

Blue Advantage Insight Newsletter

March 2023

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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).

CORRECTED COPY: In the previous version of this newsletter, the article on Page 4 incorrectly stated that Blue Advantage had a new payor ID of 77701. For Blue Advantage claims, providers should continue to use payor ID 72107.

Help Members Stay On Top of 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. To that end, our Annual Wellness Coupon Program encourages 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 can be an easy reference tool for primary care providers (PCPs) to see what diagnoses may be applicable to the member.

If a member comes in with one of these coupons, PCPs should review the diagnoses listed and mark any additional codes that are applicable. PCPs may be asked to submit a corrected claim if diagnoses marked on the coupon are not billed on the claim.

PCPs 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 PCP 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. Coupons are also available through the Blue Advantage Provider Portal, using the Member Lookup tab on the left side of the home screen. There, you may search for the member using their Member ID, name or date of birth. After selecting the member's profile, select "Download Wellness Coupon" and a PDF copy of the coupon will be generated. Please note that the member must be assigned to a provider associated with your group or this option will not be available.



2023 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 Z00.00 or Z00.01 as primary, together with all other appropriate ICD-10 diagnosis codes including all 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

G0328 iFOBT x 1

For diabetics, add the following:

83036 HgbA1C

92043 Urine Microalbumin

Schedule an annual eye exam for retinopathy

screening

For Females, consider the following:

Mammogram and Pap Smear

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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New Processing for Blue Advantage EFT and ERA Transactions

Last year, Blue Advantage notified network providers that it was transitioning electronic funds transfer (EFT) and electronic remittance advice (ERA) 835 business from RedCard to Blue Cross and Blue Shield of Louisiana. We are in the final implementation phase of this transition, which is expected to occur later this year. With this change, all Blue Advantage payments will be made through Blue Cross instead of RedCard. This change does not affect how Blue Advantage providers research claims and payment information in the Blue Advantage Provider Portal.

Below are details on how this transition could affect you. It is important that if you are not currently enrolled to receive Blue Advantage EFT and ERA, you do so now so that after the transition from RedCard, you continue to receive electronic payments for Blue Advantage.

	Already Enrolled with Blue Cross	Has Never Enrolled with Blue Cross
EFT	No additional EFT registration is required. You will continue to use the same trading partners you have in place for submitting your Blue Advantage claims. You will file your Blue Advantage claims the same as you do today and instead receive direct payment from Blue Cross. Exceptions: Professional and facility provider with multiple locations/specialties see exceptions below.	To receive electronic payments for your Blue Advantage claims, you MUST enroll for EFT with Blue Cross. The Blue Cross EFT Enrollment Form is available in DocuSign® format at www.bcbsla.com/providers >Electronic Services >Electronic Funds >Quick Links.
ERA	Because you are enrolled to receive 835 ERA transactions from Blue Cross for your non-Blue Advantage claims, no action is required. Once we transition, you will receive your Blue Advantage ERAs from Blue Cross instead of RedCard. Exceptions: Professional and facility provider with multiple locations/specialties see exceptions below.	You must register with Blue Cross to receive your ERAs for your Blue Advantage claims. To enroll, complete the ERA Enrollment Form. It is available at www.bcbsla.com/providers >Electronic Services >Clearinghouse Services >Quick Links.

If you already receive your Blue Advantage payments through EFT and begin receiving paper checks after this transition, or if you receive ERA and this process is interrupted, please report this issue to our EDI Department at EDIservices@bcbsla.com.

If you have any questions about EFT, you may email our Provider Relations Department at provider.relations@bcbsla.com. Please put "BA EFT-ERA" in the subject line. If you have questions about setting up your Blue Advantage ERA, you may contact our EDI Department at EDIservices@bcbsla.com or by phone at 1-800-716-2299, option 3.

RedCard is an independent vendor that currently serves as the administrator for Blue Advantage electronic funds transfer (EFT) and electronic remittance advice (ERA) transactions.

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.

Changes Coming to Blue Advantage Electronic Transactions

Today, Change Healthcare manages the exchange of HIPAA 837 and 27x electronic transactions for Blue Advantage services. **Beginning May 28, 2023**, Blue Advantage will instead use Blue Cross and Blue Shield of Louisiana to manage these electronic exchanges.

