

# provider networknews

2024

3RD QUARTER

Providing health guidance and affordable access to quality care

LOUISIANA **BLUE** 

## Our Unwavering Commitment to Louisiana

In August, we announced a new brand strategy that symbolizes our unwavering commitment to Louisiana and recognizes its 90-year history serving Louisianians' healthcare needs.

We are now **Louisiana Blue**, a new and exciting brand.

"Throughout this past year, it has been made clear how important Blue Cross and Blue Shield of Louisiana is to our state," said Bryan Camerlinck, president and CEO. "This change conveys to our customers a rededication to Louisiana and to remaining a strong and successful independent Blue plan."

"Louisiana Blue highlights the two things that make the company stand out from its competitors," said Camerlinck, "The fact that we are a Louisiana company, and the fact that we are a Blue Cross Blue Shield plan."

Visit our updated website, [www.lablue.com](http://www.lablue.com), or follow us on social media at [www.lablue.com/social](http://www.lablue.com/social) to see examples of the new logo and to get branding updates.

"The brand conveys simplicity. It is distinctive, friendly, inviting and puts Louisiana first," said Camerlinck. "Louisiana Blue is also intended to reflect our sharpened focus on making healthcare simpler and more affordable as we continue delivering a unique, local experience."

## STAY CONNECTED

Visit Louisiana Blue's Provider page:  
[www.lablue.com/providers](http://www.lablue.com/providers)



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Watch us on  
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[@MyLouisianaBlue](https://www.youtube.com/MyLouisianaBlue)

[www.lablue.com/providers](http://www.lablue.com/providers)  
[www.lablue.com/ilinkblue](http://www.lablue.com/ilinkblue)

LOUISIANA **BLUE** 

## PROVIDER NETWORK

### Authorizations and Coverage of GLP-1 Medications



Louisiana Blue Medical Policy No. 00324, *GLP-1, GIP/ GLP-1 Agonists for Diabetes* Policy states Glucagon-Like Peptide 1 (GLP-1) is only covered for patients with a type 2 diabetes mellitus diagnosis.

Based on a review of both pharmacy and medical data, it is suspected that Louisiana Blue is paying for various GLP-1 medications for non-covered diagnoses. Our investigations team is continuing to monitor these prescriptions while reviewing records and prior authorizations as it relates to GLP-1 medications.

### 2025 Provider Manuals are Available

On October 1, Louisiana Blue released the updated versions of our provider manuals for use in 2025. Our updated provider manuals include policy changes and other reimbursement changes. Please review them carefully to understand the changes that will apply for services on and after January 1, 2025.

You may find the updated manuals on our Provider page ([www.lablue.com/providers](http://www.lablue.com/providers)), click on "Resources," and look under "Manuals" to access the new manuals under the "2025" titled versions of these manuals:

- *Professional Provider Office Manual*
- *The BlueCard® Program Manual*
- *Dental Network Office Manual*

For facilities, the 2025 *Member Provider Policy & Procedure Manual* will soon be available through iLinkBlue ([www.lablue.com/ilinkblue](http://www.lablue.com/ilinkblue)). Look under the "Resources" section.

Our annual **Provider Engagement Survey** is in your inbox, and we are eager to receive your feedback. The survey will close on Tuesday, October 15.

The annual survey is an important tool to help us better understand your experience as a provider in our network.



Your responses help us gauge satisfaction with our performance, and identify areas for improvement.

Once again we will award American Express gift cards with a top amount of \$500 to 26 eligible participants who fully complete the survey.

If you did not receive a survey link, please email [provider.communications@bcbsla.com](mailto:provider.communications@bcbsla.com) with "Provider Engagement Survey" in the subject line.

Your participation and feedback are valued and appreciated. You are a value to our provider networks.

## PROVIDER NETWORK

### Working With Our Vendors

Louisiana Blue contracts with several vendors to assist with various processes.

These vendors include:

- Accordant, for rare disease case management
- Reveleer, for medical coding, data loading and reporting
- Varis, for procurement of member medical records
- SymplrCVO, for help in verifying credentialing and recredentialing applications

These vendors may contact you to verify information or request records. Per your Louisiana Blue network agreement, any documentation, such as medical records, should be provided at no cost.

Thank you for working with these companies on our behalf to ensure a positive experience. If you have any questions, you may email our Provider Relations Department at [provider.relations@bcbsla.com](mailto:provider.relations@bcbsla.com).

