

provider networknews

2024

4TH QUARTER

Providing health guidance and affordable access to quality care

Encourage Patients to Spread Cheer, Not Germs and Get Flu Shots

The U.S. Centers for Disease Control and Prevention (CDC) shows Louisiana has some of the highest flu rates in the country. Statewide, healthcare providers are reporting treating more patients for flu and other respiratory illnesses.

With the holiday season ongoing, Blue Cross and Blue Shield of Louisiana urges everyone to get their flu shots and other seasonal vaccines if they have not already. This can prevent spreading contagious illnesses during holiday gatherings or travel. Encourage your patients—our members—to get their shots for protection heading into the winter months that are the peak of respiratory illness season.

The CDC recommends everyone 6 months and older gets a flu shot each year. The shot is especially important for adults 65 and older, pregnant people, babies or young children, and anyone with long-term health conditions like diabetes, asthma or heart disease. These groups are at higher risk for death or severe complications from the flu.

Along with flu shots, the CDC recommends the 2024-2025 updated COVID-19 vaccine for anyone 6 months and older. These vaccines protect against variants of the virus that are currently going around. The CDC also recommends a preventive vaccine for Respiratory Syncytial Virus (RSV) for everyone age 75 and older and people ages 60–74 with an increased risk of severe RSV. Pregnant people should ask their healthcare providers or pharmacists about this vaccine, since it may transfer protection to their babies.



Talk with your patients about which vaccines they or their family members should get and when to get them.

Louisiana Blue and most health plans cover vaccines at \$0 or very low cost. If your patients have questions about vaccine coverage on your health plan, they can contact Customer Care at the number on their member ID cards.

PROVIDER NETWORK

Does it Need Authorization?

Always verify a Louisiana Blue member's benefits prior to rendering services. If you are unsure whether a service requires prior authorization, network-specific lists can be found in our *Professional Provider Office Manual* and in our network speed guides. These documents can be found online at www.lablue.com/providers, click "Resources," then "Manuals" or "Speed Guides."

Penalties may apply for failure to obtain prior authorization, including denial of services for Louisiana Office of Group Benefits (OGB) members.

We do not accept authorization requests via phone or fax except for transplants, dental services covered under medical and most out-of-state services. You must submit prior authorization requests, including new and extension authorizations, through our online BCBSLA Authorizations application. This application is available on iLinkBlue (www.lablue.com/ilinkblue), located under the "Authorizations" menu option.

Our Telehealth and Digital Health Policies

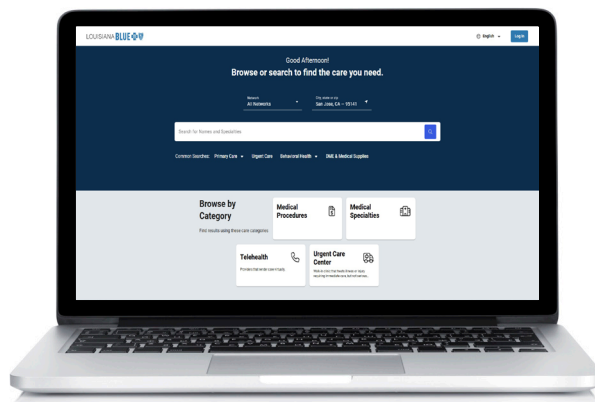
Louisiana Blue telehealth and digital health policies define the services and billing requirements for delivering virtual healthcare visits and remote patient monitoring services to our members. Find both policies in our *Professional Provider Office Manual* available online at www.lablue.com/providers > Resources > Manuals.

Our telehealth policy includes guidelines for:

- Appropriate methods of telehealth delivery (i.e., audiovisual, audio-only, etc.).
- The provider types eligible to receive reimbursement for telehealth services.
- Place of service and modifier requirements for filing telehealth claims.
- The CPT® and HCPCS codes that may be billed for telehealth visits.

Remote patient monitoring guidelines are outlined in our digital health policy. This includes guidance on appropriate patient utilization, billing and coding, and other details.

New Directory and Cost Estimator Tools for Your Patients



We are pleased to announce that our online provider directory has a new look and feel. The online provider directory can be found at www.findcare.lablue.com or on www.lablue.com > Find a Doctor or Drug.

If you need to update your information in our new provider directory, please complete our Provider Update Request Form. The form can be found online at www.lablue.com/providers > Resources > Forms.

