

provider networknews

2023

4TH QUARTER

Providing health guidance and affordable access to quality care

Holiday Season Can Bring Seasonal Depression for Some Patients

The holiday season can mean extra stress, a breakdown in healthy habits or even depression. For some, it's more than just the holiday blues.

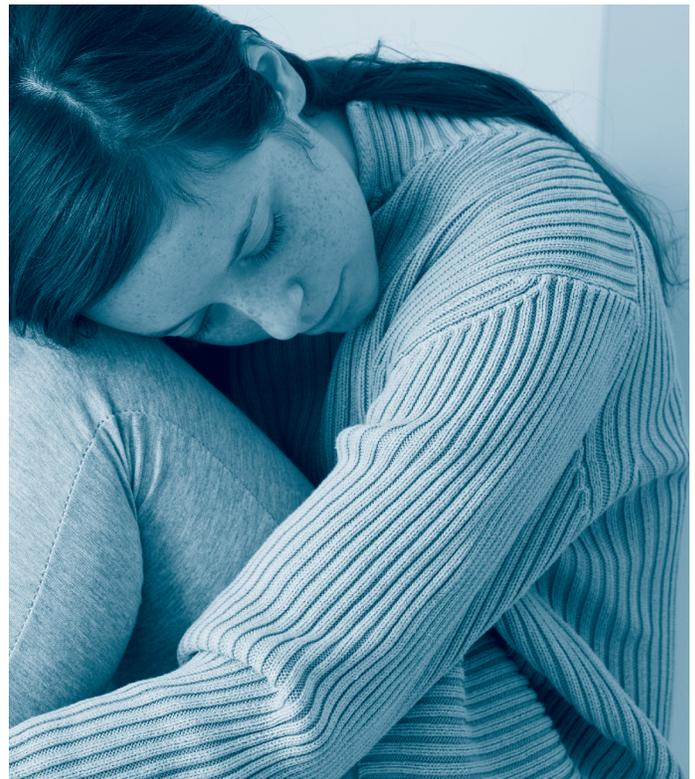
Seasonal Affective Disorder (SAD) is a type of depression that occurs during a particular season of the year. Most people with SAD experience depression during the fall and winter when the days are shortest. Often, the depression disappears in the spring and summer. A person with SAD has difficulty coping during the winter season. Like other forms of depression, SAD interferes with daily life.

SAD can affect anyone, although women are approximately 1.5 times more likely to develop SAD than men. Sufferers typically have other family members with mental illness, such as depression or alcohol abuse.

Varying levels of the neurotransmitter serotonin are believed to play a role in SAD. The sleep hormone melatonin, which has been linked to depression, also may play a role. The body makes more melatonin in the dark, so the shorter, grayer days of winter boost levels of melatonin. People with a mild case of SAD can ease symptoms by increasing the time they are exposed to daylight during the day. For more severe cases, light therapy and antidepressants may be appropriate.

Signs of SAD include:

- Low energy
- Craving sugar or starch
- Agitation or anxiety
- Oversleeping
- Conflict with others
- Weight changes
- Hypersensitivity



How You Can Help Your Patients?

Blue Cross and Blue Shield of Louisiana's behavioral health partner, Lucet Health, offers a variety of clinical practice guidelines and community resources. These resources are available to support your patients with depression and other behavioral health concerns.

To speak with a behavioral health professional for a consultation or to refer a Blue Cross member for behavioral health services, call the Lucet Physician Help Line at 1-877-206-4865 or visit www.lucethealth.com/holiday-stress-toolkit to learn more.

PROVIDER NETWORK

Sleep Management Program Coming in 2024

Blue Cross partnered with Carelon Medical Benefits Management (Carelon) to implement a new Sleep Management Program.

Effective for dates of service on and after January 1, 2024, review of sleep disorder management will transfer to Carelon. They work with leading insurers to improve healthcare quality and manage costs for today's most complex and prevalent tests and treatments. While also helping to promote care that is appropriate, safe and affordable.

