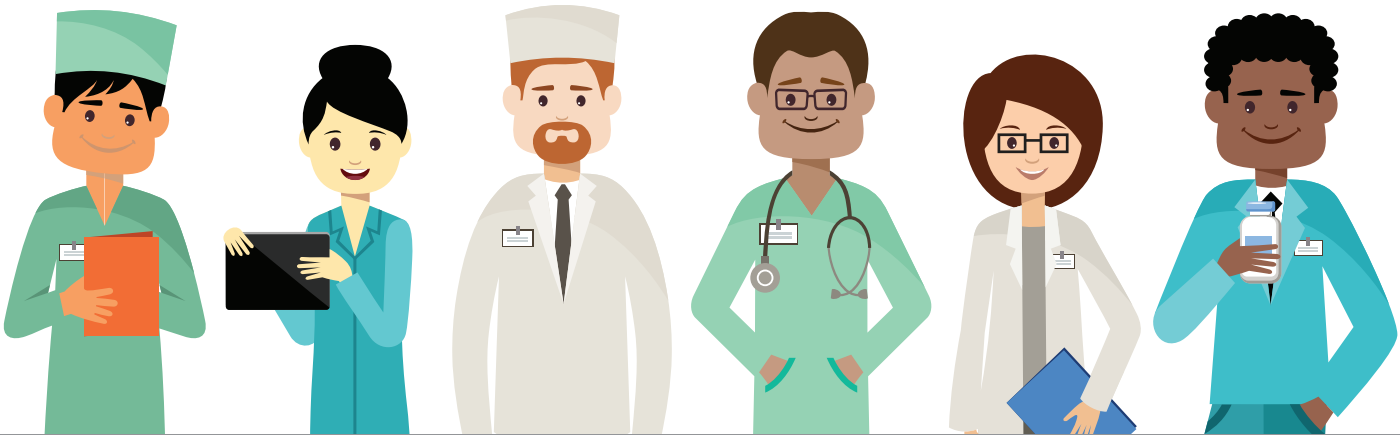




Louisiana

PROVIDER SUPPORT GUIDE



There are many departments within Blue Cross and Blue Shield of Louisiana that offer ongoing support services to our providers. With the number of insurance companies and network programs available, it can be quite challenging for providers to navigate the various administrative requirements. We want to make reaching out to Blue Cross easy through this desktop guide.

Provider Credentialing & Data Management (PCDM)



Visit the **Join Our Networks** section of our **Provider Page** for full details on the **credentialing, recredentialing and data management**.

Getting Credentialed & Recredentialed

The first step to becoming a participating provider in our networks is to get credentialed. The applications to start the initial credentialing process are available on the Provider Page and are in DocuSign® format. This allows you to electronically submit all information directly to our PCDM Department.

www.BCBSLA.com/providers

>Provider Networks >Join Our Networks

90 days is the time allowance to complete the credentialing process once all required information is received. After that time, you may email pcdmstatus@bcbsla.com to check the status of your application.

Every **3** years (36 months), network providers must be recredentialed to maintain network participation.

1-800-716-2299, option 2

Updating Your Information

As a network provider, it is important that your information is accurate. It is included in our online directories. We also use it to contact you or to know where to send your payments, requests for medical records and more. Your information can be updated using the **Provider Update Request Form**.

www.BCBSLA.com/providers

>Resources >Forms

Use this DocuSign form to notify us of changes to your contact information, hours of operation or specialty. Also use the form for joining a new group, adding providers to an existing group, adding/removing a practice location(s), changing Tax ID, terminating a provider record and changing EFT information.

1-800-716-2299, option 3

pcdmstatus@bcbsla.com

Provider Contracting

Signing a Network Agreement

Once you complete the credentialing process, the last step to joining our networks is signing a provider agreement. Your **Provider Contracting Representative** will work with you through the process. To locate your representative, go to www.BCBSLA.com/providers >Provider Networks >Provider Support. If you are joining a group with an existing network agreement, you may not be required to complete this step.



1-800-716-2299, option 1

provider.contracting@bcbsla.com

iLinkBlue & Electronic Data Interchange (EDI) Services

iLinkBlue

iLinkBlue is our secure online provider tool that includes the following self-service features:

- Allowable Charges*
- Authorizations*
- Benefits
- BlueCard® Medical Record Requests
- Claims Research*
- Document Uploads
- Eligibility*
- Grace Period Notices
- Manuals
- Medical Code Editing
- Medical Policies*
- Payment Information
- And so much more!

