

provider networknews

2022

3RD QUARTER

Providing health guidance and affordable access to quality care

Remind Families to Take Precautions Amid Rising Respiratory Illness Hospitalizations

Fall means cooler temperatures, and often a spike in colds, flu and other viruses. But this year, health officials are reporting above-average rates of children being hospitalized for respiratory illnesses before the winter months that are typically when hospitalizations surge.

Blue Cross encourages providers to urge families to take steps to prevent the spread of contagious diseases.

"One of the best ways to protect children from becoming very sick and needing to be hospitalized is to make sure they are up to date on their vaccines, including the COVID-19 and flu shots," said Dr. Tracy Lemelle, a pediatrician and Blue Cross medical director.

Health officials recommend everyone age six months and older get a flu shot each year, ideally by the end of October. Most health plans cover flu shots at \$0 or very low cost. The shots are widely available at doctor's offices, clinics, pharmacies, community health centers and other locations statewide.

"The flu can cause serious complications for young children, especially if they have asthma, diabetes or other health conditions," Dr. Lemelle said. "Fall is here, so talk to your family doctor or pharmacist about scheduling your flu shot as soon as possible to have the strongest protection heading into the peak of flu season."



In addition to respiratory illnesses, make sure patients are up to date on vaccines to protect against diseases like tetanus, diphtheria, whooping cough, measles and Hepatitis B.

Many of these vaccines should be given when children are infants through age 6. Older children need three vaccines at ages 11-12 to protect against meningitis and HPV and to get a tetanus/diphtheria/whooping cough (Tdap) booster.

"If patients are not sure if their children have gotten all of the needed vaccines for their age, schedule a checkup to ask about this. That's especially important if it's been more than a year since their last visit," Dr. Lemelle said.

PROVIDER NETWORK

Is Your Contact Information Current?

Due to requirements of the federal Consolidated Appropriation Acts (CAA) 2021, our Provider Credentialing & Data Management Department is sending a Provider Attestation Form every 90 days to all providers listed in our online provider directories. Providers are asked to review their information as it appears in our directories.

If any of your information is not correct, there will be an option within the Provider Attestation Form to complete and return our Provider Update Request Form. This allows Us to update the information we publish in our directories.

The Provider Attestation Form may be emailed in a DocuSign® or Excel spreadsheet format, prepopulated with the information Blue Cross has on file. The provider (or an authorized representative on behalf of the provider) must verify and attest to the accuracy of the information.

Automated reminders will be sent every seven days until the form is signed and returned.

Please do not decline the attestation. If the provider no longer works at a location, please fill out the Provider Update Request Form to terminate the provider. Providers who do not complete the attestation will be removed from our online provider directories.

DocuSign® is an independent company that Blue Cross and Blue Shield of Louisiana uses to enable providers to sign and submit provider credentialing and data management forms electronically.

Association National Provider Directory Updated

Recently, the Blue Cross Blue Shield Association redesigned its National Doctor & Hospital Finder (NDHF) and Federal Employee Program (FEP) Online Provider Directory to help address the needs of Blue members.

The redesigned NDHF has a new search results and profile page featuring an improved search experience and a new look and feel. Members can search for providers by entering a ZIP code and the three-character prefix of the member ID. The NDHF is available at www.bcbs.com under the "Find a Doctor" tab, and can be navigated with ease from a desktop computer, tablet or smartphone.

These directories can help members find network doctors, hospitals or other health care providers and provide basic information about them. This can be useful for members who find themselves out of their network area and in need of a provider. It can also support members in making health care decisions as the NDHF displays doctor and hospital quality and patient experience information.

Providers can submit claims for seeing these members through our BlueCard® program. BlueCard is a national program that enables members of one Blue Plan to obtain in-network health care services while traveling or living in another Blue Plan's service area. BlueCard links participating health care providers with other Blue Plans across the country, and in more than 200 countries and territories worldwide, through a single electronic network for professional, outpatient and inpatient claims processing and reimbursement.

More information on BlueCard is available in *The BlueCard Program Provider Manual*, available online at www.bcbsla.com/providers, under the "Resources" page, then click "Manuals."

Updated Resources on our Provider Page

Blue Cross consistently reviews and updates its provider resource materials. This ensures that you have access to current information. We added these new items to the "Resources" section of our Provider Page:

- 2023 provider manuals
- New Retroactive Authorization Form

- New webinar and workshop presentations such as professional workshops, behavioral health webinars (for professional, facility and Applied Behavioral Analysis providers), New to Blue Cross, and more.
- Updated Provider Tidbits

Go to www.bcbsla.com/providers and click on the "Resources" option.

BILLING & CODING

Updated Professional Allowable Charges for Flu Vaccinations

Blue Cross recently completed a review of flu vaccinations. Based on our review, we are adjusting our allowable charges.

Effective for dates of service on and after November 1, 2022, we are updating the professional allowable charge for the following flu vaccination codes:

90653	90674	90686	90694
90662	90682	90687	90756
90672	90685	90688	

We are not changing allowable charges for the administration of flu vaccines.