Our new provider directory gives access to the same information your patients are used to plus additional provider details to help them make the best decisions for their care. Your patients can save money and get the most out of their benefits when they stay in network for care.

These directory enhancements create a streamlined experience that provides access to cost information about care related to each member's benefits. Louisiana Blue's cost estimator tools give an idea of out-of-pocket costs for common medical procedures and can help anticipate costs allowing your patients to make informed decisions about their care.

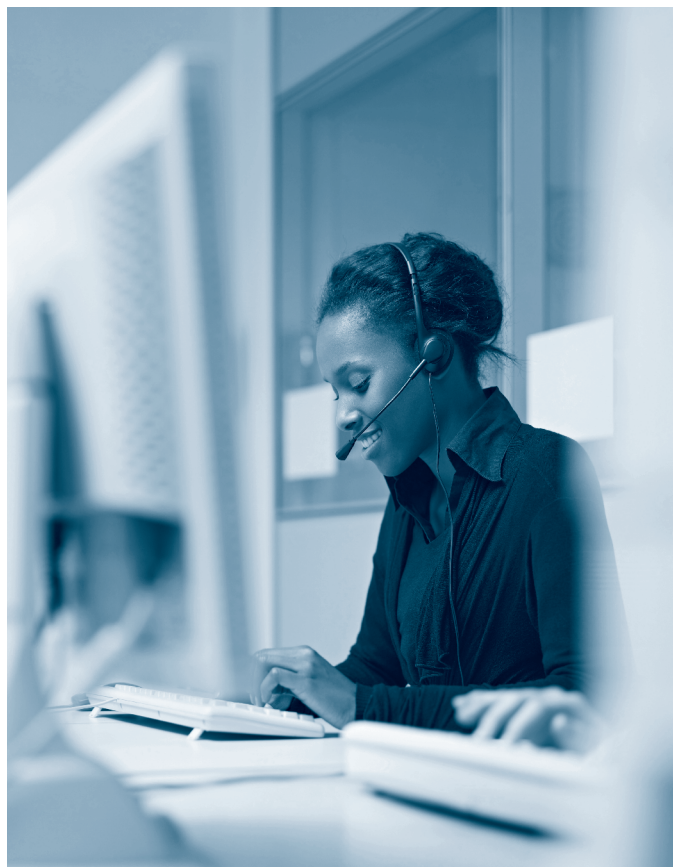
The cost tool is available for fully insured and self-funded, non-grandfathered, commercial health plan members through their secure online account. This cost tool is not available for grandfathered or Medicare Advantage health plan members. The estimated costs shown are based on the member's benefits, as well as the negotiated rates with our network providers or on claims costs we paid for care provided in our most common network. Actual out-of-pocket costs depend on care and benefits at the time of service.

PROVIDER NETWORK

Changes Are Coming to Our Customer Care Phone System

Today, Louisiana Blue asks that all providers (in-network and out-of-network) use our self-service applications for benefits, claims, medical policy and authorization inquiries. Network providers with additional questions may thereafter call Customer Care. Callers must have the following additional information available to verify that they have attempted to use iLinkBlue first.

- If calling for additional member eligibility information, caller will be asked for:
 - the member's effective or termination date
- If calling for additional information on claims status, caller will be asked for:
 - for paid/rejected claims: amount paid or ineligible amount, code and claim number
 - for pended claims: claim number and pended reason for the claim



Beginning January 20, 2025, our Customer Care Center will no longer be available to non-network providers. When calling Customer Care, providers are asked to enter their NPI. On and after January 20, NPIs that match a network provider record will be routed to a customer care agent. If the caller does not enter an NPI or enters an NPI for an out-of-network provider, they will be directed to use iLinkBlue instead.

Non-network providers must use iLinkBlue for all services. For more information on signing up for iLinkBlue, visit www.lablue.com/providers and click on "Electronic Services."

We also offer online resources including the iLinkBlue User Guide and iLinkBlue webinar presentation. These include detailed information on all the services available in iLinkBlue. Go to www.lablue.com/providers >Resources.



PROVIDER NETWORK

Helpful Hints to Expedite Your CAQH Application

The Council for Affordable Quality Healthcare (CAQH) requires providers to continuously attest and keep their records up to date. CAQH updates can take several business days to process and be available to Louisiana Blue.