## BILLING & CODING

### Updated Outpatient Service Code Ranges

Each quarter, we review new CPT® and HCPCS codes to determine needed updates to the Diagnostic and Therapeutic Services code range. As a result of our recent review, we added the following codes.

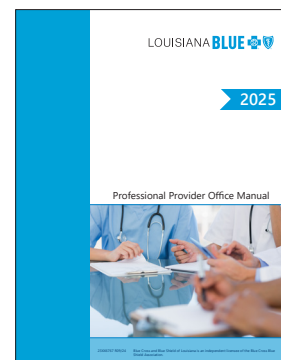
#### Diagnostic and Therapeutic Services Codes

Effective Date October 1, 2024:

90624, 0476U, 0477U, 0478U, 0479U, 0480U, 0481U, 0482U, 0483U, 0484U, 0485U, 0486U, 0487U, 0488U, 0489U, 0490U, 0491U, 0492U, 0493U, 0494U, 0495U, 0496U, 0497U, 0498U, 0499U, 0500U, 0501U, 0502U, 0503U, 0504U, 0505U, 0506U, 0507U, 0508U, 0509U, 0510U, 0511U, 0512U, 0513U, 0514U, 0515U, 0516U, 0517U, 0518U, 0519U, 0520U, A2027, A2028, A2029, A4543, A4544, A4545, A7021, A9610, C8000, C9169, C9170, C9171, C9172, J0138, J1171, J1749, J2002, J2003, J2004, J2252, J2253, J2601, J8522, J8541, J9329, P9027, Q0519, Q0520, Q4334, Q4335, Q4336, Q4337, Q4338, Q4339, Q4340, Q4341, Q4342, Q4343, Q4344, Q4345, Q5135, Q5136

### Include Modifier SA on Urgent Care Services

We would like to remind urgent care providers that when billing for services provided by a nurse practitioner or physician assistant, please include the Modifier SA. Please see Section 5.38-2 in the Urgent Care section of our *Professional Provider Office Manual* for more details.



# MEDICAL MANAGEMENT

## Diabetes and Chronic Kidney Disease

Diabetes is a leading cause of chronic kidney disease (CKD). Approximately 1 in 3 adults with diabetes has CKD. As many as 90% of people with CKD do not know because it often has no symptoms. CKD usually worsens over time, and if left untreated, can lead to heart disease, stroke and kidney failure.

For these reasons, The National Committee for Quality Assurance (NCQA) developed the HEDIS® Kidney Health Evaluation for Patients with Diabetes (KED) measure to assess kidney function and damage and enable early diagnosis of CKD.

Primary detection through a kidney health evaluation and management of kidney disease can prevent these complications and stop or slow further kidney damage.

KED measures the percentage of members 18–85 years of age with diabetes (type 1 or type 2) who received a kidney health evaluation.

This evaluation is defined by an estimated glomerular filtration rate (eGFR) and a urine albumin-creatinine ratio (uACR), during the measurement year.

## Discussing Medication Adherence

The behavior behind taking medication is complex for individual patients and influenced by many factors. Not filling a prescription, delaying it, skipping doses, splitting doses or stopping a medicine early are all forms of nonadherence. And medication nonadherence can lead to complications such as:

- Poor health outcomes
- Avoidable hospitalization and emergency department visits
- Added work for your practice during patient visits
- Increased costs to patients

We encourage providers to ask their patients about obstacles to taking their medications and offer ways to overcome those barriers. Common barriers include:

- Affordability
- Lack of transportation
- Lack of supply
- Time management
- Side effects
- Confusion about why or how to take medication

### How Can Providers Help?

- Educate patients on the importance of preventing kidney damage by encouraging regular kidney health evaluations and controlling blood pressure, blood glucose, cholesterol and lipid levels.
- Ensure that members have an eGFR and uACR each calendar year by ordering annual labs.
- Submit complete and accurate codes in a timely manner.
- Coordinate patient care with endocrinologists and/or nephrologists, as needed.
- Contact patients who have not had their yearly labs and ask them to complete as soon as possible.
- Emphasize the importance of medication adherence.

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



### For chronic disease self-management:

Refer your Louisiana Blue patients to our disease management program at 1-800-317-2299, Monday through Friday, 8 a.m. – 5 p.m.

