orencia®)
00218	rituximab (Rituxan®), rituximab-abbs (Truxima®), rituximab and hyaluronidase, human (Rituxan Hycela™)
00223	golimumab (Simponi Aria®, Simponi®)
00242	ustekinumab (Stelara®)
00323	Opioid Management/Long Acting Oral Opioid Step Therapy
00324	GLP-1 Agonists for Diabetes
00339	HMG-CoA Reductase Inhibitors and HMG-CoA Reductase Inhibitor Combination Drugs
00352	tofacitinib (Xeljanz®/Xeljanz® XR)
00452	Molecular Analysis for Targeted Therapy of Non-Small-Cell Lung Cancer
00455	Treatment of Hepatitis C with sofosbuvir/ledipasvir (Harvoni®, Authorized Generic)
00557	Select Drugs for Constipation
00585	anakinra (Kineret®)
00589	sarilumab (Kevzara®)
00597	Circulating Tumor DNA Management of Non-Small-Cell Lung Cancer (Liquid Biopsy)
00601	Select Drugs for Attention Deficit Hyperactivity Disorder (ADHD)
00612	triamcinolone extended release intra-articular injection (Zilretta™)
00620	tezacaftor/ivacaftor (Symdeko™)
00637	baricitinib (Olumiant®)
00647	tolvaptan (Jynarque™)

Effective January 1, 2020

00498	Optical Diagnostic Devices for Evaluation of Skin Lesions Suspected of Malignancy
00688	Leadless Cardiac Pacemakers
00651	tildrakizumab-asmn (Ilumya™)

Effective January 8, 2020

00156	natalizumab (Tysabri®)
00211	Assays of Genetic Expression in Tumor Tissue as a Technique to Determine Prognosis in Patients with Breast Cancer

Policy No. Policy Name

00247	Electromagnetic Navigation Bronchoscopy
00448	alemtuzumab (Lemtrada®)
00467	Pharmacotherapy for Idiopathic Pulmonary Fibrosis and Interstitial Lung Disease

Effective February 1, 2020

00131	Light Therapy for Psoriasis
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Effective February 9, 2020

00011	Bone Growth Stimulation
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Effective March 1, 2020

00070	Hyperbaric Oxygen Pressurization (HBO)
00643	Sex Reassignment Surgery

Effective March 9, 2020

00233	KRAS, NRAS, BRAF Variant Analysis (Including Liquid Biopsy) in Metastatic Colorectal Cancer
00243	lomitapide (Juxtapid®)
00342	Topical Retinoids
00343	Topical Acne Products
00433	Serum Biomarker Tests for Multiple Sclerosis
00463	Intravenous Anesthetics for the Treatment of Chronic Pain and Psychiatric Disorders
00498	Multispectral Digital Skin Lesion Analysis and Reflectance Confocal Microscopy
00564	Select Dexamethasone Packs
00603	Pharmacologic Treatment of Off Episodes in Parkinson Disease
00606	benralizumab (Fasenra™)

New Medical Policies

Policy No. Policy Name

Effective December 11, 2019

00692	upadacitinib (Rinvoq™)
00695	Sunosi™ (solriamfetol)

Effective January 1, 2020

00688	Leadless Cardiac Pacemakers
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Effective January 8, 2020

00696	pexidartinib (Turalio™)
00697	elexacaftor/tezacaftor/ivacaftor (Trikafta™)
00698	Select Novel Drug Formulations

Effective February 1, 2020

00691	Ovarian and Internal Iliac Vein Endovascular Occlusion as a Treatment of Pelvic Congestion Syndrome
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Effective March 9, 2020

00700	pitolisant (Wakix®)
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COVID-19

COVID-19 Provider Resources Page

Since March 2020, Blue Cross has been making provisions to help our providers as they work tirelessly to treat patients with for the novel coronavirus (SARSCoV-2) and the illness it produces (COVID-19).

Visit www.BCBSLA.com/providers, then click the link at the top of the page to get more information on the provisions we have put in place for:

- Authorizations
- Telehealth
- Billing & Coding Guidelines
- Credentialing & Provider Data Management
- Quality Blue

Check this page often, as we are constantly updating it with new information. Blue Cross and Blue Shield of Louisiana continually monitors new developments so we can best meet the needs of our members and providers.



Blue Cross Foundation Awards More Than \$2.1M of COVID-19 Disaster Grants

Since mid-March, the Blue Cross and Blue Shield of Louisiana Foundation has made more than \$2.1 million in grant awards to 45 nonprofits across the state that are working to meet the needs of communities as they respond to COVID-19.

Efforts supported through Foundation grant funding include:

\$826,000 for providing food to kids, financially insecure families and seniors

\$160,000 to support healthcare needs, including securing critical supplies for providers, connecting individuals to care and mental health resources

\$686,000 to provide support for direct economic support funds, housing assistance and keeping families financially stable

\$420,000 for regional groups organizing disaster response in communities across Louisiana

\$443,000 of additional support of non-profits through community relief funds operated by local community foundations

Visit <http://bcbslafoundation.org/2020/04/blue-cross-foundation-awards-more-than-2-1m-of-covid-19-disaster-grants/> to learn more.