To avoid delays of the application process, please be sure your CAQH information is up to date and provide attestation to on a regular basis. Also be sure all documents are current and uploaded to your CAQH file, such as certificates of insurance and collaborative agreements. Always be clear which practice locations are tied to the corresponding application and ensure CAQH is updated with changes in locations.

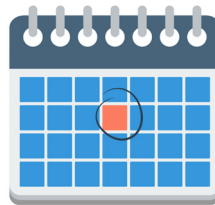
If Louisiana Blue must contact you to update this information, it can cause delays in processing your application.

Both the CAQH and LSCA credentialing applications can be found on our Provider page (www.lablue.com/providers) in two locations:

1. Under "Resources," then "Forms."
2. Under "Network Enrollment," click "Join Our Networks," then "Professional Providers."

For questions regarding CAQH, please email PCDMstatus@lablue.com for initial credentialing, or recredentialing@lablue.com for recredentialing.

2025 Holiday Schedule for Carelon and Lucet



- Monday, January 20 – Martin Luther King Jr. Day
- Friday, May 23 (Carelon) & Monday, May 26 – Memorial Day
- Thursday, June 19 – Juneteenth
- Friday, July 4 – Independence Day
- Monday, September 1 – Labor Day
- Thursday, November 27 – Thanksgiving Day
- Friday, November 28 – Day after Thanksgiving
- Thursday, December 25 – Christmas Day

Provider Directory Display Update

Louisiana Blue implemented a new policy for our online provider directory. Only 10 practice locations may now be displayed in the directory for a practitioner per Tax Identification Number. The practitioner must see patients regularly at the location to be displayed in the directory.

If you have any questions about this policy, please email PCDMstatus@lablue.com.

Check Out Our New Product Enhancements for 2025

Our 2025 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.

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 Louisiana Blue patients.

For more information on other products Louisiana Blue has updated or developed for 2025, check out our 2025 Product Enhancements Guide, online at www.lablue.com/providers > News and Events.



BILLING & CODING

Proper Submission of Provider IDs and Incident-to Billing

Some important reminders when billing Louisiana Blue for services:

- If network participation is available for a provider type, then that provider type must file claims under their own provider number. Do not bill services under a supervising provider.
- Providers considered by us to be in-training (e.g., residents, post-doctoral and other students and/or providers with provisional licensure) are not eligible to bill incident-to services. Where services are filed under a facility National Provider Identifier (NPI) number (such as an urgent care facility), all claim lines for services rendered by nurse practitioners, physician assistants, etc., must be appended with Modifier SA so that the appropriate fee schedule applies.

Flu Vaccine Allowables Update

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

Effective for dates of service on and after November 1, 2024, we updated the professional allowable charge for the following flu vaccination codes:

90653	90657	90661	90673
90656	90658	90662	

We are not changing allowable charges for the administration of flu vaccines. To view the new allowable charges that went into effect on November 1, 2024, go to iLinkBlue (www.lablue.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 "11/01/2024."

Share this newsletter with those at your office who work with Louisiana Blue for billing and claims.

Plan Directed Care

Plan Directed Care (PDC) occurs when an in-network provider refers a member to an out-of-network provider.

The Centers for Medicare and Medicaid Services (CMS) has special rules related to PDC that make claims of this nature prone to pay without review. It is the referring provider's responsibility to know the network status of all providers they may refer members to. Further, it is the referring provider's responsibility to seek authorization from Louisiana Blue before referring a member to an out-of-network provider.

If the referring network provider does not follow Louisiana Blue's prior authorization guidelines, we may deny payment of the claim. Then, the out-of-network provider is financially responsible for services rendered to the member.

Billing for the Administration of Spravato

Use HCPCS codes G2082 and G2083 to bill Louisiana Blue for the administration and post-administration observation of Spravato. Use code G2082 for esketamine $\leq 56\text{mg}$; and G2083 for esketamine $> 56\text{mg}$. If a provider is not supplying the drug, then bill code G2082 or G2083 with Modifier CG to indicate that only the post-administration observation was performed.



MEDICAL MANAGEMENT

Preparing for 2025 HEDIS® Medical Record Requests

Louisiana Blue will participate in the annual Healthcare Effectiveness Data and Information Set (HEDIS) medical record review project in 2025. This will measure performance in 2024. HEDIS is an annual performance measurement created by NCQA to help establish accountability and improve quality of healthcare.