### To save patients out-of-pocket costs:

Consider lower cost tier drugs on formulary or those part of our \$0 Drug Copay Program for plans with copayments that will treat the patient. Find Louisiana Blue drug formularies online at [www.lablue.com/providers](http://www.lablue.com/providers) >Pharmacy.



# MEDICAL POLICY UPDATE

We regularly develop and revise medical policies in response to 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.lablue.com/providers](http://www.lablue.com/providers), under "Medical Management," click "Medical Policies."

## Updated Medical Policies

Policy No. Policy Name

### Effective August 12, 2024

00004	Implantable Bone-Conduction and Bone-Anchored Hearing Aids
00008	Automatic Implantable Cardioverter Defibrillators (AICD)
00012	Botulinum Toxins
00295	belimumab (Benlysta®)
00304	Vesicular Monoamine Transporter Type 2 Inhibitors deutetrabenazine (Austedo®, Austedo® XR) tetrabenazine (Xenazine®) valbenazine (Ingrezza™)
00372	Teduglitide [rDNA origin] (Gattex®)
00439	vedolizumab (Entyvio®)
00601	Select Drugs for Attention Deficit Hyperactivity Disorder (ADHD)
00627	eltrombopag Products (Promacta®, Alvaiz™)
00640	Topical Treatments for Dry Eye Disease
00682	Ambulatory Event Monitors and Mobile Cardiac Outpatient Telemetry
00688	Leadless Cardiac Pacemakers
00756	Mobile Device-Based Health Management Applications
00775	maralixibat oral solution (Livmarli™)
00797	Remote Electrical Neuromodulation for Migraines
00812	mavacamten (Camzyos™)
00846	etranacogene dezaparvovec (Hemgenix®)

### Effective September 1, 2024

00077	Percutaneous Intradiscal Electrothermal Annuloplasty, Radiofrequency Annuloplasty, Biacuplasty and Intraosseous Basivertebral Nerve Ablation
00081	Lymphedema Pumps
00494	Transcatheter Mitral Valve Repair or Replacement
00583	Temporomandibular Joint Dysfunction

### Effective September 9, 2024

00088	Parenteral Nutrition and Enteral Nutrition Therapy
00215	Advanced Therapies for Pharmacological Treatment of Pulmonary Hypertension
00337	Migraine Medications (Oral, Injectable, Transdermal, and Nasal)
00387	Drug Testing in Pain Management and Substance Use Disorder Treatment
00472	Proprotein Convertase Subtilisin Kexin Type 9 (PCSK9) Inhibitors [alirocumab (Praluent®), evolocumab (Repatha™)]
00557	Select Drugs for Constipation
00596	edaravone (Radicava®, Radicava ORS®, generics)
00605	Chimeric Antigen Receptor T cell (CAR-T) Therapy
00634	Therapeutic Radiopharmaceuticals in Oncology

### Effective September 9, 2024 (continued)

00646	Calcitonin Gene-Related Peptide (CGRP) Antagonists
00692	upadacitinib (Rinvoq™, Rinvoq LQ®)

### Effective October 1, 2024

00019	Continuous Glucose Monitoring
00175	Radiofrequency Ablation of Miscellaneous Solid Tumors Excluding Liver Tumors
00411	Liver Transplant and Combined Liver-Kidney Transplant

### Effective October 14, 2024

00252	tocilizumab Products
00306	Dipeptidyl Peptidase-4 (DPP-4) Inhibitors, DPP-4 Inhibitor/ Metformin Combination Drugs
00436	apremilast (Otezla®)
00580	Topical Anesthetics
00671	Ravulizumab (Ultomiris™)
00677	risankizumab-rzaa (Skyrizi™)
00790	efgartigimod alfa (Vyvgart®), efgartigimod alfa and hyaluronidase- human (Vyvgart® Hytrulo)
00852	Fecal microbiota, live-jslm (Rebyota™)
00853	Omaveloxolone (Skyclarys™)

### Effective October 20, 2024

00006	Autologous Chondrocyte Implantation for Focal Articular Cartilage Lesions
00236	Axial Lumbar Interbody Fusion

## New Medical Policies

Policy No. Policy Name

### Effective August 12, 2024

00884	resmetirom (Rezdiffra™)
00885	spesolimab-sbzo (Spevigo®)
00886	Wegovy™ (semaglutide)