Providers who work in managing sleep disorders will have to obtain pre-service reviews from Carelon for all outpatient sleep testing and therapy services for fully-insured and Small Business Funded (SBF) members. At this time self-funded groups, Office of Group Benefits (OGB), Federal Employee Program (FEP) and Medicare Advantage members are not included in this program.

We are working for a comprehensive solution for sleep disorder management designed to:

- Improve the clinical appropriateness of sleep therapy testing and services
- Help members find the highest value place of service for testing
- Monitor and manage patient compliance of sleep therapy

Key Dates for Requesting Prior Authorization

This applies to both new and existing sleep therapy patients:

- For dates of service through December 31, 2023, contact Blue Cross to obtain prior authorizations for facility-based sleep studies and therapy services.
- Beginning December 18, 2023, Carelon will start accepting requests for dates of service on and after January 1, 2024.
- For dates of service on and after January 1, 2024, submit prior authorization requests to Carelon for pre-service review.

Please verify benefits and coverage for sleep services. Always verify prior authorization before scheduling or performing sleep management services.

The program includes the following sleep testing and therapy services:

- Home Sleep Test (HST)
- In-Lab Sleep Study
 - Polysomnography (PSG)
 - Multiple Sleep Latency Testing (MSLT)
 - Maintenance of Wakefulness Testing (MWT)
- Titration Study
- Oral Appliances
- Hypoglossal Nerve Stimulator
- Initial Treatment Orders and Supplies
 - APAP (Automatic Positive Airway Pressure) Device
 - CPAP (Continuous Positive Airway Pressure) Device
 - BPAP (Bi-level Positive Airway Pressure) Device
- On-Going Treatment Orders and Supplies
 - APAP (Automatic Positive Airway Pressure) Device
 - CPAP (Continuous Positive Airway Pressure) Device
 - BPAP (Bi-level Positive Airway Pressure) Device

Providers may submit requests for dates of services on or after January 1 for review, or verify order numbers using one of the following methods:

- Use iLinkBlue (www.bcbsla.com/ilinkblue), to access the Carelon MBM Provider Portal. Choose the "Authorizations" iLinkBlue menu option, then click on "Carelon Authorizations." The portal is available 24 hours a day, 7 days a week. If you do not have access to this application, please consult with your organization's administrative representative.
- Call Carelon Medical Benefits Management at 1-866-455-8416, Monday – Friday, 8 a.m.-5 p.m. (CT).

PROVIDER NETWORK

Check Out Our New Product Enhancements for 2024

Our 2024 Product Enhancements Guide is available to help you understand changes to our products in the coming year.

The guide includes updates to the lists of services that require authorization for our PPO and HMO networks, as well as the Louisiana Office of Group Benefits (OGB) and Federal Employee Program (FEP) networks.



Notable changes include expansions to coverage of sleep disorders. In 2024, Blue Cross will cover all sleep studies and sleep disorder treatments with prior authorization.

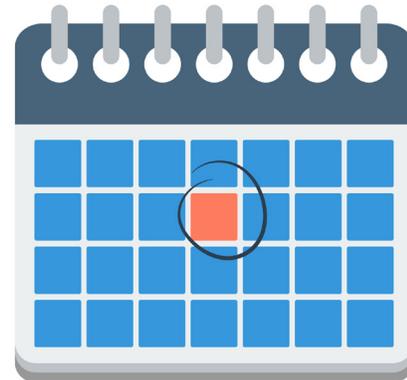
Additionally, there are coverage changes based on state mandates for psychiatric collaborative care, smoking cessation and fertility preservation services.

Our guide offers additional details on changes to coverage maps, benefit changes and the policies affected. We encourage you to fully review it to determine if any product enhancements affect your practice and/or Blue Cross patients.

For more information on other products Blue Cross has updated or developed for 2024, check out our 2024 Product Enhancements Guide, online at www.bcbsla.com/providers >News and Events.