**Providers are required to use iLinkBlue for this information. It is not available through Customer Care services.*

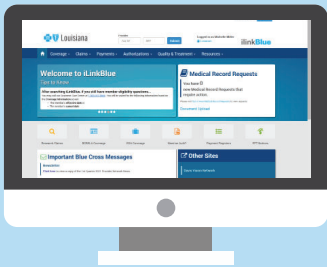
www.BCBSLA.com/ilinkblue

EDI Services

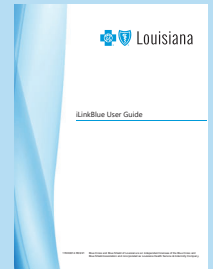
Our EDI Department offers technical support to iLinkBlue users. They support electronic clearinghouse services, as well as the transmission of electronic professional claims submitted directly through iLinkBlue. They also support HIPAA 270, 271, 276, 277, 835 and 836 transactions.

Be sure to check out our online companion guides; available online at www.BCBSLA.com/providers >Electronic Services >Companion Guides.

EDIServices@bcbsla.com



View the *iLinkBlue User Guide* for full details on using iLinkBlue. It is available on our Provider Page at www.BCBSLA.com/providers >Resources >Manuals.



The Provider Identity Management (PIM) Team

Blue Cross requires a higher level of security for our online iLinkBlue resources, including authorization tools.

Each provider organization must have an administrative representative to grant user access to employees who use our secure services to fulfill their job responsibilities.

The Provider Identity Management (PIM) Team supports the administrative representative setup process as well as access to our security setup tool (SIGMA). Our *Security Setup Guide* is available under the "Resources" section of iLinkBlue (www.BCBSLA.com/ilinkblue) and includes details on how to use the SIGMA tool.

The duties of an administrative representative include:

- Identifying users at provider organization who need access to our secure online services. This includes iLinkBlue, BCBSLA Authorizations and Behavioral Health Authorizations.
- Assigning access for each individual user.
- Managing users including terminating a user's access when it is no longer needed.

More information is available on our Provider Page at www.BCBSLA.com/providers >Electronic Services >Admin Reps.

PIMteam@bcbsla.com

1-800-716-2299, option 5

Customer Care Center & IVR

Providers are encouraged to use iLinkBlue (our self-service provider tool) for everyday information.* However, there are times when additional support may be needed.

There are two parts of our toll-free Customer Care phone services:

- Speaking to a representative
- Accessing the Interactive Voice Recognition (IVR) system for automated information

With either option, callers should have the following information ready:

- Provider's NPI
- Provider's Tax ID number
- Provider's ZIP code
- Member ID number
- Member's 8-digit date of birth
- Date of service

To help navigate the Customer Care and IVR services, we created a comprehensive guide. The *Automated Benefits & Claim Status* tidbit is available online at www.BCBSLA.com/providers >Resources >Tidbits.



1-800-922-8866

Monday - Friday

8:30 a.m. - 4:30 p.m. CT (except holidays)

***See the iLinkBlue section of this guide for services that must be accessed through iLinkBlue and not the Customer Care Center.**

Provider Relations

Personalized Support

The primary role of your Provider Relations

Representative is to provide personal outreach and support to your provider office. Part of that effort includes conducting one-on-one provider training and other events such as workshops and webinars.

Your Provider Relations Representative is also available to assist when you have an ongoing claims issue that cannot be resolved through normal channels (inquiries through iLinkBlue or the Customer Care Center). For this level of support, you must have two action request dates OR two customer service reference numbers.

provider.relations@bcbsla.com

1-800-716-2299, option 4



Medical Management

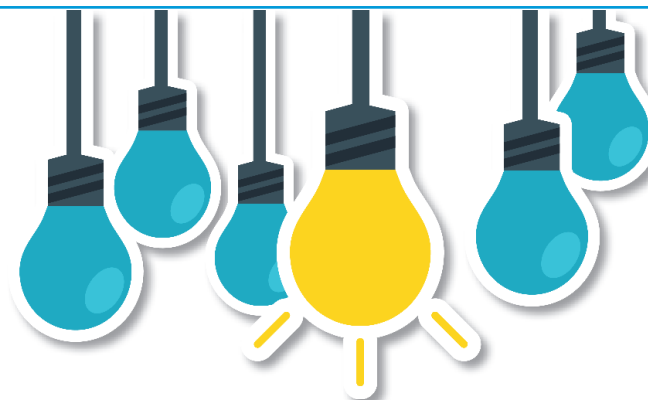
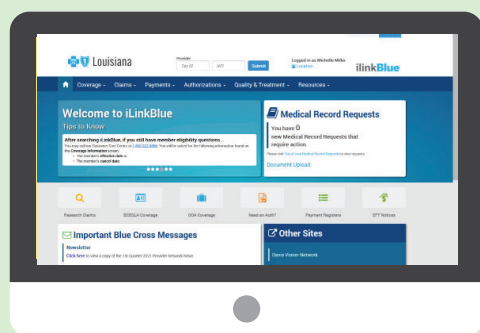
Is an Authorization Required?

