

# Blue Advantage Insight Newsletter

March 2022



## In this edition:

page article

- 2 [Reimbursement for COVID-19 Treatments](#)
- 2 [Behavioral Health Authorization Guidelines](#)
- 3 [Help Your Patients Focus on Their Wellness](#)
- 4 [Primary Provider Care Selection](#)
- 4 [Did You Know Express Scripts Pharmacy Delivers?](#)
- 5 [Questions About Our Provider Portal?](#)
- 5 [Register Today: New to Blue Advantage Webinar](#)
- 6 [Changes Coming to Reimbursement During Credentialing](#)
- 6 [Check out Our Provider Manual Online](#)



Louisiana

Blue Advantage (HMO) | Blue Advantage (PPO)

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Blue Cross and Blue Shield of Louisiana HMO offers Blue Advantage (HMO). Blue Cross and Blue Shield of Louisiana, an independent licensee of the Blue Cross Blue Shield Association, offers Blue Advantage (PPO). Blue Advantage from Blue Cross and Blue Shield of Louisiana HMO is an HMO plan with a Medicare contract. Blue Advantage from Blue Cross and Blue Shield of Louisiana is a PPO plan with a Medicare contract. Enrollment in either Blue Advantage plan depends on contract renewal.

## Reimbursement for COVID-19 Treatments



The Centers for Medicare & Medicaid Services (CMS) reimburses for COVID-19 vaccines and monoclonal antibody treatment claims with 2020 and 2021 dates of service. For dates of service on or after January 1, 2022, the obligation to pay these claims is the responsibility of Blue Advantage.

Providers should not submit claims with 2022 dates of service to Original Medicare. Submit claims for dates of service on and after January 1, 2022, to Blue Advantage. Use the product-specific coding provided by CMS and American Medical Association.

### Behavioral Health Authorization Guidelines

Blue Advantage believes that members, their families and providers benefit from behavioral health services provided at the most appropriate level to meet member needs. With that in mind, a posted list of guidelines for the authorization of behavioral health services is now available online in the Blue Advantage Provider Portal.

These guidelines include basic documentation requirements for authorization of behavioral health services. Blue Advantage uses these guidelines to direct service authorization determinations, which consider the severity of need, intensity of the requested service and quality.

Included in the authorization guidelines are the following:

- Expectations for behavioral health treatment based on accepted standards of practice
- General requirements for all service authorization requests
- Level of care specific requirements for service authorization

Be sure to review these guidelines. Go to [www.bcbsla.com/ilinkblue](http://www.bcbsla.com/ilinkblue), then click the "Blue Advantage" link under the "Other Sites" section. This will take you to the Blue Advantage Provider Portal. Once in the portal, look under the "Resources" section.

## Help Your Patients Focus on Their Wellness

Annual wellness visits are essential to health management. They provide opportunities to monitor known issues and may help your patients spot problems early. With that in mind, the Annual Wellness Coupon Program is here to encourage Blue Advantage members to receive their annual wellness checkups.

This program provides members a personalized coupon based on past and often overlooked diagnoses. They then schedule a wellness visit and bring the coupon with them. These coupons serve as an easy reference tool for providers to see what diagnoses may be applicable to the member.

If a member comes in with one of these coupons, providers should review the diagnoses listed and mark any additional codes that are applicable.



### 2022 ANNUAL WELLNESS EXAM COUPON - DO NOT DISCARD

If you have any questions, please call 1-833-949-2788 (TTY 711), Monday - Friday from 8 a.m. to 5 p.m.



#### ATTENTION: Blue Advantage (HMO) | Blue Advantage (PPO) Member

Please take this coupon to your in-network Blue Advantage Primary Care Provider for an Annual Wellness exam AT NO CHARGE to you!

#### ATTENTION: HEALTHCARE PROVIDER & OFFICE MANAGER

Blue Advantage members have no deductibles, copays or coinsurance for this Annual Wellness exam. The following services (CPT codes) should be billed with the wellness ICD-10 code **Z00.00 or Z00.01** as primary, together with all other appropriate ICD-10 diagnosis codes including any of the diagnoses on the back of this page.