2024 Holiday Schedule for Carelon and Lucet



- Monday, January 15 – Martin Luther King Jr. Day
- Friday, May 24 (Carelon) & Monday, May 27 – Memorial Day
- Wednesday, June 19 – Juneteenth
- Thursday, July 4 – Independence Day
- Monday, September 2 – Labor Day
- Thursday, November 28 – Thanksgiving Day
- Friday, November 29 – Day after Thanksgiving
- Wednesday, December 25 – Christmas Day

Blue Cross Partners with SymplrCVO for Credentialing and Recredentialing Processes

Blue Cross uses symplrCVO to help verify credentialing and recredentialing applications. They contact providers to verify information submitted on these applications. SymplrCVO may contact you during the credentialing and recredentialing process to verify application details and supporting documentation. They will direct you on how to submit needed documentation when required to process an application.

Thank you for working with symplrCVO on our behalf to ensure a positive credentialing experience.

If you have additional questions, you may email our Provider Relations Department at provider.relations@bcbsla.com. We appreciate your understanding as we work to expedite our credentialing processes.

PROVIDER NETWORK

Epic Authorization Tool Along with Training Coming in April

Changes are coming to Blue Cross authorizations in iLinkBlue (www.bcbsla.com/ilinkblue) as a part of the next phase of implementing our Epic Payer Platform. The Platform is expected to be available in April 2024.

We will hold 12 training webinars in April to help providers understand how to use the new application. Additionally, we will have a user guide for providers.

If you or your team members have any questions about the this change you may send an email to provider.relations@bcbsla.com.



Thank you for working with us to help improve the health and welfare of people in Louisiana during 2023. We work together to help our shared customers—your patients, our members—enjoy the things and the people they love.

BILLING & CODING

Updated Outpatient Code Ranges

Each quarter, we review 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 added the following codes.

Diagnostic and Therapeutic Services Codes

Effective Date October 1, 2023:

0402U, 0403U, 0404U, 0405U, 0406U, 0407U, 0408U, 0409U, 0410U, 0411U, 0412U, 0413U, 0414U, 0415U, 0416U, 0417U, 0418U, 0419U, A2022, A2023, A2024, A2025, A9156, A9268, A9269, A9292, A9573, A9603, A9697, B4148, C9152, C9153, C9154, C9155, C9156, C9157, C9158, C9788, C9789, C9791, H2040, H2041, J0349, J0801, J0802, J0874, J0889, J2359, J2781, J7214, J7353, J7519, J9051, J9064, J9345, Q4285, Q4286, V2526

Outpatient Procedure Services Codes

Effective Date October 1, 2023:

C9790, C9792

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

New Drug Codes Added to Claims System

Blue Cross conducts a biannual review of its drug and drug administration code pricing. In addition to the biannual review, we also add new drug codes to our system as they come out and apply reimbursement, as applicable. As a result of our most recent review, we added the following codes.

Effective Date: October 1, 2023:

A2022, A2023, A2024, A2025, A9573, A9603, A9697, C9152, C9153, C9154, C9155, C9156, C9157, C9158, J0349, J0801, J0802, J0874, J0889, J2359, J2781, J7214, J7353, J7519, J9051, J9064, J9345, Q4285, Q4286

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MEDICAL MANAGEMENT

Prepare for 2024 HEDIS® Medical Record Requests



Blue Cross would like to thank all of our providers who participated in our Healthcare Effectiveness Data and Information Set (HEDIS) chart collection efforts last year, which measured performance of 2022. The Blue Cross HEDIS Team is planning for HEDIS Measurement Year 2024, which will measure performance in 2023.

As a reminder to you and your staff, Blue Cross will participate in the annual HEDIS medical review project in 2024. HEDIS is an annual performance measurement created by NCQA to help establish accountability and improve quality of healthcare.

A key component of the HEDIS process is retrieving and reviewing medical records. With that in mind, you may receive a medical record request from Blue Cross to perform chart audits. Office managers, please communicate to us your preferred method of chart collection at HEDISteam@bcbsla.com.