Retrieving and reviewing medical record documentation is a key component of the HEDIS process. You may receive a medical record request from Louisiana Blue to perform chart audits. It would be helpful if your office manager would communicate to us your preferred method of chart collection at the email listed below.

Options 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
- Prepaid mailing of records

Your office can also use the Document Upload application in iLinkBlue (www.lablue.com/ilinkblue) as another chart collection method. If you choose to use iLinkblue, choose 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 provided by you. We will not include medical records received after the first week of May 2025 in the audit.

As a reminder, your provider contract allows for the release of medical information to Louisiana Blue 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 working 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.



Important HEDIS Definitions:

- Measure: A quantifiable clinical service provided to patients to assess how effective the organization conducts specific quality functions or processes.
- Administrative data: Evidence of service taken from claims, encounters, lab or pharmacy data.
- Supplemental data: Evidence of services found from data sources other than administrative.
- Hybrid: Combination of administrative and medical record evidence.
- ECDS: electronic clinical data systems reporting.

NCQA has implemented changes for HEDIS 2024, and more changes are coming in 2025. For the 2024 measurement year, NCQA will continue to transition to ECDS reporting. Recent changes include Colorectal Cancer Screening, Follow-up Care for Children Prescribed ADHD Medication and Metabolic Monitoring for Children and Adolescents on Antipsychotics measures.

Other NCQA changes include the revised diabetes measure. Measure Hemoglobin A1c is now Glycemic Status Assessment for patient with diabetes.

Looking to NCQA 2025: CIS (Childhood Immunization Status), IMA (Immunizations for Adolescents) and CCS (Cervical Cancer Screenings) will transition to ECDS reporting.

Please visit www.ncqa.org for up-to-date information on all measure year 2025 changes.

If you have any questions, please contact the HEDIS team at HEDISteam@lablue.com.

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, under "Medical Management," click "Medical Policies."

Updated Medical Policies

Policy No. Policy Name

Effective November 1, 2024

- 00316 Cranial Electrotherapy Stimulation and Auricular Electrostimulation
- 00723 Ablation and Surgical Treatment of Chronic Rhinitis

Effective November 11, 2024

- 00092 Allogeneic Pancreas Transplant
- 00141 Risk-Reducing Mastectomy
- 00219 etanercept (Enbrel®)
- 00239 Teriparatide Products
- 00322 Diabetic Test Strips
- 00326 Icatibant (Firazyr®, generics)
- 00357 Overactive Bladder Medications (Branded)
- 00383 mifepristone (Korlym®, generics)
- 00451 Phosphate Binders
- 00589 sarilumab (Kevzara®)
- 00625 Select Drug Quantity Management
- 00720 Select Fenofibrate Products
- 00846 Gene Therapy for Hemophilia B

Effective November 25, 2024

- 00162 Laser Treatment of Skin Conditions

Effective December 1, 2024

- 00588 guselkumab (Tremfya™)

Effective December 9, 2024

- 00070 Hyperbaric Oxygen Therapy (HBO)
- 00242 ustekinumab (Stelara®)
- 00255 Metformin and Metformin Containing Products
- 00301 Nasal Allergy Medications
- 00538 Pharmacotherapy for Primary Biliary Cholangitis
- 00587 brodalumab (Siliq™)
- 00603 Pharmacologic Treatment of Off Episodes in Parkinson Disease
- 00645 Lucemyra™, generics (lofexidine)
- 00686 romosozumab-aqqg (Evenity®)
- 00745 Select Combination Products for the Treatment of H. pylori Infection
- 00754 Monoclonal Antibodies for the Treatment of Alzheimer's Disease

Effective December 9, 2024 (continued)

- 00767 anifrolumab (Saphnelo™)
- 00811 deucravacitinib (Sotyktu™)
- 00857 Valoctocogene roxaparvovec-rvox (Roctavian™)
- 00859 Delandistrogene moxeparvovec-rokl (Elevidys®)
- 00878 Voquezna® (vonoprazan)

Effective January 1, 2025

- 00170 Immune Globulin Therapy
- 00324 GLP-1, GIP/GLP-1 Agonists for Diabetes
- 00385 Sodium-Glucose Co-Transporter-2 (SGLT-2) Inhibitors and Combination Products
- 00484 Focal Treatments for Prostate Cancer
- 00577 Laboratory Testing Investigational Services
- 00757 Adjunctive Techniques for Screening, Surveillance and Risk Classification of Barrett Esophagus and Esophageal Dysplasia