#### CODES TO BILL:

Annual Wellness Exam - G0439

#### AND THE FOLLOWING SCREENINGS:

**85025** CBC  
**80053** CMP  
**80061** Lipid panel  
**81002** Urine Dip  
**93000** EKG if indicated (e.g., irregular heart rhythm)  
**82270** FOBT x 3 for patients 50-75  
**G0328** iFOBT x 1

For Diabetics, add the following:  
**83030** HgA1C  
**82043** Urine Microalbumin  
 Schedule an annual eye exam for retinopathy screening

For Females, consider the following:  
 Mammogram and Pap Smear

Patient specific services due:  
 Flu Shot, Wellness Visit

*Monitoring of chronic stable conditions, prescription refills and vaccinations may also be included in the examination.*

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PROVIDER: PLEASE COMPLETE OTHER SIDE  
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Providers may be asked to submit a corrected claim if diagnoses marked on the coupon are not billed on the claim.

Providers receive a \$100 reimbursement for each completed coupon, in addition to their fee for services. Fax completed coupons to 1-844-843-9770.

If a member has already had a wellness visit for the year, they can schedule a second visit to use their coupon. That second visit is at no cost to the member when the provider performs and reports CPT® code G0438 or G0439 for the wellness visit.

If a member loses their coupon or needs an extra copy, they may call 1-833-949-2788 to request another one.

## Primary Care Provider Selection

A primary care provider (PCP) is a member's total care coordinator for non-emergent care.

Blue Advantage encourages members to select a PCP at the time of plan enrollment. If the member has not identified a PCP, Blue Advantage may assign one to them. In rare situations, PCPs are retroactively assigned to a member, such as when the member's PCP terminates their contract without notification because of illness or death.



We will assist members in finding a new PCP as needed to promote continuity of health care and coverage. But there may be a slight lapse in time that causes the assignment to have a retroactive effective date.

Members have the option to change their PCP to another Blue Advantage network PCP at any time, for any reason by contacting Blue Advantage Customer Service. Changes are effective the first day of the month following receipt of the member's request.

Providers can view a member's assigned PCP through the Member Lookup feature on the Blue Advantage Provider Portal. Go to [www.bcbsla.com/ilinkblue](http://www.bcbsla.com/ilinkblue), then click "Blue Advantage" under "Other Sites."

## Did You Know Express Scripts Pharmacy Delivers?

If you have patients filling medications through Express Scripts Pharmacy®, they may also be able to receive most refills through delivery as well.

There is no cost for standard shipping on medication deliveries. Next day or two-day shipping is available for an extra fee. There is also an autofill option to help avoid forgetting refills. You may also send prescriptions to Express Scripts Pharmacy through e-scribe or, call them in.

If you have any questions about prescriptions filled through Express Scripts Pharmacy, call 1-800-282-2881.



*Express Scripts Pharmacy® is an independent company that serves as the pharmacy benefit manager for Blue Cross and Blue Shield of Louisiana and HMO Louisiana, Inc.*