Options for records review include secure fax access, onsite visits for scanning or download of records, onsite pickup of medical records, temporary offsite access permission to your EMR system, direct upload and prepaid mailing of records. This year, we can also add iLinkBlue (www.bcbsla.com/ilinkblue) as another chart collection method. If you choose to use iLinkBlue, select the option "Health and Quality Management (HEDIS): Fax 225-298-7411" in the drop-down box.

Returning all requested medical records in a timely manner ensures that our results are an accurate reflection of care you provide. Medical records received after the first week of May 2024 will not be available for the audit.

As a reminder, your provider contract allows for the release of medical information to Blue Cross at no cost. If your office uses a third-party copy system, please make sure they are aware of this. We request a seven-day turn around on all requests. We look forward to collaborating 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.

Share this newsletter with your billing department and those at your office who work in medical records.

MEDICAL MANAGEMENT

Tips for Managing Opioid Tapering

Abruptly discontinuing medications like beta blockers, anxiety medications, steroids and opioids can lead to serious adverse effects. They can have long term effects on both physical and mental health. Medication tapering is encouraged to gradually reduce from higher to lower doses before eventually discontinuing the drug altogether.

In 2019, the CDC and FDA warned misapplication of the 2016 Opioid guideline can risk patient health and lead to harm. This led to the expansion of recommendations in the 2022 FDA Clinical Practice Guideline for Prescribing Opioids for Pain on appropriate opioid tapering.

It's important to minimize the risk of opioid misuse during pain management involves improving level of pain while minimizing risk of opioid misuse. First, evaluate if the patient is a candidate, based on the risk for harm weighed against the pain-relieving benefit.

Consider opioid tapering when a patient:

- Requests a lower dose of opioids
- Does not show meaningful clinical improvement in pain and function
- Is on ≥ 50 Morphine Milligram Equivalents/day without benefit, or the opioids are combined with benzodiazepines
- Shows signs of substance use disorder
- Shows early warning signs for overdose risk such as confusion, sedation or slurred speech
- Experiences an overdose or other serious adverse event

According to the U.S. Centers for Disease Control and Prevention (CDC), "tapering plans should be individualized and should minimize symptoms of opioid withdrawal while maximizing pain treatment with nonpharmacologic therapies and nonopioid medications."

According to a 2021 Journal of the American Medical Association article, patients with a quick opioid taper ($>10\%$ dose reduction) were twice as likely to experience a drug overdose and had a 20% higher rate of ER visits because of a mental health crisis (depression, anxiety or suicide attempts) compared to those following a gradual taper.



For patients who have been taking opioids for a year or more, a taper of 10% per month or slower is better tolerated. For patients who have been taking opioids for weeks or months, decrease dose each week by 10% or slower until 30% of the initial dose is reached. Then decrease remaining dose by 10% per week.

If the goal is to completely discontinue opioids, extend the interval between doses after achieving the smallest dose. Next, extend the interval between doses until the patient is taking opioids less than once daily. At this time the patient can discontinue the opioids.

Individualize to your patient. You may have to pause and restart taper over time.

For additional opioid resources, visit www.bcbsla.com >Provider >Pharmacy.

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 our Provider Page at www.bcbsla.com/providers, under the "Medical Management" tab, click "Medical Policies."

Updated Medical Policies

Policy No. Policy Name

Effective November 13, 2023

00062	Hematopoietic Cell Transplantation for Non-Hodgkin Lymphomas
00121	Transcranial Magnetic Stimulation as a Treatment of Depression and Other Psychiatric/Neurologic Disorders
00206	Genetic Testing for Familial Cutaneous Malignant Melanoma
00234	Oncologic Applications of Photodynamic Therapy, Including Barrett's Esophagus
00239	Teriparatide Products
00282	Bronchial Valves
00341	Tetracyclines (oral)
00306	Dipeptidyl Peptidase-4 (DPP -4) Inhibitors, DPP-4 Inhibitor/Metformin Combination Drugs
00402	Genetic Testing for Diagnosis and Management of Mental Health Conditions
00430	Genetic Testing for Hereditary Hemochromatosis
00464	Genetic Testing for Marfan Syndrome, Thoracic Aortic Aneurysms and Dissections, and Related Disorders
00573	abaloparatide (Tymlos™)
00688	Leadless Cardiac Pacemakers
00706	Germline Genetic Testing for Pancreatic Cancer Susceptibility Genes
00720	Select Fenofibrate Products
00728	Select Long-Acting Insulin Products
00757	Adjunctive Techniques for Screening and Surveillance of Barrett Esophagus and Esophageal Dysplasia
00758	teriflunomide (Aubagio®, generics)