Effective January 13, 2025

- 00177 Immune Prophylaxis for Respiratory Syncytial Virus
- 00244 Vigabatrin Products
- 00249 Plasma Exchange (PE)
- 00318 Topical Corticosteroids
- 00363 Select Ophthalmic Prostaglandins
- 00518 Select Muscle Relaxants
- 00541 Select Anti-Epileptic Drugs
- 00559 ocrelizumab (Ocrevus™), ocrelizumab and hyaluronidase-ocsq (Ocrevus Zunovo™)
- 00595 cerliponase alfa (Brineura®)
- 00700 pitolisant (Wakix®)
- 00714 bempedoic acid Products (Nexletol™, Nexlizet™)
- 00725 bimatoprost Implant (Durysta™)
- 00726 Select Erectile Dysfunction Medications
- 00775 maralixibat oral solution (Livmarli™)
- 00791 Select Carbidopa/Levodopa Products
- 00827 Zoryve™ (roflumilast)
- 00850 Pharmacotherapy for Geographic Atrophy
- 00868 Novel Medications for the Treatment of Anemia Due to Chronic Kidney Disease

MEDICAL POLICY UPDATE

New Medical Policies

Policy No. Policy Name

Effective November 1, 2024

00891 atidarsagene autotemcel (Lenmeldy™)
00896 mavorixafor (Xolremdi™)
00897 infliximab-dyyb (Zymfentra™)

Effective December 1, 2024

00902 danicopan (Voydeya™)
00903 crovalimab (PiaSky®)

Effective January 1, 2025

00898 Alternative and Complementary Therapy
00899 Periureteral Bulking Agents as a Treatment of
Vesicoureteral Reflux

Effective January 1, 2025 (continued)

00901 Special Histochemical Stains and Immunohistochemical
Stains
00904 Alpha1 Proteinase Inhibitors
00905 Injectable risperidone Products
00906 Enzyme Replacement Therapy for Fabry Disease
00907 Gonadotropin-releasing Hormone (GnRH) Products
00908 Neffy® (epinephrine nasal spray)
00909 Sofdra™ (sofipironium)
00910 Select Substance Abuse Medications
00911 afamitresgene autoleucel (Tecelra®)



Quality Blue News: Best Practices and Tips for Performance Year (PY) 2024

Providers in our Quality Blue (QB) have time to still finish strong as PY 2024 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. File the additional codes as a \$0.00 charge.



Coming in 2025

Stay tuned to our Pi Portal for more information for the 2025 Performance Year.

Quality Blue's Commitment

With the second year of the QB program closing, Louisiana Blue would like to thank you for your collaboration and feedback thus far. Our QB program aligns better with other payers and 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 2025.

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

MEDICAL MANAGEMENT

Now is the Time to Help Patients Quit Smoking

Quitting is hard; however, providers may help Louisiana Blue members through benefits available on their plan, or with free local resources.

- Quality Blue: Primary care providers in our Quality Blue programs work with our health coaches to help patients set attainable goals towards quitting for good.



- Other Programs and Services:

Quit With Us, Louisiana: The website, <http://quitwithusla.org>, includes resources for those seeking to quit tobacco, as well as for those wanting to help our residents quit. Quit With Us, Louisiana provides links for both residents and healthcare providers to access the benefits of quitting, web enrollment into the Louisiana Quitline and the support line numbers for the Louisiana Quitline.

Live Vape Free: The Live Vape Free youth texting program is free and available for teens ages 13 to 17. The program offers multimedia activities that includes videos, quizzes, self-assessments, flip cards and podcasts. The support is text-message based and will provide personalized and interactive coaching. Youth will also have access to a personal Quit Coach at any time by texting the word "Coach." The quit coaches will provide education, tools, and guidance to help youth initiate and sustain a quit attempt. Youth can enroll into the Live Vape Free program by texting "VAPEFREE" to 873373 to get started.

Benefits related to smoking cessation are included in most Louisiana Blue plans. Verify member benefits through iLinkBlue (www.lablue.com/ilinkblue).

PHARMACY

Humira Biosimilar Coverage

Humira® (adalimumab), used to treat rheumatoid arthritis, juvenile idiopathic arthritis, psoriatic arthritis, ankylosing spondylitis, Crohn's disease, ulcerative colitis, plaque psoriasis, hidradenitis suppurativa and uveitis, is preferred on all Louisiana Blue and HMO Louisiana, Inc. formularies.