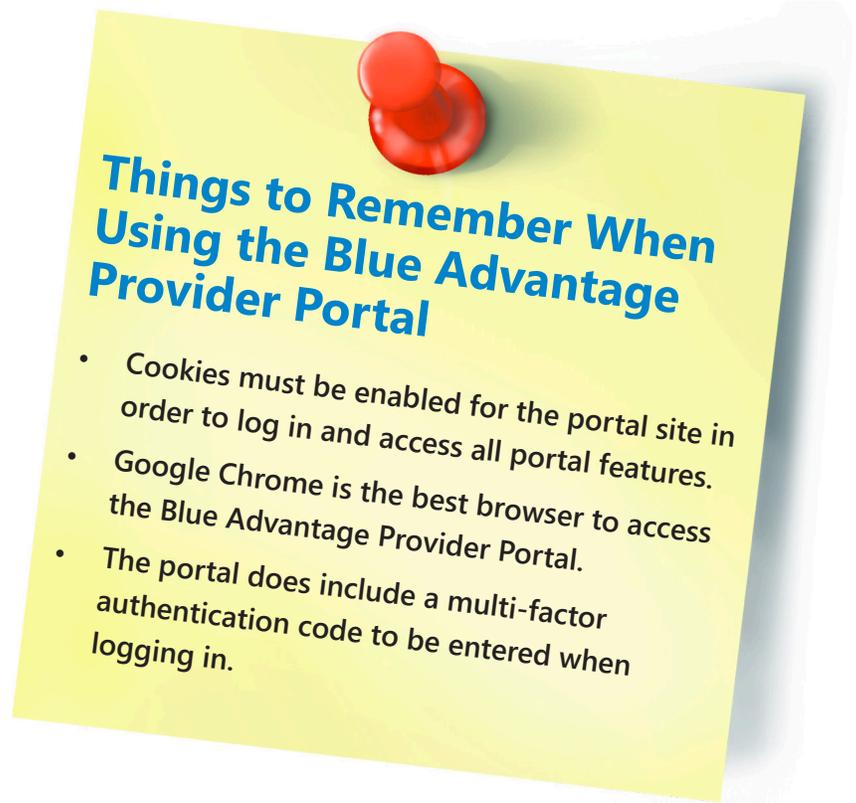
## Questions About Our Provider Portal?

The Blue Advantage Provider Portal is our electronic resource to help providers. You can research eligibility and benefits, review claims, access forms and other resources, and more. To help you navigate the portal, use the *Blue Advantage Provider Portal User Guide*. It is a comprehensive guide that outlines the many features of the portal.

The guide includes information on:

- How to access and register for the portal
- Setting up a provider or group profile
- Checking the status of claims
- Using the Online Auth Portal and researching the status of an authorization request

The guide even includes a troubleshooting section for navigating common problems with access. The *Blue Advantage Provider Portal User Guide* is available on the Blue Advantage Resources page, which you can access at [www.bcbsla.com/provider](http://www.bcbsla.com/provider), click on "Go to BA Resources" at the bottom of the page, then "Manuals and Guides."



## Register for the New to Blue Advantage Webinar

On Wednesday, March 16 we are conducting a New to Blue Advantage webinar. This webinar is for new Blue Advantage providers as well as new clinical and business office staff members who work with Blue Advantage. It includes information about claims filing options, medical documentation, the Blue Advantage Provider Portal and other Blue Advantage resources.

Registration for this webinar, as well as our other provider webinars, is available through our Upcoming Provider Training Events emails that go out every other week. Once you register, you will receive a confirmation email on how to join the webinar. If you are not receiving these emails, contact Provider Relations at [provider.relations@bcbsla.com](mailto:provider.relations@bcbsla.com).

### Missed any of our webinars?

You can find all past workshop and webinars online at [www.bcbsla.com/provider](http://www.bcbsla.com/provider), click on "Go to BA Resources" at the bottom of the page, then click "Webinars and Workshops."

## Changes Coming to Reimbursement During Credentialing

Due to changes in billing guidelines included in the federal Consolidated Appropriation Acts (CAA) 2021, Blue Advantage changed how we apply reimbursement during credentialing for professional providers, effective January 1, 2022.

Professional providers joining an existing contracted group will be eligible for reimbursement at the contracted rate during the credentialing process. While you will be able to submit claims for reimbursement during the process, do not file them until receiving a provider number letter from our Provider Credentialing & Data Management (PCDM) Department. The letter includes your effective date for reimbursement.

If you have any questions about the Reimbursement During Credentialing process, we have a guide available online at [www.bcbsla.com/provider-networks](http://www.bcbsla.com/provider-networks) >Get Credentialed >Frequently Asked Questions >Credentialing Application and Process.