Thank you

We want to thank **Louisiana's healthcare providers** who are on the front lines fighting for all of us. Please know that, like our members, you can count on us to serve and support you throughout this crisis.

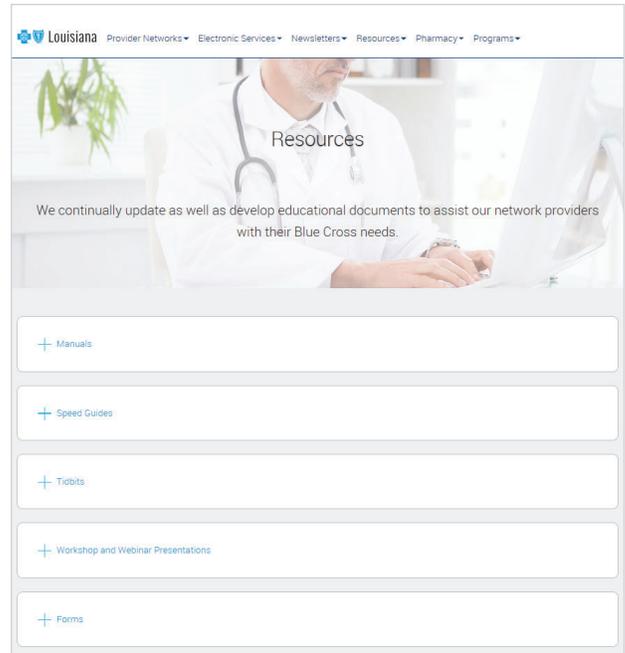
RESOURCES

Updated Provider Manuals

Our manuals are an extension of your member provider agreement and include the information you need as a participant in our networks. We recently updated our provider manuals for 2020 with new information:

- Reimbursement Information
- Claims Submissions
- Billing Guidelines
- Medical Management
- Appeals and Disputes
- Network Overviews
- Authorization Requirements

The *Professional Provider Office Manual*, *Dental Network Office Manual* and *The BlueCard® Program Provider Manual* are all available at www.BCBSLA.com/providers, then click on "Resources." The *Member Provider Policies & Procedure Manual* (facility manual) is available through iLinkBlue only. Go to www.BCBSLA.com/ilinkblue and choose the "Resources" menu option.



Also Check Out Our Updated Speed Guides, Tidbits and Newsletters Online

Our provider speed guides and tidbits were also recently updated on the Provider page (www.BCBSLA.com/providers). We also keep our current newsletters and past copies of newsletters online.

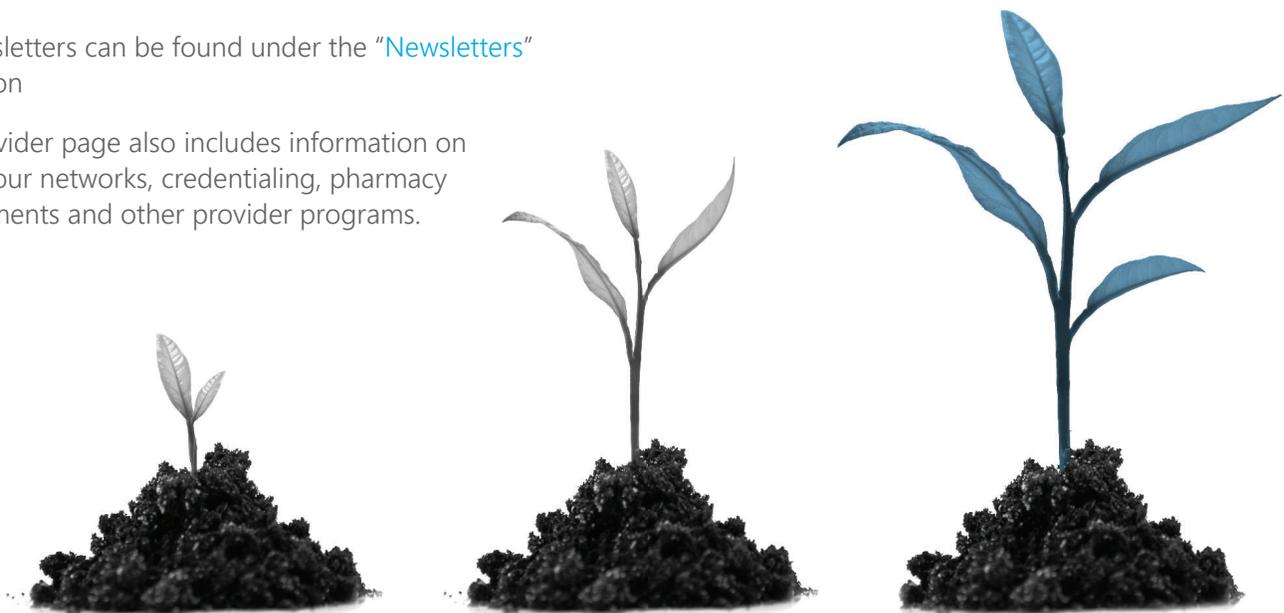
- Speed Guides & Tidbits are under the "Resources" section
- Newsletters can be found under the "Newsletters" section

The Provider page also includes information on joining our networks, credentialing, pharmacy requirements and other provider programs.