To view the new allowable charges that go into effect on November 1, 2022, go to iLinkBlue (www.bcbsla.com/ilinkblue) and select "Payments" on the menu bar to access the Professional Provider Allowable Charges Search tool. In the "Select a Date" field, enter "11/01/2022."

New Codes Added to Outpatient Ranges

Each quarter, Blue Cross reviews new CPT® and HCPCS codes to determine needed updates to the Diagnostic and Therapeutic Services and Outpatient Procedure Services code ranges. As a result of our most recent review, we are adding the following codes, effective July 1, 2022.

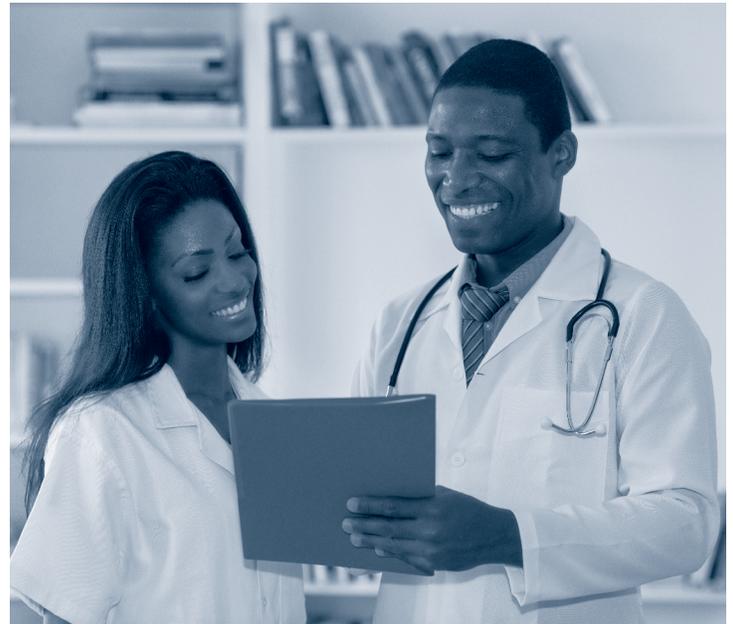
Diagnostic and Therapeutic Services Code Range

90584	0330U	0729T	C9095	J2779
0323U	0331U	0731T	C9096	J2998
0324U	0716T	0732T	C9097	J3299
0325U	0721T	0733T	C9098	J9331
0326U	0722T	0734T	J0739	J9332
0327U	0723T	A9596	J1306	Q4259
0328U	0724T	A9601	J1551	Q4260
0329U	0728T	C9094	J2356	Q4261

Outpatient Procedure Services

0714T	0718T	0725T	0730T	0737T
0715T	0719T	0726T	0735T	G0308
0717T	0720T	0727T	0736T	G0309

These changes do not affect existing codes and allowables. They allow our system to accept these codes appropriately for claims adjudication.



Billing for COVID-19 Treatment Bebtelovimab

Effective for dates of service on or after August 15, 2022, Blue Cross will reimburse for the COVID-19 treatment Bebtelovimab, when billed with Modifier UC. This modifier identifies the medication as commercially purchased.

There are no changes for submitting claims related to the government-supplied medication. Providers are to use the same administration codes for commercially-purchased medication, as well as treatments supplied by the federal government.

Claims System Updated with New Drug Codes

We conduct a biannual review of our drug and drug administration code pricing. In addition to the biannual review, we add newly issued drug codes to our system quarterly and apply reimbursement, as applicable.

As a result of that review the following HCPCS codes were added to our system, effective July 1, 2022:

A9596	C9096	J1551	J3299	Q4260
A9601	C9097	J2356	J9331	Q4261
C9094	J0739	J2779	J9332	
C9095	J1306	J2998	Q4259	

MEDICAL MANAGEMENT

Help Your Patients Quit Tobacco

Health care providers play a key role in identifying patients that use tobacco and helping them quit. In fact, according to the the U.S. Centers for Disease Control & Prevention (CDC), tobacco quit rates increase when health care providers consistently identify and treat tobacco use. The majority of people who use tobacco want to quit, but getting started often takes support and motivation from trusted sources like you. Help your patients begin their quit story. Ask them if they use tobacco, urge them to quit and refer them to quit resources during visits. Make tobacco screening and referring a standard of care.

Brief Tobacco Intervention Training

The Brief Tobacco Intervention from Well-Ahead Louisiana is a quick, easy and effective approach for providers to address patient tobacco use in less than three minutes. This saves time for you and your staff, and ensures that your patients receive the treatment they need.

In the Brief Tobacco Intervention Training you will:

- Learn three simple steps to help you effectively talk with your patients about tobacco in less than three minutes.
- Learn about evidence-based cessation treatments available in Louisiana, including individual, group and telephone counseling and seven FDA-approved medications.
- Earn continuing education units in less than an hour.

Access the training by registering for the Optum Learning Community at <https://learn.optum.com/redeem/la>. Once registered, click on Addressing Tobacco Use in Louisiana to start the course. Well-Ahead also offers a more in-depth tobacco program called Connect2Quit, and one on e-cigarettes and vaping.

Well-Ahead Louisiana is the chronic disease prevention and health care access arm of the Louisiana Department of Health. It works with community leaders to improve our state's health statistics without giving up the traditions that we love.