## Check out Our Provider Manual Online

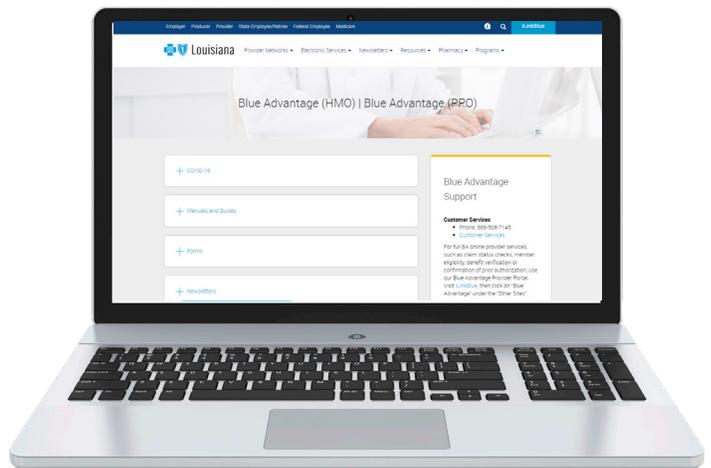
Our *Blue Advantage Provider Administrative Manual* includes extensive information on Blue Advantage policies and procedures. There are sections in the manual about our Blue Advantage utilization management programs and processes:

- Behavioral health
- Complex case management
- Disease management
- General case management

The manual is available on our Blue Advantage Resources page, [www.bcbsla.com/providers](http://www.bcbsla.com/providers), then click "Go to BA Resources."

Other materials available on this page include:

- Blue Advantage COVID-19 Resources
- The *Blue Advantage Provider Quick Reference Guide*
- The *Blue Advantage Provider Portal User Guide*
- Network FAQs
- Authorization forms for Behavioral Health, Home Health and more
- This newsletter, including past newsletters



## Who Do I Contact if I Have Questions?

For claims status, member eligibility, benefit verification and care management inquiries that cannot be resolved through the Blue Advantage Provider Portal, Blue Advantage network providers may contact Blue Advantage Customer Service at 1-866-508-7145.

For questions specific to the Blue Advantage quality program, you may contact your Provider Relations representative or send an email to [provider.relations@bcbsla.com](mailto:provider.relations@bcbsla.com).

If you are unsure who your Provider Relations representative is, visit [www.bcbsla.com/providers](http://www.bcbsla.com/providers) > Provider Networks > Provider Support.



If you are not receiving our communications,  
you may need to update your contact  
information...

### Do We Have Your Current 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](http://www.BCBSLA.com/providers) > Resources > Forms.



View this newsletter online at [www.bcbsla.com/ilinkblue](http://www.bcbsla.com/ilinkblue), then click on “Blue Advantage” under Other Sites.

## Blue Advantage Insight

*Blue Advantage Insight* is a publication to keep our network providers informed on the latest Blue Advantage news. 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 Advantage members are the responsibilities of health care professionals and facility providers.

## What's on the Provider Portal

### [www.bcbsla.com/ilinkblue](http://www.bcbsla.com/ilinkblue) > Blue Advantage

- Member Eligibility
- Claims Inquiry
- Authorization Inquiry
- Forms
- Help Documents
- Helpful Links
- Updated Manual
- Updated Quick Reference Guide

## Blue Advantage Resources

Visit the Blue Advantage Resources page to view reference materials, forms, past webinar and workshop slides, plus copies of this newsletter. Go to [www.bcbsla.com/providers](http://www.bcbsla.com/providers), then click “Go To BA Resources” at the bottom of the page.

## Important Contact Information

### Authorizations (including Case and Medical Management)

1-866-508-7145, option 3, option 3

### Behavioral Health

1-866-508-7145, option 3, option 3

### Blue Advantage Customer Service

1-866-508-7145

[customerservice@blueadvantage.bcbsla.com](mailto:customerservice@blueadvantage.bcbsla.com)

### Blue Advantage Provider Portal

1-866-508-7145, option 3, option 2

### Provider Credentialing & Data Management

1-800-716-2299, option 2 (provider record information)

[pdmstatus@bcbsla.com](mailto:pdmstatus@bcbsla.com)

### Pharmacy

1-800-935-6103/TTY:711

*For additional contact information on Blue Advantage services, please refer to our Provider Quick Reference Guide found on the Blue Advantage Provider Portal.*

**Please share this newsletter with your office staff.  
This and past newsletters are available on the Blue Advantage Provider Portal  
([www.bcbsla.com/ilinkblue](http://www.bcbsla.com/ilinkblue) > Blue Advantage).**