Effective December 11, 2023

00007	Islet Transplantation for Chronic Pancreatitis and Donislecel-jujn for Type 1 Diabetes
00190	Genetic Testing for Lynch Syndrome and Other Inherited Colon Cancer Syndromes
00198	Endovascular Procedures for Intracranial Arterial Disease (Atherosclerosis and Aneurysms)
00215	Advanced Therapies for Pharmacological Treatment of Pulmonary Hypertension
00255	Metformin and Metformin Containing Products
00327	ivacaftor (Kalydeco™)
00337	Migraine Medications (Oral, Injectable, Transdermal, and Nasal)
00394	Genetic Testing for Hereditary Pancreatitis
00424	Genetic Testing for Li-Fraumeni Syndrome
00436	apremilast (Otezla®)
00577	Laboratory Testing Investigational Services

Effective December 11, 2023 (continued)

00589	sarilumab (Kevzara®)
00622	Gene Expression Profiling for Skin Cancer
00632	Urea Cycle Disorder Pharmacologic Agents (Buphenyl®, Ravicti®, Pheburane®, Olpruva™, generics))
00640	Topical Treatments for Dry Eye Disease
00646	Calcitonin Gene-Related Peptide (CGRP) Antagonists
00765	Kerendia® (finerenone)
00775	maralixibat oral solution (Livmarli™)
00792	Tumor-Informed and Tumor-Agnostic (Plasma-Only) Circulating Tumor DNA Minimal Residual Disease (MRD) Detection for Cancer Management
00817	Bevacizumab Products
00819	Granulocyte Colony Stimulating Factor (G-CSF) Products

Effective January 1, 2024

00434	Intracavitary Balloon Catheter Brain Brachytherapy for Malignant Gliomas or Metastasis to the Brain
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Effective January 8, 2024

00211	Assays of Genetic Expression in Tumor Tissue as a Technique to Determine Prognosis in Patients with Breast Cancer
00272	Genetic and Protein Biomarkers for the Diagnosis and Cancer Risk Assessment of Prostate Cancer
00333	Genetic Testing for Inherited Thrombophilia
00363	Select Ophthalmic Prostaglandins
00369	Genetic Testing for Rett Syndrome
00385	Sodium-Glucose Co-Transporter-2 (SGLT-2) Inhibitors and Combination Products
00497	Circulating Tumor DNA and Circulating Tumor Cells for Cancer Management (Liquid Biopsy)
00526	Select Inhaled Respiratory Agents
00541	Select Anti-Epileptic Drugs
00654	lanadelumab-flyo (Takhzyro™)
00703	luspatercept-aamt (Reblozyl®)
00790	Efgartigimod alfa (Vyvgart®), efgartigimod alfa and hyaluronidase-human (Vyvgart® Hytrufo)
00809	Germline and Somatic Biomarker Testing (Including Liquid Biopsy) for Targeted Treatment and Immunotherapy in Prostate Cancer
00810	Germline and Somatic Biomarker Testing (Including Liquid Biopsy) for Targeted Treatment and Immunotherapy in Ovarian Cancer
00822	Select Hemophilia Products

MEDICAL POLICY UPDATE

New Medical Policies

Policy No. Policy Name

Effective November 13, 2023

00854 tofersen (Qalsody™)

00855 Veozah™ (fezolinetant)

Effective December 11, 2023

00856 Leniolisib (Joenja®)

00857 Valoctocogene roxaparvovec-rvox (Roctavian™)

00858 fecal microbiota spores, live-brpk (Vowst™)