### Effective September 9, 2024

00887	ADAMTS13, recombinant-krhn (Adzyna™)
00888	Select Glipizide Products

### Effective October 1, 2024

00895	travoprost Implant (IDose TR)
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### Effective October 14, 2024

00889	lifleucel suspension (Amtagvi)
00890	givinostat (Duvyzat)
00892	taurolidine and heparin catheter lock solution (Defencath)

# BEHAVIORAL HEALTH

## Behavioral Health Follow-up Appointments

Louisiana Blue partners with Lucet for long-term success of patients discharged from inpatient behavioral health settings. The post-discharge appointment is crucial to the wellbeing of each patient.

### What we are doing to help

Lucet Health assists facilities in scheduling post discharge follow-up appointments for our members. For assistance, please contact Lucet Clinical Support Coordinators at 1-877-300-5909.

Additionally, Lucet has providers who agree to see patients within seven calendar days of discharge. They call these providers Rainmakers. If you are a facility and not currently receiving the Rainmaker list, please email [LouisianaPR@lucethealth.com](mailto:LouisianaPR@lucethealth.com).

The follow-up appointment can be with a psychiatrist or other licensed/certified behavioral health provider. **The objective is to see the patient within seven calendar days of discharge from an inpatient setting.**

When all criteria are met, telehealth visits are eligible as a follow-up visit.

Follow-up appointments that are not scheduled and attended within seven calendar days of discharge may lead to:

- An increased likelihood that the patient will be unable to comply with their outpatient treatment plan.
- Increased readmission potential due to the patient being unable to remain stable after discharge.
- Decreased quality of life for the patient.

### What you can do to help

Work with Lucet when they reach out to help transition our members to post-discharge care. Share general patient information for the purpose of setting up follow-up appointments. A release of information form is NOT required to release member information to Lucet Behavioral Health staff, per HIPAA Privacy Rule at 45 CFR 164.501.

*Note: If you are an established provider for a discharging patient, please make every effort to schedule your patient for a follow-up visit within seven calendar days of discharge.*

### HEDIS Measure

Patient compliance promotes the HEDIS standard for the Follow-up After Hospitalization for Mental Illness measure. This measure is the percentage of discharges for patients age six and older who were admitted to an inpatient acute level of care for treatment of selected mental illness diagnoses. It includes those who had a follow-up visit with a behavioral health practitioner. Two rates are reported:

1. The percentage for follow-up visits within 30 days.
2. The percentage for follow-up visits within seven days.



# BEHAVIORAL HEALTH

## Managing Antidepressant Medication in Members

The following is information on the HEDIS measure regarding the importance of members with a diagnosis of major depression, and treated with antidepressant medication, remaining on antidepressant medication.

Patients included in this measure are adults 18 years and older with a diagnosis of major depression, newly treated with antidepressant medication and remaining on their antidepressant medications.

Newly treated means patients with antidepressant medication during a period of 105 days prior to the day of a new prescription for antidepressant medication with no pharmacy claims for either new or refill.

This measure does not apply to members in hospice. The measure reports two rates:

### Effective Acute Phase Treatment

At least 84 days (12 weeks) of treatment with antidepressant medication. Beginning on the date new antidepressant medication was prescribed, through 114 days after the date new antidepressant medication was prescribed, for 115 total days. This allows gaps in medication treatment up to a total of 31 days during the 115-day period.

### Effective Continuation Phase Treatment

At least 180 days (six months) of treatment with antidepressant medication (Antidepressant Medications List), beginning on the date new antidepressant medication was prescribed, through 231 days after the date new antidepressant medication was prescribed, for 232 total days. This allows gaps in medication treatment up to a total of 52 days during the 232-day period.

### Tips for Helping Your Patients

- Before scheduling an appointment, verify the member is a good fit, with access to transportation to the location and time of their appointment.
- Make sure the member has regular appointments with a practitioner that has prescribing authority for at least 180 days after a new prescribed antidepressant medication.
- Engage parents/guardian or significant others in the treatment plan. Advise them of the importance of treatment and attending appointments.

