

Blue adVantage Insight Newsletter

March 2024



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Louisiana

Blue adVantage (HMO) | Blue adVantage (PPO)

2024 Wellness Coupons Are Being Issued

Annual wellness visits are essential to health management. They provide opportunities to monitor known issues and may help your patients spot problems early. To that end, our Annual Wellness Coupon Program encourages Blue Advantage members to receive their annual wellness checkups.

This program provides members a personalized coupon based on past and often overlooked diagnoses. Members then schedule a wellness visit and bring the coupon with them. These coupons can be an easy reference tool for primary care providers (PCPs) to see what diagnoses may be applicable to the member.

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

We anticipate that the 2024 coupons should be mailed out no later than March 1, 2024.

PCPs receive a \$100 reimbursement for each completed coupon, in addition to their fee for services. Fax completed coupons to 1-844-843-9770. If a member has already had a wellness visit for the year, they can schedule a second visit to use their coupon. That second visit is at no cost to the member when the PCP performs and reports CPT® code G0438 or G0439 for the wellness visit.

If a member loses their coupon or needs an extra copy, the provider may call 1-833-949-2788 to request another one. Coupons are also available through the Blue Advantage Provider Portal, using the Member Lookup tab on the left side of the home screen. There, you may search for the member using their Member ID, name or date of birth. After selecting the member's profile, select "Download Wellness Coupon" and a PDF copy of the coupon will be generated. Please note that the member must be assigned to a provider associated with your group or this option will not be available.

ANNUAL WELLNESS EXAM COUPON - DO NOT DISCARD

If you have any questions, please call 1-833-949-2788 (TTY 711), Monday - Friday from 8 a.m. to 5 p.m.



ATTENTION: Blue Advantage (HMO) | Blue Advantage (PPO) Member

Please take this coupon to your in-network Blue Advantage Primary Care Provider for an Annual Wellness exam AT NO CHARGE to you!

ATTENTION: HEALTHCARE PROVIDER & OFFICE MANAGER
Blue Advantage members have no deductibles, copays or coinsurance for this Annual Wellness exam. The following services (CPT codes) should be billed with the wellness ICD-10 Z00.00 or Z00.01 as primary, together with all other appropriate ICD-10 diagnosis codes including any of the diagnoses on the back of this page.

CODES TO BILL:
Annual Wellness Exam - G0439

AND THE FOLLOWING SCREENINGS:

<p>85025 CBC</p> <p>80053 CMP</p> <p>80061 Lipid panel</p> <p>81002 Urine Dip</p> <p>93000 EKG if indicated (e.g., irregular heart rhythm)</p> <p>82270 FOBT x 3 for patients 50-75</p> <p>G0328 iFOBT x 1</p>	<p>For Diabetics, add the following:</p> <p>83036 HgbA1C</p> <p>82043 Urine Microalbumin</p> <p>Schedule an annual eye exam for retinopathy screening</p> <p>For Females, consider the following:</p> <p>Mammogram and Pap Smear</p>
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Monitoring of chronic stable conditions, prescription refills and vaccinations may also be included in the examination.

Blue Cross and Blue Shield of Louisiana HMO offers Blue Advantage (HMO). Blue Cross and Blue Shield of Louisiana, an independent licensee of the Blue Cross Blue Shield Association, offers Blue Advantage (PPO).

PROVIDER: PLEASE COMPLETE OTHER SIDE

Find Blue Advantage Medical Policies

Medical policies for Blue Advantage members are now available on our Blue Advantage Resources Page (<https://providers.bcbsla.com/ba-resources>), click "New/Revised Medicare Advantage Medical Policies."

Blue Advantage Medical Records Requests

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

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

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

Your Blue Advantage patients' health information is kept in the strictest confidence, in accordance with all applicable state and federal laws, including the Health Insurance Portability and Accountability Act (HIPAA).



Required D-SNP Training in 2024

The Centers for Medicare and Medicaid Services (CMS) requires training for providers in the Dual Eligible Special Needs Plans (D-SNP). In March, Blue Advantage will make this training available to providers.



Flovent Discontinued: What it Means For Your Patients

Pharmaceutical company GSK notified the FDA that brand Flovent® products are discontinued. As of January 1, 2024, Flovent® HFA (fluticasone propionate inhalation aerosol) and Flovent® Diskus® (fluticasone propionate inhalation powder) are no longer manufactured.