Now, certain adalimumab biosimilars are also covered under our plans. To learn more, please see our Humira Biosimilar Coverage Overview. It is available on the Provider page at www.lablue.com/providers >Resources >New/Revised Drug Coverage Overviews.

Seamless prior authorization for existing patients

Members with an approved authorization for Humira do not require a new prior authorization to switch to any other preferred adalimumab product covered by their plans. All new adalimumab prescriptions require a prior authorization request for clinical review.

Offering efficacious and more affordable options

Biosimilars are increasing in the marketplace giving physicians and their patients equally efficacious and more affordable treatment options.

Louisiana Blue will keep providers informed as more biosimilars become available for coverage.

PHARMACY

2025 Pharmacy Benefit Changes

Louisiana Blue clinical staff worked with our Pharmacy and Therapeutics Committee, a group of Louisiana doctors and pharmacists to develop the following formulary updates. These drug coverage changes will be effective January 1, 2025, or upon renewal depending on members' plans:

- Drugs removed from formulary and tier changes

Most Louisiana Blue and HMO Louisiana members have a closed formulary, or Covered Drug List. The following drugs will no longer be covered on the closed formulary:

Drugs No Longer Covered	Covered Alternatives
SEGLUROMET®, STEGLATRO®	FARXIGA®, JARDIANCE®, SYNJARDY®, XIGDUO® XR
BYDUREON BCISE®, BYETTA®, VICTOZA®	MOUNJARO®, OZEMPIC®, RYBELSUS®, TRULICITY®
EXTAVIA®	AVONEX®, BETASERON®, glatiramer, glatopa, PLEGRIDY®, REBIF®

Key: BRAND medications are listed in UPPERCASE and generics in lowercase.

PREVYMIS® tablet will move up to Tier 4 cost share on our 4-tier covered drug list. If your patients take this drug, they may pay more for it.

You may find formularies at www.lablue.com/CoveredDrugs. If members fill a prescription drug that is not on the covered drug list, they could have to pay the full cost of the drug out of pocket.

You may ask for a formulary exception (similar to prior authorization) if your patient has a medically necessary reason for a non-formulary drug. Find information about submitting a prior authorization or formulary exception request at www.lablue.com >Provider >Pharmacy. This is not available for drugs excluded from coverage.

- Added and updated prior authorization requirements

For the closed formulary, we will update the prior authorization requirements for some drugs. For the open formulary, we will add drugs to the prior authorization program and update prior authorization requirements for some drugs. The full list of Drugs Requiring Prior Authorization is at www.lablue.com/CoveredDrugs under Specific Drug Coverage Requirements.

- Specialty drug update

PREVYMIS® tablet will be added to our specialty drug list. We will add this drug to our specialty drug list. Members can only get up to a 30-day supply of this drug at one time. To see the full Specialty Pharmacy Program Drug List, go to www.lablue.com/CoveredDrugs under Specific Drug Coverage Requirements.

We encourage providers to discuss prescription drugs with their patients. We value your partnership in caring for our members—your patients. Thank you for guiding your patients to a drug therapy regimen they can maintain and helping them achieve better health.



BEHAVIORAL HEALTH

Loneliness and Loss During the Holidays

When distance and circumstance prevent people from being with those they love during the holidays, it can lead to sadness and loneliness. If they have lost someone close, the holidays may feel less bright. When others are celebrating, they may experience resentment, anxiety, emptiness and grief.

How to manage these normal reactions and find ways to soothe sadness? Here are a few suggestions from Lucet, Louisiana Blue's behavioral health manager, that may help you or your patients during this time.



Do Not Pretend

Rather than putting on a "happy face" when you are not feeling so merry, give yourself permission to feel your emotional truth. Acknowledge feelings and allow yourself to express and release painful emotions to not carry the weight of them around.

In fact, a recent survey found that 31% of adults in the U.S. have reported experiencing loneliness during the holidays. You are not the only one feeling like you are missing out on what you are "supposed" to feel during this time of year. To help, try writing a letter to the ones that are no longer with you. Letting go is easier once there is a name on a feeling. "I will really miss seeing you this season." This can open a discussion of ways to connect without being together in person.