Effective January 8, 2023

00860 nadofaragene firadenovec-vncg (Adstiladrin®)

00861 Lodoco® (colchicine)

00862 ritlecitinib (Litfulo™)

QUALITY BLUE

Changes to Quality Blue (QB) Primary Care Measures and Cut Points for 2024

The Quality Blue (QB) Program recently evaluated and updated the Commercial and Medicare Advantage PCP Pay for Performance (P4P) module measures and cut points for performance year (PY) 2024. The updates were based on Plan performance and national measure stewards for providers participating in the QB Program. The QB Program manual was also updated for the upcoming PY.

On November 1, we sent a letter communicating these changes to QB contract and program representatives. QB participants can reach out to their organization's QB representatives for more information if needed.

QB participants with access to the Performance Insights (PI) Portal can obtain a copy of the notification (as well as the QB Program manual) under the "Documentation" tab.

In early 2024, QB will be updating its QB P4P Measures Guide. The current version is available under the "Documentation" tab of the PI Portal. It is a reference guide to understand the numerator or denominator of the QB Commercial P4P measures, with inclusion or exclusion codes to use plus additional tips to aid in your success.

Best Practices and Tips for PY 2023 Filings

Finish Strong

QB providers have time to still finish strong as PY 2023 ends. It is best practice to submit all applicable diagnoses codes and CPT II codes on the original claim filing. Providers can submit additional diagnosis codes (not included on the original claim) with 99080 or CPT II codes on a supplemental electronic claim form. The additional codes should be filed as a \$0.00 charge.



2023 Year in Review

On October 3, Quality Blue held a virtual Year in Review for its QB participants. Topics discussed at this event included an overview of year one, program updates and a presentation on population health equity. After the event, we sent a copy of the Year in Review presentation. QB providers who did not attend the event can reach out to their organization's QB Program representatives for more information or a copy of the presentation.

Quality Blue's Commitment

With the second year of the QB program closing, Blue Cross would like to thank you for your collaboration and feedback thus far. Our QB program is better aligned with other payers, continues to have a more streamlined platform, offer more options and can expand participation. This positive engagement will allow us to strengthen the QB program to improve the provider and patient experience and focus on providing high quality care.

QB providers have our commitment and dedication to maximize data capture to ensure the highest potential for success in QB. We look forward to a continued partnership in 2024.

Please email provider.relations@bcbsla.com if interested in becoming part of our QB program.

ONLINE RESOURCES

iLinkBlue (www.bcbsla.com/ilinkblue)

We Have Self-service Tools For You

Blue Cross requires providers to use our self-service applications in iLinkBlue (www.bcbsla.com/ilinkblue) for the following services:

- Member eligibility
- General claim status research, including acceptance reports
- Professional allowable searches
- Medical policy searches

iLinkBlue has applications to help with all of these. Please do not file iLinkBlue Action Requests for these services. Our Customer Care Center does not handle these services.

These self-service applications allow you to receive the information in a more time-efficient manner.

Additional provider resources are also available:

- Provider page (www.bcbsla.com/providers)
- Interactive Voice Recognition (IVR) (1-800-922-8866)

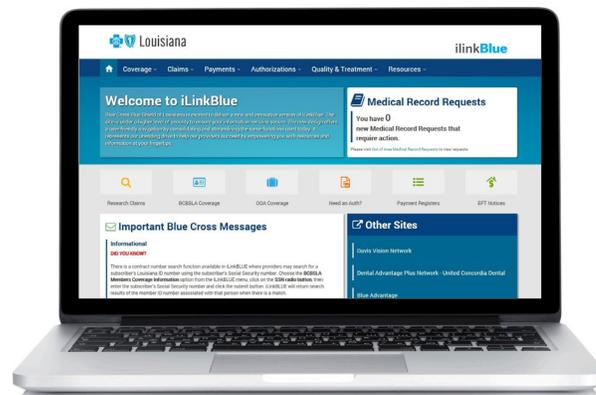
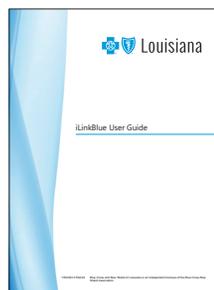
Our Automated Benefits & Claim Status (IVR Navigation Guide)

Tidbit can help you navigate the IVR system and is available online at www.bcbsla.com/providers >Resources.