Our Blue Advantage formulary considers Brand Flovent® products preferred agents as long as supply is available. Other preferred formulary inhaled corticosteroid (ICS) products are available on the Blue Advantage formulary without prior authorization:

- Alvesco® HFA (ciclesonide HFA)
- Asmanex® HFA (mometasone furoate HFA)
- Asmanex® Twisthaler® (mometasone furoate inhalation powder)
- Pulmicort Flexhaler™ (budesonide inhalation powder)
- QVAR® Redihaler™ (beclomethasone dipropionate HFA)

To prevent a delay in treatment, consider prescribing an alternative formulary ICS for your patients. For additional formulary information, please refer to the Blue Advantage formulary at <https://blueadvantage.bcbsla.com> > Drug Search.

Blue Advantage Webinars Are Coming Soon

Blue Advantage is hosting provider webinars throughout the upcoming year, with the New to Blue Advantage Webinar coming on March 6.

Find registration links in the "Events" section of our Provider Weekly Digests. Registration links are included approximately one month prior to each event. Provider Weekly Digests are sent to the correspondence email address. If the correspondence information on your provider record needs updating, you may use our Provider Update Request Form to make updates. It is available at www.bcbsla.com/providers, click "Resources," then "Forms."

The New to Blue Advantage Webinar is for any provider who recently signed a Blue Advantage contract and their staff. It is also recommended that existing providers have their new staff personnel attend this webinar.

Missed any of our webinars?

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

Concurrent Use of Opioids and Benzodiazepines

According to the National Institute on Drug Abuse, approximately 220 Americans die every day after an opioid overdose. Using opioids concurrently with benzodiazepines causes a substantial increase in the risk of overdose.

The Concurrent Use of Opioids and Benzodiazepines is currently a CMS display measure endorsed by the Pharmacy Quality Alliance (PQA). This measure evaluates the percentage of Part D beneficiaries, 18 years or older, with concurrent use of prescription opioids and benzodiazepines during the measurement period.

What constitutes concurrent use?

An overlapping day's supply for an opioid and benzodiazepine at least 30 cumulative days during the measurement period.

Members included in the numerator:

- Those with two or more prescription claims for benzodiazepines with unique dates of service and concurrent use of opioids for 30 or more cumulative days during the measurement period.

Members included in the denominator:

- Those with two or more prescription claims for opioids with unique dates of service and a cumulative days supply of 15 or more during the measurement period.

The measure excludes the following members:

- Members enrolled in hospice during the measurement period
- Members with a cancer diagnosis during the measurement period
- Members with a sickle cell disease diagnosis during the measurement period
- Members receiving palliative care during the measurement period



Use Our Provider Update Form

Blue Advantage providers should use the Provider Update Request Form for submitting important changes to your practice.

Use the form for the following changes:

- Demographic information, including the correspondence information we use for our provider communications
- EFT termination or change
- Existing providers joining a new provider group
- Terminating participation in Blue Cross networks
- Tax ID Number change
- Adding or removing a new practice location under an existing Tax ID

The Provider Update Request Form is available online via DocuSign® at www.bcbsla.com/providers, click "Resources," then "Forms."

When completing the Provider Update Request Form, remember to only complete the sections appropriate for the type of change needed. If you are changing a physical address for a provider group or clinic, you must complete individual Provider Update Request Forms for each individual provider changing locations.

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

Louisiana Provider Update Request Form

Complete this form to report updated information on your practice to Blue Cross and Blue Shield of Louisiana. Based on your type of change needed, DocuSign® highlights the relevant fields to your request, and those fields appear in red throughout the form.

This request applies to: Individual Provider Provider Group/Clinic

CURRENT GENERAL INFORMATION

Provider Last Name First Name Middle Initial
 Tax ID Number Provider National Identifier (NPI)
 Group/Clinic Name Group/Clinic National Provider Identifier (NPI)
 Are you a primary care provider (PCP)? Yes No Specialty Date of Requested Change

If you are an authorized representative completing this form on behalf of a provider, please indicate below:

AUTHORIZED REPRESENTATIVE

Provider Name
 Contact Person Number Contact Email Address

Submission Information (form completed by)

Signature of Authorized Representative Date
 Provider Attestation (where applicable)
 Signature of Provider Date

TYPE OF CHANGE

Check all applicable boxes below to indicate the information you wish to change. This allows you to complete the required sections of the form, as appropriate.