- Talk about the importance of follow-ups to keep the member engaged in treatment.
- Aftercare appointment(s) should be with a healthcare provider. Preferably with a licensed behavioral therapist and/or a psychiatrist.
- Identify and address any barriers to member keeping appointments.
- Provide reminder calls to confirm appointments.
- Reach out proactively within 24 hours if the member does not keep a scheduled appointment to schedule another.
- Providers should maintain appointment availability for members with major depression diagnosis.
- Closely monitor medication prescriptions and do not allow total gap days to be more than 31 days during the Effective Acute Phase or 52 days during the Effective Continuation Phase.
- Emphasize the importance of consistency and adherence to the medication regimen.
- Advise the member and significant others of side effects of medications. Including what to do if side effects are severe.
- Reinforce the treatment plan and evaluate the medication regimen considering presence/absence of side effects, etc.
- Coordinate care between providers, beginning when a provider makes the major depression diagnosis. Encourage communication between behavioral health providers and patients' primary care provider (PCP).
- Coordinate transitions in care between providers. Share the care transition plans with the PCP.
- Instruct on crisis intervention options.
- Submit claims in a timely manner with correct service coding, medication name and diagnosis.

To refer a member or receive guidance on services, please call Lucet at 1-877-206-4865.

## ONLINE RESOURCES

### iLinkBlue ([www.lablue.com/ilinkblue](http://www.lablue.com/ilinkblue))

#### Request an Outpatient Fee Schedule

To request a full outpatient fee schedule for a facility in iLinkBlue ([www.lablue.com/ilinkblue](http://www.lablue.com/ilinkblue)), select the Payments menu tab, then the “Outpatient Facility Allowable Charges” option, then “Outpatient Fee Schedule.” Enter a date up to two years prior to the current date. Select the facility by name and NPI. Click the “Continue” button. Select the appropriate Louisiana Blue network. Then click on “Request Full Fee Schedule” to submit your request. Allow up to two business days for a response to your full fee schedule request.

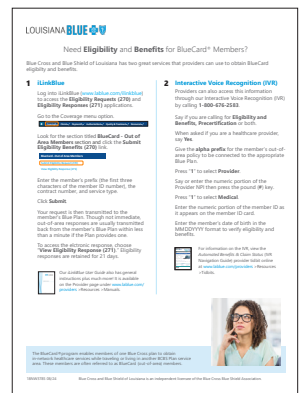
Returned fee schedule results will display below this application.

Click the “View” button to download a Microsoft Excel spreadsheet with the full outpatient fee schedule results. We retain fee schedule results 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. The Outpatient Facility Allowable Charges application is for acute-care hospitals and ambulatory surgical centers on a contracted fee schedule only.

#### Eligibility and Benefits for BlueCard® Members

To research coverage information for a BlueCard member in iLinkBlue ([www.lablue.com/ilinkblue](http://www.lablue.com/ilinkblue)), use the “BlueCard – Out of Area Members” section of the “Coverage” menu tab. Click on “Submit Eligibility Request (270)” to submit an eligibility inquiry to the out of area member’s Blue Plan. Click on View Eligibility Response (271) to access the electronic response from the member’s Blue Plan. iLinkBlue retains eligibility responses for 21 days.

For more details on how to access eligibility and benefits for BlueCard members, check out our guide, available online at [www.lablue.com/providers](http://www.lablue.com/providers), click “Resources” then “Speed Guides.” This guide also includes information on our Interactive Voice Recognition (IVR) system.



### Download Your Digital ID Cards

Louisiana Blue members can access their Digital ID Cards on our website ([www.lablue.com](http://www.lablue.com)) and through our BCBSLA mobile app. Members can now easily view their ID cards on a mobile device. You and your patients can join nearly 15,000 of our members who downloaded their digital ID card to their phone’s wallet. This eliminates the need to log into your Louisiana Blue account to view it.

You can download it with just a few clicks.

To add your ID card to your Apple or Google Wallet, log in to our mobile app, select “My ID Card” then “Add to Wallet” and choose “Add.”

Providers can also access member ID cards through iLinkBlue ([www.lablue.com/ilinkblue](http://www.lablue.com/ilinkblue)) under the “Coverage” tab. Enter a member’s ID number or Social Security number and access the Coverage Information Screen, then click “View ID Card.”



## COMPANY NEWS

### Blue Cross Foundation Announces 2024 Angel Award Honorees

The Blue Cross and Blue Shield of Louisiana Foundation is proud to announce the 2024 recipients of The Angel Award®, which recognizes everyday Louisiana people who have distinguished themselves by improving the health and lives of our state's children.