- HIPAA 27x transactions
 - Companion guides are available online at www.bcbsla.com/providers >Electronic Services >Companion Guides.

The iLinkBlue User Guide and iLinkBlue webinar presentation are available online at

www.bcbsla.com/providers >Resources. You can request one-on-one provider training for your office staff by contacting the Provider Relations Department at provider.relations@bcbsla.com.



Use Our 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 the iLinkBlue provider portal.

The Document Upload feature is accessible on iLinkBlue under Claims >Medical Records >Document Upload. A list of frequently asked questions is also available next to the feature.

Select the department from the drop-down list you wish to send your document. The fax numbers are available 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 hmmm am/pm, mm/dd/yyyy. The transaction ID is XXXXX." Please keep this confirmation number because you will need it if you have a question regarding your document upload.

ONLINE RESOURCES

iLinkBlue (www.bcbsla.com/ilinkblue)

Did you know facilities can request an Outpatient Fee Schedule via iLinkBlue?

To request a full facility outpatient fee schedule, enter a date up to two years prior to the current date. Select the facility provider by name and NPI. Click the "Continue" button. Select the appropriate Blue Cross network. Then click on "Request Full Fee Schedule" to submit your request. Allow up to two business days for return of a full fee schedule response.

Returned fee schedule results will display below this application. Click the "View" button to download an Excel spreadsheet with the full outpatient fee schedule results.

Fee schedule results are available in iLinkBlue for 10 business days. The data elements included on a full fee schedule are the same as those that appear in the search by code examples.

iLinkBlue Quick Tip

iLinkBlue accounts lock after 180 days of inactivity.

To unlock your account:

- iLinkBlue users should contact their administrative representative. The administrative representative must deactivate the existing account for the user through the Delegated Access application, then create the user a new account through Delegated Access.
- Administrative representatives should contact the PIM Team at PIMteam@bcbsla.com or 1-800-716-2299, option 5 to reactivate your administrative representative iLinkBlue account. It will terminate if it remains inactive for one year. Once terminated, you must complete a new Administrative Representative Registration Packet (available at www.bcbsla.com/providers > Designate Your Rep).

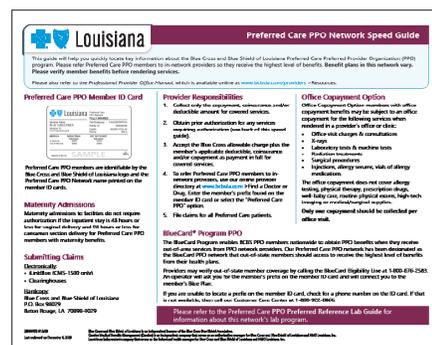
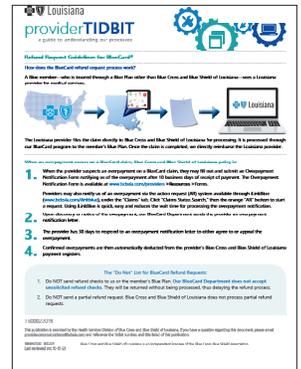
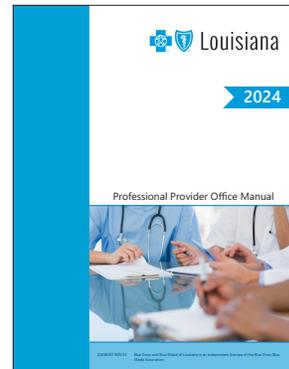
The Provider Page (www.bcbsla.com/providers)

Updated Resources

Blue Cross consistently reviews and updates its provider resource materials. Our goal is to ensure you have access to current information.