Please share this information with your billing staff, clearinghouse and/or vendors that route your Blue Advantage transactions. This change does not affect Blue Cross commercial transactions. This process change is for Blue Advantage electronic transactions only.

Blue Advantage Electronic Exchanges

Date of Change	Blue Advantage electronic submissions on and after May 28, 2023: <ul style="list-style-type: none"> HIPAA 837, 270 and 276 Responses will now come from Blue Cross for the 271 and 277
New Hostname	Use the Blue Cross SFTP application (MessageWay) server hostname mft.lhec.net .
New Batch File Naming Requirements	Submit all batch files with the first three positions of the file name as "BAM" for Blue Advantage. Not including these three-letters at the beginning of the file name will result in the claims routed incorrectly and rejected.
Payor ID	Payor ID: 72107
Real time rules for 2100A Loop	Trading partners must submit the 27x real-time transactions using the following rules for the 2100A loop in the 270/276 request: <ul style="list-style-type: none"> NM101 = PR NM103 = BAM NM108 = PI NM109 = 72107
No Runout Period	Electronic transactions submitted to Change Healthcare on and after July 15, 2023, will not be processed.

The *Blue Advantage Administrative Manual* will be updated by the effective date of May 28, 2023. More information can be found then in the Claims and Billing Guidelines section, available online at www.bcbsla.com/providers, click "BA Resources" at the bottom of the page, then "Manuals."

If you have any questions about these changes, please contact your Provider Relations Representative or send an email to provider.relations@bcbsla.com. Technical questions can be emailed to EDIservices@bcbsla.com.

Blue Advantage Medical Records Requests

Blue Advantage partners with Cognisight to assist in conducting medical record reviews.

As a provider in our Blue Advantage network, you are not to charge a fee for sending medical records to Blue Advantage or vendors acting on our behalf.

Additionally, the patient's Blue Advantage member contract allows for the release of information to Blue Advantage or its designee.

Your patients—our members—information is kept in the strictest of confidence, in accordance with all applicable state and federal laws, including the Health Insurance Portability and Accountability Act (HIPAA).



Use of CPT® Category II Codes

CPT II codes describe clinical components that may be typically included in evaluation and management (E&M) services or other clinical services and do not have a relative value associated with them. These codes may also describe results from clinical laboratory or radiology tests and other procedures.

The advantages of using these codes are:

- Lessening the administrative burden of chart review for many Healthcare Effectiveness Data and Information Set (HEDIS®) performance measures.
- Enabling organizations to monitor internal performance for key measures throughout the year, rather than once per year as measured by health plans and pay for performance.
- Identifying opportunities for improvement so interventions can be implemented to improve performance during the service year.

Note: These codes are not reimbursable and should reflect a \$0 charge. Always code to the highest level of specificity. If you have questions on coding, more information is available in the *Blue Advantage Provider Administrative Manual*, available online at www.bcbsla.com/providers, click "Blue Advantage Resources," then "Manuals."

HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).

Upcoming Blue Advantage Webinars

Blue Advantage will host several provider webinars throughout the upcoming year. Invitations are sent via email approximately a month before scheduled webinars.

Upcoming Blue Advantage webinars are as follows:

- New to Blue Advantage, March 14: this webinar is for any provider who recently signed a Blue Advantage contract or their staff. Or anyone who wants a refresher on Blue Advantage or its processes.
- Blue Advantage Wellness Coupon, April 5: this webinar is for any Blue Advantage primary care provider or their staff.

Registration for these, 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.

Missed any of our webinars?

You can find all past workshop and webinars online at www.bcbsla.com/providers, click on "Go to BA Resources" at the bottom of the page, then click "Webinars and Workshops." You may also find these in the Blue Advantage Provider Portal, under Resources.

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, 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.



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 > Resources > Forms.



View this newsletter online at 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 > 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, 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, choose option 3, then option 3

Behavioral Health

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

Blue Advantage Customer Service

1-866-508-7145

customerservice@blueadvantage.bcbsla.com

Blue Advantage Provider Portal

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

Provider Credentialing & Data Management

1-800-716-2299, option 2 (provider record information) PCDMstatus@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 > Blue Advantage).**