The Angel Award honors these acts with recognition and resources, empowering honorees to continue making a lasting impact. This year, in celebration of the award's 30th anniversary, the Foundation will make a \$30,000 grant to a local nonprofit chosen by each honoree.

#### 2024 Angel Award Honorees:

- Kathy Coleman of Baton Rouge, the volunteer executive director of Grandparents Raising Grandchildren of Louisiana, which provides support and resources to families with children in the care of grandparents or other family besides parents, ensuring they have everything they need to thrive.
- Erin Davison, MBA, of Lake Charles, the CEO of Big Brothers Big Sisters of Southwest Louisiana, the region's largest donor- and volunteer-supported mentoring network, connecting each child with a positive role-model to be their friend, mentor and champion.
- Caryl Ewing of New Roads, a board member of the Pointe Coupee Early Childhood Coalition, which strives to ensure all young children in the area have access to the highest quality development and education programs, which helps them get a better start during a critical window for human development.
- Aaron Frumin of New Orleans, the founder and CEO of unCommon Construction, where young people learn skills, earn certifications, and get experience to become workforce leaders in building and construction, providing a path to economic freedom and generational wealth.

- Kimberly Evans Novod of New Orleans, the founder of Saul's Light, a nonprofit named in memory of her son, Saul, which provides support and community to families with babies in the neonatal intensive care unit (NICU) — an experience that can otherwise take a lifetime emotional and financial toll on them.
- Hillary Sirmon of Monroe, the founder of Miracles to Milestones, which honors the memory of Sirmon's son, Benjamin, by building inclusive playgrounds where children of all abilities can play together.
- Dr. Annie W. Spell of Lafayette, a longtime volunteer and board member at Hearts of Hope, Acadiana's only sexual trauma center, providing services for both child and adult victims.
- Jamon Turner of Haughton, the founder of Just Believe Training, where he employs agricultural programs and horse therapy to inspire and empower children, giving them access to community and career paths in one of Louisiana's largest industries.

Each year, the Foundation also recognizes a Blue Angel, a Louisiana Blue employee who has impacted the lives of children through their volunteer service.

This year's Blue Angel is Erin Powell of Monroe, a pharmacist in the company's Medication Adherence division. Powell is also the founder of Project 2.5+, a storehouse that collects items and raises funds to provide foster children and their families with personal items such as toys, clothes and hygiene products.

"As has been the case for the last 30 years, each class of Angels represents people from all walks of life, working in many different fields to support kids. But each honoree exemplifies the best of Louisiana's spirit and culture: rolling up their sleeves and doing what needs to be done to support our people," said Michael Tipton, president of the Foundation. "We are deeply proud of them and grateful for their generosity and commitment to our young people."

## UPCOMING EVENTS

### Upcoming Louisiana Blue Webinars

Our provider webinars keep you informed on information and processes relevant to how you serve your patients—our members. The coming months will feature multiple webinars for providers that are new to our networks as well as topics such as our BlueCard® program, Quality Blue (QB) program, the QB program's Performance Insights (Pi) Portal, our Provider Credentialing & Data Management (PCDM) Department and iLinkBlue ([www.lablue.com/ilinkblue](http://www.lablue.com/ilinkblue)).

Preregistration is required to attend our workshops and 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:

- October 9 – BlueCard
- October 22 – New to Louisiana Blue (Professional and Facility)
- October 29 – New to QB
- October 31 – QB Pi Dashboard
- November 6 – PCDM
- November 14 – New to iLinkBlue

**Preregistration is required to attend our workshops and webinars.**



## What's New on the Web

[www.lablue.com/providers](http://www.lablue.com/providers)

**Now Online:** our provider manuals are updated with changes effective for January 1, 2025, in our "Resources" section.

## 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@lablue.com](mailto:fraud@lablue.com)

### Provider Relations

[provider.relations@lablue.com](mailto:provider.relations@lablue.com)

### iLinkBlue & EDI

[EDIservices@lablue.com](mailto:EDIservices@lablue.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

## 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 Louisiana Blue 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 Louisiana Blue 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.lablue.com/providers](http://www.lablue.com/providers) > Blue Advantage Resources.

## 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.lablue.com/providers](http://www.lablue.com/providers) > Resources > Forms.