If you need assistance or have questions, email wellahead@la.gov.

Think Pink: October is Breast Cancer Awareness Month

During October, Blue Cross is sharing messages to highlight the importance of preventive screening and self-exams to lower the risks from breast cancer. According to the CDC, breast cancer is one of the most common cancers diagnosed in the United States. While breast cancer is usually diagnosed in women age 50 and older, younger women and men are affected, too.

The good news is that preventive screening for breast cancer is very effective. The sooner cancer is diagnosed and treated, the more likely treatment is to be successful and prevent death or severe outcomes.

Blue Cross is leading outreach and member education during Breast Cancer Awareness Month encouraging women age 40 and older to ask providers about scheduling a mammogram, especially if it has been more than a year since their last one.

Messages will also let members know it is important to do monthly breast self-exams to be aware of any changes quickly and to have at least one checkup each year to talk with their health care providers about their health status, family and medical history and any concerns they may have about breast cancer or other conditions.

Follow Blue Cross on social media @BCBSLA throughout October to see original graphic designs, videos and other messages about breast cancer awareness and the ways screening saves lives. Providers can download, share or post these messages on your social media and inspire your patients to get screened.

We post regularly on Facebook, Twitter, LinkedIn, Instagram and TikTok. Visit the Blue Cross and Blue Shield of Louisiana YouTube channel to see short videos on preventive cancer screening and other wellness topics, including a new PSA on breast cancer screening with Blue Cross Medical Director Dr. Emily Vincent. Subscribe to know when new videos are added.

Share this newsletter with your billing department and those at your office who work with Blue Cross reimbursement.

MEDICAL MANAGEMENT

Urge Your Patients to Get Vaccinated, Take Precautions Amid Rising COVID-19 Cases

With the release of the first updated COVID-19 vaccine booster, Blue Cross wants providers to encourage their patients to get their shots. Updated booster shots target the most common omicron strains that are spreading now, as well as the initial virus.

The single-dose booster is for anyone ages 12 and older who received their primary COVID-19 or booster vaccines at least two months ago. The updated booster shots are available in many areas already and should be even more accessible in the coming weeks through health care providers.

“This updated booster offers the broadest protection against COVID-19 and it’s a valuable chance to take quick action against the omicron variants that are causing the majority of cases in Louisiana now,” said Dr. Dee Barfield, Blue Cross senior medical director and vice president, Medical Management.

Health officials say the BA.4 and BA.5 omicron variants are more contagious and spread more easily than the original omicron variant and caused the latest COVID-19 surge in Louisiana.

We cover the COVID-19 vaccine and boosters at \$0 out of pocket for eligible members of individual and employer health plans. Eligible members of Medicare and Medicaid plans or uninsured patients also can get a COVID-19 booster vaccine at no cost. The Coronavirus Aid, Relief and Economic Security (CARES) Act requires this no-cost coverage. If you have questions about vaccine coverage on your health plan, contact Customer Service at the number on your member ID card.

“The safe and effective vaccines and this updated booster will help protect people and limit the spread of the COVID-19 virus, especially as we head into fall when we love to gather with family and friends,” Barfield said. “Staying current on vaccines and boosters – whether for COVID-19 or other diseases – gives patients the best defense.”

“And remind your patients to take other important steps to reduce infections,” Barfield said. “Properly wash hands often and wear a mask when in crowded, indoor spaces. Stay home and away from others if they feel sick or know they were exposed. They should test as soon as possible.”



Getting Your COVID-19 Vaccine or Booster

The Blue Cross and Blue Shield of Louisiana Foundation sponsors free ride programs for COVID-19 vaccine and booster appointments statewide. Many community groups offer similar programs. If you know of patients without a vehicle, unable to drive or have other barriers to getting a COVID-19 vaccine, they may call 211 to get connected to nearby programs.

The State of Louisiana’s COVID-19 vaccine webpage at <https://LDH.La.Gov/CovidVaccine> has information about the vaccine or booster shots and a list of vaccine locations. You can also refer patients to the state COVID-19 Vaccine Hotline at 1-855-453-0774 to speak with a medical professional. Community testing resources are also available on the state’s COVID-19 vaccine webpage.

Visit the Blue Cross and Blue Shield of Louisiana YouTube channel (www.youtube.com/BCBSLA) to see short videos on COVID-19 vaccines and other health topics. Subscribe to know when new videos are available. You can connect with Blue Cross on social media @BCBSLA for updates. Blue Cross posts regularly on Facebook, Twitter, LinkedIn, Instagram and TikTok.

MEDICAL MANAGEMENT

HEDIS® Tips on Medical Records, Child Visits

As we near the final quarter of 2022, we would like to offer the following tips to decrease medical record requests during this time.

- Submit consistent, detailed claims.
- Include all existing conditions on the claim, at the time of each visit.
- See every visit with a member as an opportunity for preventive care.
- Use Modifier 25 for a well visit if filed along with a sick visit.
- Schedule regular checkups and/or lab work for your patients.
- Document all procedures done by other physicians with a date and result.

Childhood is a vital time for growth and development. Well-care visits are necessary for healthcare providers to evaluate the physical, emotional and social development of children. These visits also decrease risk for serious and long-term health conditions.