With so many different styles of member policies, it is important to understand when an authorization is required and how to obtain one.

We offer multiple resources on how to determine when an authorization is required:

- Authorization lists are published in our online speed guides and manuals. They can be found at www.BCBSLA.com/providers >Resources.
- Use the “Authorization Guidelines – Do I need an authorization?” tool in iLinkBlue to look up authorization requirements for both local and BlueCard® members by entering the three-character prefix. View our *Identification Card Guide* tidbit for more on how to identify different types of member policies. It is available online at www.BCBSLA.com/providers >Resources >Tidbits.
- Medical Policy Guidelines - research policies in iLinkBlue:
 - BCBSLA Medical Policy Index
 - BlueCard® Medical Policy research tool

The benefit, limitation, exclusion and authorization requirements often vary for self-funded groups. Please always verify the member’s eligibility, benefits and limitations prior to providing services. To do this, use iLinkBlue (www.BCBSLA.com/ilinkblue).



Requesting an Authorization Online

We require providers to use our online authorization tools to submit authorization requests. You can upload clinical documentation 24 hours a day, seven days a week. These tools are available through iLinkBlue:

- **BCBSLA Authorizations** – submit and research authorizations and upload clinical information for BCBSLA members.
- **Behavioral Health Authorizations** – a web-based portal offered by New Directions for requesting behavioral health authorizations.
- **AIM Specialty Health Authorizations** – the AIM Specialty Health’s web-based tool for outpatient high-tech diagnostic, cardiology services, musculoskeletal (MSK) joint surgery, spine surgery, spine pain management and radiation oncology authorizations.

The BCBSLA Medical Management Department reviews and makes determinations during our standard operational hours of 8 a.m. - 4:30 p.m., Monday - Friday.

For full information on when to directly contact the Medical Management Department, view our authorization frequently asked questions (FAQs) document. It can be found at www.BCBSLA.com/providers >Electronic Services >Authorizations.

1-800-523-6435

Provider Communications

Keeping Providers Informed

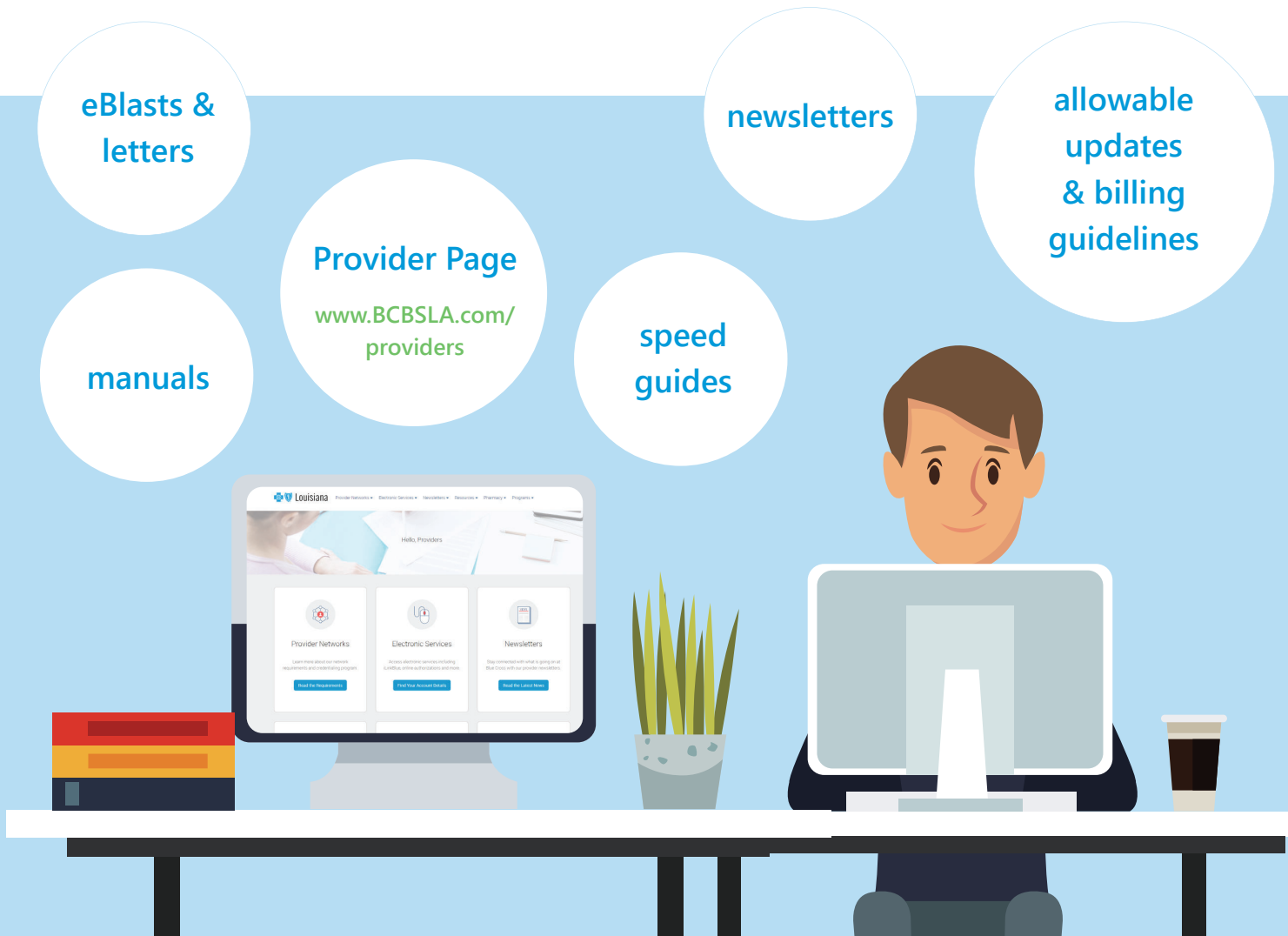
As a network provider, we know you rely on current and accurate information relevant to your practice, including medical policy, billing guidelines and allowable charge changes. This information can impact both the care you give to patients and how you are compensated for it.