<input type="checkbox"/> Demographic Information	<input type="checkbox"/> Electronic Funds Transfer (EFT) Termination or Change (does not apply for Blue Advantage EFT option)	<input type="checkbox"/> Existing Providers Joining a New Provider Group (include case providers creating a new provider group)
<input type="checkbox"/> Termination Request	<input type="checkbox"/> Tax ID Number Change	<input type="checkbox"/> Add New Practice Location (Existing Tax ID)
<input type="checkbox"/> Remove Practice Location (Existing Tax ID)		

If you have any questions, please contact Provider Credentialing & Data Management at:
 Phone: 1-800-716-2299, option 2 Email: PCDMS@louisiana.com

2200221 08/21 Blue Cross and Blue Shield of Louisiana is an independent licensee of the Blue Cross and Blue Shield Association and incorporated as Louisiana Health Service & Indemnity Company.

Concurrent Use of Opioids and Benzodiazepines (continued from Page 5)

CMS has five central principles for co-prescribing opioids and benzodiazepines:

1. Avoid initial combination by offering alternative approaches (e.g., cognitive behavioral therapy and other medication classes)
2. If new prescriptions are necessary, limit the dose and duration.
3. Taper long-standing medications and, whenever possible, discontinue.
4. Continue long-term co-prescribing only when necessary and monitor closely.
5. Provide rescue medication (for example, naloxone) to high-risk patients and their caregivers.

Additional information is available at:

- www.cms.gov/outreach-and-education/medicare-learning-network-mln/mlnmattersarticles/downloads/SE19011.pdf
- www.cdc.gov/opioids/healthcare-professionals/prescribing/guideline/recommendations-principles.html

Who Do I Contact if I Have Questions?

For claims status, member eligibility, benefit verification and care management inquiries that cannot be resolved through the Blue Advantage Provider Portal, contact Blue Advantage Customer Service at 1-866-508-7145.

For questions specific to the Blue Advantage quality program, contact your Provider Relations representative or send an email to provider.relations@bcbsla.com.



Looking For Blue Advantage Resources?

Blue Advantage consistently reviews and updates its provider resource materials. This ensures that you have access to current information. We have our Blue Advantage Resources page, which can be accessed through the Blue Advantage Provider Portal, under "Blue Advantage Resources."

You may also access Blue Advantage Resources through the Blue Cross Provider page, www.bcbsla.com/providers, by clicking "Go to BA Resources" at the bottom of the page.

The Blue Advantage Resources page contains:

- The *Blue Advantage Provider Administrative Manual* and the *Blue Advantage Provider Portal User Guide*.
- Past issues of this newsletter.
- Webinar and workshop presentations, including the 2023 "BA Provider Workshop" and the 2024 "Blue Advantage PCP Incentive Coupon" webinar presentations.

Looking For Blue Advantage Providers?

If one of your Blue Advantage patients needs care from another provider, the Blue Advantage Provider Portal has a Provider Directory option. Additionally, <https://blueadvantage.bcbsla.com/provider/providersearch> allows you to search for Blue Advantage network providers by category and specialty, with filters by city, parish/county and ZIP code.

Do We Have Your Current Contact Information?

Use the Provider Update Request Form to submit updates or corrections to your practice information. The form is available online at www.bcbsla.com/providers > Resources > Forms.

View this newsletter online at www.bcbsla.com/ilinkblue, then click on “Blue Advantage” under Other Sites.

Blue Advantage Insight

Blue Advantage Insight is a publication to keep our network providers informed on the latest Blue Advantage news. We encourage you to share this newsletter with your staff.

The content in this newsletter is for informational purposes only. Diagnosis, treatment recommendations and the provision of medical care services for Blue Advantage members are the responsibilities of healthcare professionals and facility providers.

What's on the Provider Portal

www.bcbsla.com/ilinkblue > Blue Advantage

- Member Eligibility
- Claims Inquiry
- Authorization Inquiry
- Forms
- Help Documents
- Helpful Links
- Updated Manual
- Updated Quick Reference Guide

Blue Advantage Resources

Visit the Blue Advantage Resources page to view reference materials, forms, past webinar and workshop slides, plus copies of this newsletter. Go to www.bcbsla.com/providers, then click “Go To BA Resources” at the bottom of the page.

Important Contact Information

Authorizations (including Case and Medical Management)

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

Behavioral Health

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

Blue Advantage Customer Service

1-866-508-7145

customerservice@blueadvantage.bcbsla.com

Blue Advantage Provider Portal

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

Provider Credentialing & Data Management

1-800-716-2299, option 2 (provider record information) PCDMstatus@bcbsla.com

Pharmacy

1-800-935-6103/TTY:711

For additional contact information on Blue Advantage services, please refer to our Provider Quick Reference Guide found on the Blue Advantage Provider Portal.

**Please share this newsletter with your office staff.
This and past newsletters are available on the Blue Advantage Provider Portal
(www.bcbsla.com/ilinkblue > Blue Advantage).**