Well Child Visits (0-30 months)

Children should be seen six or more times by 15 months of age. Providers may bill for a preventative evaluation and management (E&M) service (well child visit) and a problem-oriented E&M service (sick visit) on the same day. Providers will be reimbursed for both by filing the well-child CPT® code and the sick visit CPT code with Modifier 25.

CPT guidelines state, "the abnormality or pre-existing problem found during the preventative exam must be significant enough to require additional work to perform all the components of the problem-oriented E&M service." Blue Cross identified that children in the non-compliance category were missing one well visit. Further insight into the data showed that the children were seen, but the claim was not coded properly.

Since 2021, this measure requires two additional well child visits on different dates of service between the 15 months plus one day and 30 months. Exclusion for hospice.

Coding:

- CPT Codes: 99381, 99382, 99383, 99384, 99385, 99391, 99393, 99394, 99395, 99461
- ICD-10-CM Codes: Z00.00, Z00.01, Z00.110, Z00.121, Z00.129, Z00.2, Z00.3, Z02.5, Z76.1, Z76.2
- HCPCS Codes: G0438, G0439, S0302

It is important to note that a well visit can be filed along with a sick visit by using the Modifier 25. An example of when this can be done: a newborn first office visit where the child has jaundice or poor weight gain.

Child and Adolescent Well-Care Visits (3-21 years)

At least one comprehensive well care visit annually.

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" tab.

Updated Medical Policies

Policy No. Policy Name

Effective June 30, 2022

00550 Treatment for Spinal Muscular Atrophy

Effective July 11, 2022

00230 Repository Corticotropin Injection
00335 Topical, Nasal, and Oral Testosterone Products
00343 Topical Acne Products
00360 Selective Serotonin Reuptake Inhibitors (SSRIs)/Serotonin-Norepinephrine Reuptake Inhibitors (SNRIs)
00541 Select Anti-Epileptic Drugs
00557 Select Drugs for Constipation
00572 Bioengineered Skin and Soft Tissue Substitutes
00692 upadacitinib (Rinvoq™)
00761 Cromolyn Oral Solution (Gastrocrom®, generics)

Effective August 1, 2022

00199 Facet Radiofrequency Denervation

Effective August 8, 2022

00023 Cryoablation of Tumors Located in the Kidney, Lung, Breast, Pancreas, or Bone
00088 Parenteral Nutrition and Enteral Nutrition Therapy in the Home
00326 icatibant (Firazyr®, generics)
00578 Cognitive Rehabilitation
00601 Select Drugs for Attention Deficit Hyperactivity Disorder (ADHD)
00640 Topical Treatment of Dry Eye Disease
00762 emtricitabine/tenofovir Branded Products (Descovy®, Truvada®)

Effective September 11, 2022

00091 Autografts and Allografts in the Treatment of Focal Articular Cartilage Lesions
00145 Lumbar Disc Arthroplasty
00229 Cervical Disc Arthroplasty
00558 Sacroiliac Joint Fusion (Percutaneous/Minimally Invasive Techniques)

Effective September 12, 2022

00200 certolizumab pegol (Cimzia®)
00296 Percutaneous Left-Atrial Appendage Closure Devices for Stroke Prevention in Atrial Fibrillation
00324 GLP-1, GIP/GLP-1 Agonists for Diabetes
00329 Surgical Treatment of Snoring and Obstructive Sleep Apnea Syndrome
00357 Overactive Bladder Medications (branded)

Effective September 12, 2022 (continued)

00359 Sedative Hypnotics
00431 tasimelteon (Hetlioz®, Hetlioz LQ™)
00432 secukinumab (Cosentyx™)
00436 apremilast (Otezla®)
00518 Select Muscle Relaxants
00526 Select Inhaled Respiratory Agents
00541 Select Anti-Epileptic Drugs
00567 dupilumab (Dupixent®)
00596 edaravone (Radicava®, Radicava ORS®)
00605 Chimeric Antigen Receptor T-cell (CAR-T) Therapy
00623 Solosec™ (secnidazole)
00634 Therapeutic Radiopharmaceuticals in Oncology
00677 risankizumab-rzaa (Skyrizi™)
00685 brexanolone (Zulresso™)
00687 Prograf® granules (tacrolimus)
00698 Select Novel Drug Formulations
00719 Fumaric Acids for the Treatment of Multiple Sclerosis
00728 Select insulin glargine Products

New Medical Policies

Policy No. Policy Name

Effective July 11, 2022

00792 Tumor-Informed Circulating Tumor DNA Testing for Cancer Management
00793 Nexiclon™ XR (clonidine extended release tablets)
00794 Soaanz® (torsemide tablets)
00795 abrocitinib (Cinbinqo™)
00796 tralokinumab-ldrm (Adbry™)
00798 budesonide delayed release (Tarpeyo™)
00799 mitapivat (Pyrukynd®)

Effective August 8, 2022

00797 Remote Electrical Neuromodulation for Migraines
00800 sutimlimab-jome (Enjaymo™)
00801 plasminogen, human-tvmh (Ryplazim®)
00802 Verkazia® (cyclosporine ophthalmic emulsion)

Effective September 12, 2022

00790 efgartigimod alfa (Vyvgart™)
00803 alpelisib (Vijoice®)
00804 Vtama® (tapinarof)

Save the Date: Quality Blue Statewide Collaborative

Blue Cross will be hosting a virtual Quality Blue (QB) Statewide Collaborative to provide a state of the union address on October 19, 2022, at 5:30–7 p.m.