Our Provider Communications Department regularly sends direct communications on behalf of the various **Provider Operations** areas of our **Health Services Division**. These include eBlasts and letters to the correspondence contact email address and/or address you reported to Blue Cross. We also send surveys and other reminders, such as how to update your

information with our PCDM Department. Additionally, the Provider Communications Department maintains information online on our Provider Page (www.BCBSLA.com/providers). Go there to find key documents such as:

- newsletters
- manuals
- speed guides
- tidbits
- forms
- workshop & webinar presentations
- credentialing forms and criteria
- and so much more!

These notices come from provider.communications@bcbsla.com.



Quick Contacts

Joining the Network

Getting Credentialed

pcdmstatus@bcbsla.com

1-800-716-2299, option 2

Getting Contracted

provider.contracting@bcbsla.com

1-800-716-2299, option 1

Updating Your Information

Data Management

pcdmstatus@bcbsla.com

G1-800-716-2299, option 3

Ongoing Support

Customer Care & IVR Phone Services

1-800-922-8866

Education & Outreach

Provider Relations

provider.relations@bcbsla.com

1-800-716-2299, option 4

Staying Informed

Provider Page

www.BCBSLA.com/providers

credentialing applications, update forms, manuals, speed guides, tidbits, contact information, etc.

Provider Communications

eBlasts, letters, newsletters, allowable updates, webinar invites and more

Electronic Services

iLinkBlue

www.BCBSLA.com/ilinkblue

EDI Services

(clearinghouse & HIPAA transactions)

EDIservices@bcbsla.com

Security Access to Online Services

PIMteam@bcbsla.com

1-800-716-2299, option 5

Medical Management

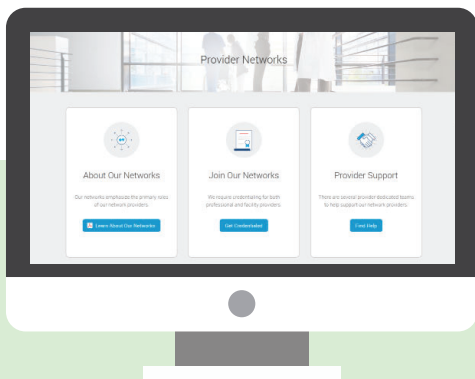
Online Authorizations

www.BCBSLA.com/ilinkblue

- **BCBSLA Authorization Tool**
(medical authorizations administered by Blue Cross)
- **Behavioral Health Authorizations**
(administered by New Directions)
- **AIM Specialty Health Authorizations**
for outpatient high-tech diagnostic, cardiology services, musculoskeletal (MSK) joint surgery, spine surgery and spine pain management services, as well as radiation oncology services (administered by AIM)

Retail Pharmacy Authorizations

- For Express Scripts, Inc., (ESI) pharmacy authorizations, call 1-800-842-2015



Online Provider Resources
www.BCBSLA.com/providers