Get Our Newsletter Electronically

To be added to our newsletter mailing list, send us an email to Provider.Communications@bcbsla.com. Put "Newsletter" in the subject line and include the following information in your email:

- Name
- Organization Name and/or Provider Name
- Contact Phone Number



UPCOMING EVENTS

Credentialing 101 Webinar

May 6 | 9:30 a.m. or 2 p.m.

We are hosting the same FREE one-hour webinar twice on Wednesday, May 6, 2020. This webinar is designed to educate network professional and facility providers about our credentialing webpage, provider enrollment requirements, DocuSign® and credentialing program.

New to Blue Cross Webinars

May 13 | Professional: 10 a.m. | Facility: 1 p.m.

Welcome to the Blue Cross Network. We are holding webinars for professional providers and facilities that are new to our provider networks or have new personnel. These webinars are designed to offer key information about our credentialing requirements, networks, claims filing options, medical documentation, iLinkBlue and other Blue Cross resources.

Professional Webinars

(these replace the Professional Workshops)

May 19 | 9 a.m.

May 21 | 1 p.m.

May 27 | 2 p.m.

May 28 | 9 a.m.

The same information will be presented at each webinar.

In response to the novel coronavirus (COVID-19) national emergency, Blue Cross and Blue Shield of Louisiana will host our annual professional workshops in webinar format.

These professional webinars are for providers and their staff who offer services in a practice or group (non-facility setting). Topics will include appeals, authorizations, billing and coding, credentialing, disputing claims, medical documentation, quality programs, resources, telehealth, and much more.

To RSVP

Preregistration is required to attend the webinars listed above. To request a registration link, simply send an email to Provider.Relations@bcbsla.com. Include the webinar name in the subject line, and in your email include the date and time you plan to attend. Also include your name and a contact number.

STAY CONNECTED



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Follow us on Instagram:
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Health Videos Available on Blue Cross YouTube Channel

All year, the Blue Cross and Blue Shield of Louisiana YouTube channel is updated with short videos on various health topics. These videos typically run two minutes in length or shorter, and they feature the clinical team and others sharing health information and wellness tips. Providers are welcome to share, repost or suggest these videos to their patients. Subscribe to know when new videos are added.

Some recent health videos that your patients may be interested in include:

- You Are Stronger Than The Urge To Smoke (1:01)
- Vaping Poses Serious Health Risks (2:27)
- Peak Flu Season (0:55)
- It's Not Too Late – Get a Flu Shot (0:28)
- Prevent Flu and Other Illness (2:29)
- Take BlueCare to the Parade (0:21)

You can also connect with Blue Cross on social media to get regular health news and updates.





Louisiana

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What's New on the Web

www.BCBSLA.com/providers

- **Updated** New and revised medical policies. You may view these policies under Resources > New/Revised Medical Policies.

Important Contact Information

Authorizations

See member's ID card

BlueCard® Eligibility

1-800-676-BLUE
(1-800-676-2583)

FEP

1-800-272-3029

Fraud & Abuse

1-800-392-9249
fraud@bcbsla.com

iLinkBlue & EDI

1-800-216-BLUE
(1-800-216-2583)
EDIServices@bcbsla.com

PCDM

1-800-716-2299, Opt. 2 Provider
Credentialing, Opt. 3 Data
Management

Customer Care Center

1-800-922-8866

Claims Filing Address

P.O. Box 98029
Baton Rouge, LA 70809

Updating Your Contact Information

Use the Provider Update Request Form to submit updates or corrections to your practice information. The form is available online at www.BCBSLA.com/providers > Resources > Forms.

Network News

Network News is a quarterly newsletter for Blue Cross and Blue Shield of Louisiana network providers. We encourage you to share this newsletter with your staff.

The content in this newsletter is for informational purposes only. Diagnosis, treatment recommendations and the provision of medical care services for Blue Cross members are the responsibilities of healthcare professionals and facility providers.

View this newsletter online at www.BCBSLA.com/providers > Newsletters.

The content of this newsletter may not be applicable for Blue Advantage (HMO) and Blue Advantage (PPO), our Medicare Advantage products and provider networks. For more on Blue Advantage, go to <https://providers.bcbsla.com/ba-resources>.

Get News Electronically

Your correspondence email address allows us to electronically keep you abreast of the latest Blue Cross news and some communications that are sent via email only. Email Provider.Communications@bcbsla.com and please include a contact name, phone number and your provider number.

Please share this newsletter with your insurance and billing staff!