Topics will include program evolution, future plans and program updates. Participants will have the opportunity for questions and answers in the chat function during this event.

An invitation to register was sent by email to the QB contract and program representatives on September 14, 2022. If you did not receive the email and would like to attend, please reach out to the QB program representative within your organization.

The New to Quality Blue and Performance Insights Portal (Pi Portal) dashboard webinars were held in mid September. If you missed these webinars, we will present them again in December.

Please register for these informative and educational sessions when the link becomes available.

Use Our Online Reporting Tools

Our Pi Portal has self-service reporting tools that users should familiarize themselves with, such as:

- The Gaps in Care dashboard can identify patients with open gaps in care related to HEDIS measures.
- The Pay for Performance (P4P) dashboard provides information on performance in each P4P measure. It also includes an estimated Blue Diamond rating for the QB provider.

Visit the Pi Portal under the “Documentation” tab for dashboard tip sheets. If the user is having trouble logging into the Pi Portal, please email Plsupport@bcbsla.com. If you are a participating provider that is part of an accountable care organization or aggregator, please reach out to your QB program representative for Pi Portal access inquiries.

QB Provider Changes and Updates

If a participating QB provider has a Tax ID number (TIN) change, please email QBcontracting@bcbsla.com as soon as possible, according to Section 3.7 and 13.2 of QB Participant’s QB Program Participation Agreement.

This will prevent future attribution and value-based incentive payment issues.

Annual QB Participation Submission Period

On September 1, 2022, QB providers and contracted entities were notified of the Annual QB Participation Submission Period. Every QB provider must verify existing participating provider Tax Identification Numbers (TINs) and submit a QB TIN Listing Form no later than October 31, 2022. The Annual QB Participation Submission Period is the only time within the year we allow additions to QB provider’s TIN Listing.

QB contract and program representatives should refer to the Annual QB Participation Submission Period email delivered on September 1, 2022, for more information. Please email provider.relations@bcbsla.com for questions and put “Annual QB Participation Submission Period” in the subject line.

Changes submitted after the due date will not be accepted for inclusion in the program year 2023.



Diabetic Retinal Screenings

Did you know diabetic retinal screenings are a covered preventive medical benefit when performed by an eye specialist?

Diabetic retinopathy is the leading cause of vision impairment and blindness. It can be prevented by early detection and treatment through screening. Diabetic retinal screenings are covered under preventive medical services once per year at little to no cost for the member when performed by an in-network eye specialist.

Screenings for diabetic retinopathy in Louisiana fall below the national average for Louisianians living with diabetes. According to Healthy People 2030, 33 per 1000 adults with diabetes have visual impairment due to diabetic retinopathy. The national goal is to cut this rate in half by 2030.

How can we work together to increase screening rates for diabetic retinopathy?

- Resources for educating patients with diabetes about the risks of diabetic retinopathy are available at <https://diabetes.org/diabetes/eye-health/resources>.
- For primary care providers (PCPs) performing diabetic retinal exams in office, it is important to collaborate with eye specialists reading these retinal scans to ensure the medical benefits are billed by the eye specialist. Alternatively, PCPs can submit \$0 CPT II codes for the date of service the diabetic retinal exam was performed. Refer to the P4P Measure Guide for the appropriate codes, available in the Pi Portal under the “Documentation” tab.
- Refer your patient to an eye specialist. For a complete list of in-network eye specialists, visit www.bcbsla.com/find-a-doctor/local-provider.

Patient Copayments

Some patients may be eligible for a reduced copayment when they are seen by providers participating in QB. Visit www.bcbsla.com/ilinkblue to verify your patients’ copayment amount.

The QB copay amount can be viewed in the QB copayment column. Please note: the reduced copayment feature does not apply for pediatricians in calendar year 2022.

Medication Adherence: Take Advantage of Our Clinical Pharmacy Dashboard

Looking for a proactive approach to improve patients’ adherence to prescribed medications?

The RxTOP Next Fill Report, in the PI Portal’s Clinical Pharmacy dashboard is a way to identify patients that fill diabetes, cholesterol, hypertension and depression medications late, but may still be in the adherent threshold, defined with a proportion of days covered greater than 80%.

Early intervention increases the chance patients will remain adherent for the measurement year. Late-to-fill data is updated three times a month and can be filtered by members late to fill. Clinical staff can view the entire population or filter by disease state. Members newly late to fill—that is, not reported in the past 30 days—have an expected fill date listed in red.

When exporting data to an Excel spreadsheet, filtering out blank cells in the Late-to-Fill 30 Days and Y columns will also highlight new patients in the report. Outreach to identify and resolve barriers to adherence can improve compliance with medication adherence measures and improve clinical outcomes.

A tip sheet, “Medication Adherence: The Provider’s Role,” is available in the Pi Portal under the “Documentation” tab.