We added these new items to the "Resources" section of our Provider Page:

- Updated Network Speed Guides
- Updated Provider Manuals
- Updated Provider Tidbits
- Our 2023 Professional Provider Workshop presentation
- Provider webinars such as New to Blue Cross (professional and facility), our BlueCard® program and Provider Credentialing & Data Management.



COMPANY NEWS

Blue Cross, Healthy Blue Louisiana Partner with Operation Warm



This fall, the smiles were warmer and brighter for children at three North Louisiana schools who were able to pick up new winter coats during annual events that Blue Cross and Healthy Blue Louisiana sponsored.

Volunteers from both organizations handed out brand-new coats to more than 1,000 children in partnership with Operation Warm, a national nonprofit dedicated to providing warmth, confidence and hope for children in need. Coat giveaway events took place at Midway Professional Development Elementary in Shreveport, Waller Elementary School in Bossier City and Winnsboro Elementary School in Winnsboro.

"Our Blue Cross and Healthy Blue Louisiana volunteers look forward to the Operation Warm events each year because of how much joy they bring for everyone involved," said Michael Tipton, president of the Blue Cross and Blue Shield of Louisiana Foundation and head of Community Relations. "We have fun helping the children try on and pick out their own brand-new coats."

"For many of their families, buying new winter gear each year is a big financial burden," Tipton added. "Most of the children who come to these events have only second-hand or hand-me-down clothes.

"It makes them so happy and proud to be able to choose something just for them, and we love being part of that experience," he added.

"Healthy Blue has stayed committed to supporting and uplifting our state's most vulnerable residents, especially our children, and our sponsorship of Operation Warm is yet another demonstration of how we live our purpose," said Dr. Christy Valentine Theard, president of Healthy Blue Louisiana. "This sponsorship also holds a lot of meaning for our Healthy Blue associates and volunteers. We are parents, community members and fierce supporters of children who are in need, so this effort is personal and brings us as much warmth as the coats will bring to the children this winter."

Follow Blue Cross on social media @BCBSLA to see more photos and videos from the Operation Warm events and other volunteer activities. We post on Facebook, Twitter, LinkedIn, Instagram and TikTok. Visit the Blue Cross and Blue Shield of Louisiana YouTube channel to see short videos on health and wellness topics. Subscribe to know when new videos are available.

Operation Warm is a national nonprofit that manufactures brand-new, high-quality coats for children in need. We partner with compassionate individuals, community organizations, and corporations across North America to provide emotional warmth, confidence to socialize and succeed, and hope of a brighter future through the gift of a brand-new coat.

Over the last 20 years, Operation Warm and our partners have used the coat as a bridge for families in need to access everything from flu shots to new books. To make a lasting impact on the lives of children, visit www.operationwarm.org.

UPCOMING EVENTS

Upcoming Blue Cross Webinars



Preregistration is required to attend our workshops and webinars.

We host provider webinars throughout the year to keep you informed on information and processes relevant to how you serve your patients—our members. In the beginning of 2024 we have sessions planned on topics such as the BlueCard® program, New to Blue Cross webinars for professional and facility providers and our Provider Credentialing & Data Management (PCDM) Department.

Preregistration is required to attend our webinars.

Register for our webinars through the Weekly Digest email, sent out each Thursday. This notice includes registration links to upcoming webinars. Once registered, you will receive a confirmation email with attendance instructions.

Webinars currently scheduled for the coming months are as follows:

- January 17 – BlueCard Webinar
- February 7 – PCDM Webinar
- February 21 – iLinkBlue Training Webinar
- March 13 – New to Blue Cross, Professional & Facility Webinars
- March 27 – Risk Adjustment Webinar

STAY CONNECTED



Visit BCBSLA's Provider page:
www.bcbsla.com/providers



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Louisiana

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What's New on the Web

www.bcbsla.com/providers

Now Online: updates to our provider manuals, tidbits, network speed guides and 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

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: Provider Contracting

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 healthcare 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.