Be Gentle with Yourself

If a loved one has died this year, people may feel especially vulnerable. As many as 35% of people deal with grief during the holiday season to the point of dreading that time each year. It is important to take things day by day. Remember that you have the right to change your mind and ask for what you need. It can be surprising how others will include you, and how taking part in small ways may ease sadness.

You Have Choices

While many families in the U.S. celebrate traditions passed down to them, 18% say they adopt their own. When loss or circumstance changes how we spend the holidays, it can be an opportunity to create new traditions. What feels appropriate is different for each of us. What brings peace? How to honor a loved one who is no longer with you? Consider talking with someone about your experience.

We Grieve Because We Loved

This does not make our pain easier, but it does help us see some reason. While the person is not here, the love is. We can manage to journey from grief to gratitude, however long it takes. We do not have to take the journey alone—reach out for help from a friend, family member or professional. We can look forward to a time when we will again find joy in celebrating with others.

If you or someone you know is struggling with their mental health this holiday season, contact the Mental Health America 24/7 Crisis Text Line by texting MHA to 741-741.

ONLINE RESOURCES

iLinkBlue (www.lablue.com/ilinkblue)

Submitting Action Requests Efficiently

In iLinkBlue (www.lablue.com/ilinkblue), providers can submit electronic action requests to request a review of how a claim processed.

When viewing a claim, click the “Action Request” button to open an electronic form that prepopulates the specific claim information. It is important to submit one action request per claim, rather than one action request per line item. This allows us to efficiently process and respond to your request in a timely manner. Please allow 10-15 working days for a response.

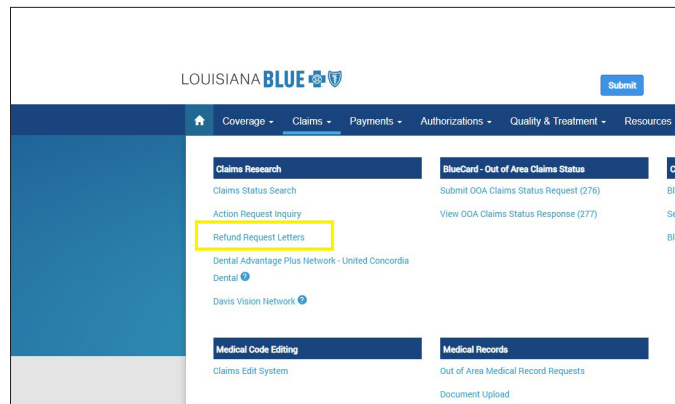
Claims Confirmation Reports

Our Claims Confirmation Reports application can be found under the iLinkBlue (www.lablue.com/ilinkblue) “Claims” menu option. It allows providers to research daily reports confirming if the Louisiana Blue editing system accepted your claims. Reports are available up to 120 days. Click on the “View Report” links to access the reports.

These reports indicate detailed claim information on transactions that were accepted or not accepted for processing. The provider is responsible for reviewing these reports and correcting claims appearing on the Not Accepted report.

Refund Request Letters Available

Refund request letters are now available in iLinkBlue.



This enhancement allows providers to view, print and download refund request letters. Letters will be available in iLinkBlue 24 months from the issue date. To view these letters, click on the “Claims” drop down menu option, look under “Claims Research,” then select “Refund Request Letters.” Letters will only be available in this section when a letter is issued. You will continue to receive hardcopies of your refund letters.

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

Updated Resources

Louisiana Blue 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 2024 Professional Provider Workshop presentation
- Provider webinars such as New to Louisiana Blue (professional and facility), our BlueCard® program and Provider Credentialing & Data Management.



UPCOMING EVENTS

Louisiana Blue Webinars and Workshops in 2025

Keeping our providers up to date with important Louisiana Blue information is a priority for us. We will host several provider webinars throughout the upcoming year, as well as our annual provider workshops. Dates and times for these events will be announced in the coming weeks.

Preregistration is required to attend all Louisiana Blue workshops and webinars. You may do so 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.

Webinar topics include New to Louisiana Blue, Blue Advantage, the BlueCard® program, credentialing and more.



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www.lablue.com/providers



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[@MyLouisianaBlue](https://www.facebook.com/MyLouisianaBlue)



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P. O. Box 98029
Baton Rouge, LA 70898-9029

provider
networknews

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What's New on the Web

www.lablue.com/providers

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

Provider Relations

provider.relations@lablue.com

iLinkBlue & EDI

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 >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 >Resources >Forms.