QB Member Brochure

Our QB member brochure is a good resource to inform patients of participation in the QB program and the value and support available to them.

This brochure is available for print upon request. Please email provider.relations@bcbsla.com to request printed QB member brochures.



If you have questions about our Quality Blue program, contact Provider Relations at provider.relations@bcbsla.com.

BEHAVIORAL HEALTH

Behavioral Health Certification for Physician Assistants and Nurse Practitioners

If you are a nurse practitioner (NP) or a physician assistant (PA) with advanced certifications for mental health, Blue Cross would like to document your certification in our files.

Having a record of this certification helps not only Blue Cross, but also our members. The Follow-Up After Hospitalization for Mental Illness (FUH) HEDIS measure is designed to ensure patients are seen by a qualified professional within seven days of discharge from hospitalization. NPs or PAs with an advanced certification qualify under the measure.

When we do not have a record of your advanced certification, any follow-up visits performed for this reason are considered non-compliant for meeting the HEDIS measure. Submitting advanced certification allows follow-up visits to count as an appropriate visit that meets the HEDIS measure. As such, it is vital for any PA or NP with a psychiatry certification to notify Blue Cross.

How do I notify Blue Cross of my psychiatry certification?

You can notify Blue Cross of your psychiatry certification by completing the Provider Update Request Form. This is a DocuSign form that can be easily completed and submitted online at www.bcbsla.com/providers, click "Resources," then "Forms."

Where the specialty is listed, please add your behavioral health specialty as a secondary specialty/certification. Please also attach a copy of your certification via the paperclip option in the form at the bottom of page two.



Authorizations Required for Residential Treatment

The Federal Employee Program (FEP) Network requires prior authorization for admission to residential treatment centers (RTCs). FEP will not allow for a medical necessity review if a member is admitted to an RTC prior to an authorization request.

Additionally, members must be enrolled in care management through New Directions, Blue Cross' behavioral health services manager, before any authorization request is approved.

FEP allows care management 72 hours to complete an assessment. An authorization will not be approved before that assessment is complete.

Failure to obtain prior authorization and/or enroll an FEP member in care management will result in an administrative denial. Email Louisiana_CM@NDBH.com or call 1-800-762-2382 to request a care management assessment on behalf of a member.

New Directions is an independent company that serves as the behavioral health manager for Blue Cross and Blue Shield of Louisiana and HMO Louisiana, Inc.

COMPANY NEWS

Blue Cross Among Top Organizations for Community Service

Blue Cross was named a 2022 honoree of The Civic 50 by Points of Light, the world's largest organization dedicated to volunteer service. This marks our fourth year in a row for winning this honor.

For 10 years, The Civic 50 has provided a national standard for corporate citizenship and showcases how companies can use their time, skills and resources to drive social impact in their communities and company. The Civic 50 honorees are companies with annual U.S. revenues of at least \$1 billion and are selected based on four dimensions of their corporate citizenship and social impact programs: investment of resources, integration across business functions, institutionalization through policies and systems and impact measurement.

Blue Cross achieved high scores for its community service and investments in 2021, including:

- 30,000-plus hours of employee-led volunteerism.
- \$9.7 million in sponsorships, grants and other investments in community organizations, including disaster funding to organizations supporting Louisianians affected by COVID-19 and natural disasters like Hurricane Ida.
- 24 million points of service to more than 2.4 million people, such as receiving donated items, health care screenings and services, or being a part of nonprofit partner programs.

"We are honored to be chosen for our impact through funding and volunteerism," said Dr. I. Steven Udvarhelyi, President and CEO of Blue Cross. "The true impact of our efforts comes from the hundreds of nonprofit partners we have supported. They kept pushing in times of unprecedented crises to make sure all people have shelter, food and access to health care. We are grateful to them for allowing us to be a part of their missions."

"Corporate leadership and commitment to civic engagement are critical for strengthening communities," said Natalye Paquin, president & CEO of Points of Light. "Our most recent global research shows 86% of people say they expect companies to take action on a social issue. Companies like Blue Cross are leading the way and setting an example of how you can leverage your employee talent, business models and assets to create deep impact that drives transformational change."

Points of Light is a nonpartisan, global nonprofit organization that inspires, equips and mobilizes millions of people to take action that changes the world. For more information, visit www.pointsoflight.org.

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COMPANY NEWS

Blue Cross Foundation Names 2022 Angel Award Recipients

The Blue Cross and Blue Shield of Louisiana Foundation has selected nine Louisianians to receive The Angel Award®, one of Louisiana's oldest and most-recognized celebrations of everyday people doing extraordinary work for our state's children.

This year's honorees, with hometowns in parenthesis, are:

- Alecia B. Bergeron (Baton Rouge), a beloved teacher at Blue Bridge ASL Academy who left retirement to teach American Sign Language to deaf and hard-of-hearing children ages 0-5 and their families.
- Kim Bowman (Baton Rouge), who co-founded the Bella Bowman Foundation with her husband, Trey. After losing Bella, their eight-year-old daughter, to cancer, the Bowmans have provided comfort to children with chronic or terminal illnesses and loving, lasting memories for their families.
- Fr. Michael Champagne (St. Martinville) a priest who has worked with his religious order to provide services to the poor of St. Martinville and the surrounding area, including food, shelter, education and life-skills training to hundreds of children.
- Jan B. Daniels (Monroe), a youth development coordinator at the Children's Coalition for Northeast Louisiana where she teaches students and caregivers how to recognize when a student is considering suicide, what to say to express support, and how to access mental health providers.
- Robert J. Fritscher (Madisonville), the founder of JoJo's Hope. Motivated by the loss of a beloved nephew to drowning, Fritscher applied his lifelong love of swimming to provide free aquatic lessons and therapy to thousands of children, focusing on those with physical and developmental disabilities.
- Jennifer Johnson Karle (Natchitoches), the CEO of Cane River Children's Services for nearly 30 years. Karle has grown the agency to provide a group home, transitional living, counseling, child advocacy, foster care, and other life-saving services to thousands of young women who are victims of abuse and neglect.
- Leslie Lacy (Baton Rouge), the founder of Fostering Hope Louisiana, which provides braces for children in foster care while offering oral health and life skills training.



- Melissa Sawyer (New Orleans), co-founder and CEO of the Youth Empowerment Project (YEP), the first comprehensive juvenile re-entry program in Louisiana to provide education, skill-building, and whatever children need to achieve their full potential and avoid interactions with the criminal justice system.

Each of the honorees above will receive a \$25,000 grant made to the Louisiana-based nonprofit of their choice.

Each year, the Foundation also honors a "Blue Angel," an employee of Blue Cross and Blue Shield of Louisiana who has shown extraordinary commitment to children. This year, the Foundation has selected Velika S. Trahan of Lake Charles. Known to many for her years of community service, Trahan will receive this honor for her work with Family and Youth Counseling Agency as a volunteer, fundraiser, and committee member. Her service has helped Family and Youth provide mental health services to thousands of children across Southwest Louisiana. FYCA will receive a \$10,000 grant in Trahan's name.

"Our Angels come from all walks of life, but what distinguishes them is how they show up and work hard for children – even in difficult or painful situations," said Michael Tipton, president of the Blue Cross Foundation. "We are proud of each of these honorees and look forward to celebrating them."

The foundation will honor 2022 Angel Award honorees at an invitation-only gala on October 17 in Baton Rouge. The Blue Cross Foundation, in partnership with Louisiana Public Broadcasting, will also produce a one-hour television special about the honorees that will premier at 8 p.m. on Monday, November 21.

COMPANY NEWS

Fall 2022 Drug Take Back Day Coming in October

On Saturday, October 29, Blue Cross will join representatives of the local U.S. Drug Enforcement Administration (DEA), Baton Rouge Police Department and the Baton Rouge Health District for the annual Drug Take Back Day at Baton Rouge Police Department Headquarters, located at Airline Highway and Goodwood Boulevard.

How to participate:

- Drive through the covered front entrance at Baton Rouge Police Department Headquarters, on the side near Airline Highway/Connell's Village.
- Drop off your expired, unused and unwanted prescription drugs or have a representative get them from your vehicle.
- Law enforcement safely disposes of everything that is collected.

What to bring:

- Old and/or expired medications
- Unused prescription drugs
- Vaping devices and cartridges

Do NOT bring:

- Needles/sharps

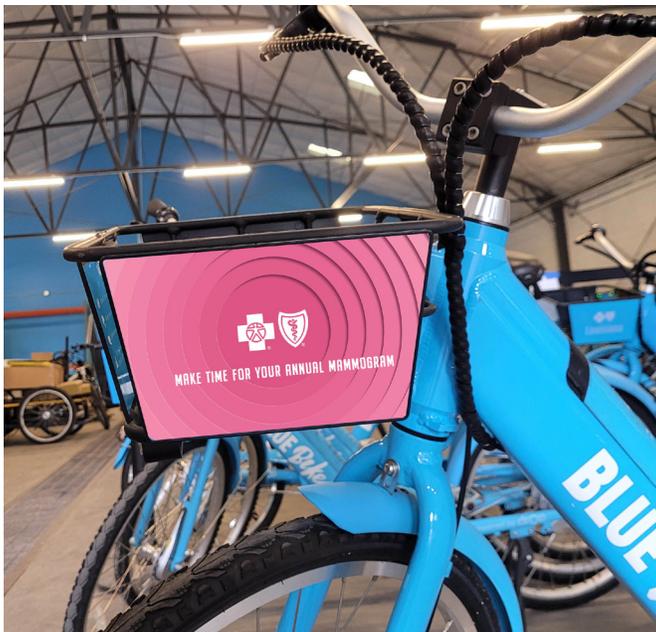
Adverse drug events cause more than 1 million ER visits each year—so it's best for your patients to clear out those old prescription drugs.

One of the safest ways to do that is to bring them to a drop-off site like this event. If your patients cannot make it to the October 29 drop-off event, a map of permanent drop-off locations is available at www.bcbsla.com/safedruggedrop.

Other reasons events like these are important:

- Opioid abuse and misuse frequently begin with the home medicine cabinet. Approximately 75,000 kids go to the ER each year due to medication accidents. More than 80% of these visits were because an unsupervised child found and consumed the medication.
- Children under 5 years old are twice as likely as older children to be taken to the ER for an adverse drug event.
- Studies show that teenagers often get high for the first time on prescription drugs from their parents' medicine cabinets. One in four teenagers report having misused or abused a prescription drug at least once.
- Younger children, the elderly and even pets can get very sick if they accidentally swallow medicines not meant for them.

This event is free and open to the public from 10 a.m. to 2 p.m. It is a low- to no-contact process for dropping off your old prescriptions safely.



Ride Pink With Blue Bikes

During October, Blue Cross is sponsoring a pink bike takeover with Blue Bikes, New Orleans' bikeshare program. Fifty bikes in the fleet will be wrapped with special pink designs promoting breast cancer screening. Riders can take or share pictures of the pink Blue Bikes to show why they #RidePink and enter a social media contest for a chance to win a one-year Blue Bikes membership.

Follow Blue Bikes on social media @BlueBikesNOLA or visit www.bluebikesnola.com for more information.

ONLINE RESOURCES

Use the iLinkBlue Document Upload Feature

Our secure online tool iLinkBlue (www.bcbsla.com/ilinkblue) offers the ability to upload documents instead of faxing, email or mailing them to select departments. The feature is quick, secure and available any time through iLinkBlue.

The Document Upload feature can be accessed on iLinkBlue under Claims >Medical Records >Document Upload.

Select the department from the drop-down list you wish to send your document. The fax numbers are included only as a reference to assist in selecting the correct department.

- Provider Disputes – Louisiana Members
- Payment Integrity
- ITS Host Medical Records
- Federal Employee Program (FEP) Appeals
- Medical Necessity & Investigational Appeals Only
- Medical Records for Retrospective or Post Claim Review

Once Blue Cross receives the uploaded document, a confirmation message displays indicating the file uploaded with a date/time stamp and unique identifier number. The following confirmation message will display, "The uploaded file was successfully received and sent to XXX Department at h:mm:ss am/pm, mm/dd/yyyy. The transaction ID is XXXXX."

If you have questions about iLinkBlue, check out our *iLinkBlue User Guide*, available online at www.bcbsla.com/providers >Resources >Manuals.

New Security in Place for iLinkBlue

We made two important security changes that affects all iLinkBlue users and administrative representatives.

Multi-factor authentication for iLinkBlue access

Multi-factor authentication (MFA) verification is now required for iLinkBlue users to securely access iLinkBlue (www.bcbsla.com/ilinkblue). MFA is a security feature that authenticates who you are when logging in. This is done through the delivery of a unique identifier, based on your preference of delivery.

Register at least two methods of verification (email, text, voice call and/or smartphone app). Our step-by-step instruction guide for MFA registration is available at www.bcbsla.com/providers >Resources >Speed Guides.

New Delegated Access application for user security

Delegated Access is now ready for use in iLinkBlue. Administrative representatives must use this new application to manage security access for iLinkBlue users. It is available through iLinkBlue only.

Administrative representatives will notice "Delegated Access" as a menu option on the iLinkBlue navigation bar. This menu option displays for administrative representatives only.

If you have questions about using Delegated Access, we recently updated the *iLinkBlue User Guide* to add tips and walk-throughs. Inside the updated guide, administrative representatives will find step-by-step instructions to use Delegated Access. The user guide is available online at www.bcbsla.com/providers >Resources >Manuals.

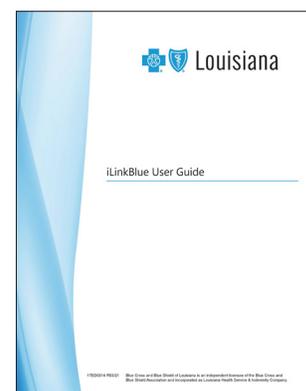
If you have questions about these changes, please contact our Provider Relations Department at provider.relations@bcbsla.com or 1-800-716-2299, option 4.



Questions About Our Online Resources?

If you or your staff have any questions about using our secure online resources, reach out to our Provider Relations Department to set up training. You can contact our Provider Relations Department at provider.relations@bcbsla.com.

For step-by-step instructions for using iLinkBlue, check out our *iLinkBlue User Guide*, available online at www.bcbsla.com/providers >Resources >Manuals.





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What's New on the Web

www.bcbsla.com/providers

Now Online: updated materials including 2023 provider manuals, provider webinar presentations, updated speed guides and guides for our new access materials for iLinkBlue users and administrative representatives.

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

Provider Relations

provider.relations@bcbsla.com

iLinkBlue & EDI

EDIservices@bcbsla.com
1-800-716-2299, Opt. 3

PCDM

1-800-716-2299, Opt. 2

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.

Our Health Services Division Phone Options Have Changed

When calling our Health Services Division at 1-800-716-2299, our phone options are:

Option 1: Network Development

Option 2: Provider Credentialing & Data Management

Option 3: iLinkBlue and Electronic Data Interchange (EDI)

Option 4: Provider Relations

Option 5: Provider Identity Management (PIM) Team

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 health care professionals and facility providers.

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

www.bcbsla.com/providers >Blue Advantage Resources.