

provider networknews

2020

2ND QUARTER

Providing health guidance and affordable access to quality care

Blue Cross Reminds Providers to Prepare for Hurricane Season

Hurricane season officially started in June, and there have already been several named storms.

Blue Cross and Blue Shield of Louisiana encourages everyone to make plans and prepare for what they and their family will need before a storm hits. Hurricane season lasts until November 30, with the most storm activity typically happening during the summer months. The National Oceanic and Atmospheric Administration is predicting an “above-normal” hurricane season in 2020.

Another challenge this season come with the novel coronavirus (COVID-19) precautions that include social distancing restrictions. Staying six feet apart could impact the processes for evacuation and sheltering this year. It is important that those evacuating pay close attention to weather alerts and follow guidance from state and local officials.

As a provider, you can help by reminding your patients to preplan for their healthcare needs in the event of a hurricane or evacuation.

It is important for people to keep their healthcare coverage information handy, including member ID cards. Our members can log into their accounts to get an electronic version of their ID cards. Providers can also access member ID cards for our members through iLinkBlue (www.BCBSLA.com/ilinkblue).

Advise patients to make a list of their family’s health information, including any medications they take with dosages and the names of healthcare providers and their contact information. Store this on a phone or keep a written copy in a wallet or somewhere else it will be available in case of an evacuation.

Having such information makes it helpful when seeking care or getting a prescription filled while away from home.

We also suggest that members sign up for telehealth services so they can be treated online while away from home. Our members have 24/7 access to online doctors with BlueCare, our telehealth platform.

Members can create a BlueCare account at www.BlueCareLA.com or with the BlueCare mobile app for Apple and Android devices.

To learn more about hurricane preparedness and other summer health tips, visit www.BCBSLA.com/Summer or watch Blue Cross’ short video on Summer Ready: Preparing Your Health for Hurricanes. Visit the State of Louisiana’s Get a Game Plan site for more information www.GetaGamePlan.org.



CREDENTIALING

Blue Cross Recredentialing Process Transitioning to Digital

We are moving our provider recredentialing processes to an entirely digital format, including forms available through DocuSign®.

What is changing?

Longstanding, providers received recredentialing notifications by mail. As of June 2020, providers will instead receive these notifications via email only. These emails will include DocuSign® links to complete and sign recredentialing applications.

How will this change benefit providers?

This change allows providers to be notified in a more-timely fashion. Plus, the personal application enable us to track your submission seamlessly and support you throughout the application process. Our use of DocuSign® will also bring transparency to our application process, as you will receive alerts reminding you to complete your application as well as confirming receipt.



When will these emails start?

Providers due to be notified of their recredentialing cycle in June 2020 will be the first to receive these digital notices. Moving forward, providers will receive these notifications as their recredentialing cycle arrives.

What is DocuSign®?

For some time, DocuSign® has been at the forefront of e-signature technology. DocuSign® has continued to innovate in this space and today helps organizations connect and automate how various documents are prepared, signed and managed.

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

How do I Update My Email Address on File?

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

To help with this transition, we created a DocuSign® guide that is available online at www.BCBSLA.com/providers, then click "Join Our Networks."

Louisiana		Provider Update Request Form
<small>Complete this form to give Blue Cross and Blue Shield of Louisiana the most current information on your practice. Updates may include changes in address and/or hours of operation. Check the box and complete only the sections with needed changes. Please type or print legibly in black ink.</small>		
GENERAL INFORMATION		
Provider Last Name	First Name	Middle Initial
Tax ID Number	Provider National Provider Identifier (NPI)	
Clinic Name	Clinic National Provider Identifier (NPI)	
Languages Spoken	<input type="checkbox"/> Adding Language Spoken (please specify)	
Name of Person Completing Form		
Contact Phone Number	Contact Email Address	
Current Specialty		
Changing Specialty?	If yes, please specify New Specialty	Are you a primary care provider (PCP)?
<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
BILLING ADDRESS CHANGE (address for payment registers, reimbursement checks, etc.)		
Former Billing Address	Is this change for the entire group?	
City, State and ZIP Code	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Phone Number		
New Billing Address		
City, State and ZIP Code	Phone Number	Fax Number
Email Address	Effective Date of Address Change	
MEDICAL RECORDS ADDRESS CHANGE (for medical records request)		
Former Medical Records Address	Is this change for the entire group?	
City, State and ZIP Code	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Phone Number		
New Medical Records Address		
City, State and ZIP Code	Phone Number	Fax Number
Email Address	Effective Date of Address Change	
Page 1 of 2		
<small>2009231 03/19 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.</small>		

BILLING & CODING

Updated Outpatient Code Ranges

As a reminder from previous communications, we have updated the Outpatient Procedure Services and Diagnostic and Therapeutic Services code ranges based on reviews of the new 2020 CPT® and HCPCS codes.

Effective for April 1, 2020, the following codes have been added to the Diagnostic and Therapeutic Services code range list:

87635	C9053	G2168-G2169
0014M	C9056-C9058	U0001-U0002
0163U-0171U	G1012-G1019	

The following codes are effective July 1, 2020:

0598T-0612T	J0691	J7333
0615T	J0742	J9177
C1748-C1849	J0791	J9198
C9059	J0896	J9246
C9061	J1201	J9358
C9063	J1429	Q4227-Q4242
C9122	J1558	Q4244-Q4248
C9762-C9763	J3399	Q5119-Q5121
J0223	J7169	0172U-0201U
J0591	J7204	

Additionally, the following codes have been added to the Outpatient Procedure Services Code Range List, effective for July 1, 2020:

0614T	0613T	C9764-C9767
0594T	0616T-0619T	G2170-G2171
0596T-0601T	C9759-C9760	

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

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Update Drug Allowables

We are updating the reimbursement schedule for drug codes, effective for claims with dates of service on and after September 1, 2020. These allowables will be available on iLinkBlue (www.BCBSLA.com/ilinkblue) under the "Payments" section.

Professional providers will be able to use the Professional Provider Allowable Charges Search application to access the allowable charges by entering "09/01/2020" in the "Select a Date" field. Facility providers can access these drug allowable charges under the Facility Allowables link.

AIM Clinical Updates for August 2020

Effective August 16, 2020, AIM Specialty Health® (AIM)* is updating clinical appropriateness guidelines in the following areas:

- Chest imaging
- Musculoskeletal (MSK) interventional pain management
- Oncologic imaging guidelines

The full details for these new guidelines and all AIM appropriate-use criteria are available online at www.aimspecialtyhealth.com. Click "DOWNLOAD NOW" then choose the appropriate guidelines section.

To request a medical necessity review, use the AIM **ProviderPortal_{SM}** that is available through iLinkBlue (www.BCBSLA.com/ilinkblue) under the "Authorizations" menu option. You may also contact AIM directly at 1-866-455-8416.

** AIM is an independent company that serves as an authorization manager for Blue Cross and Blue Shield of Louisiana and HMO Louisiana, Inc.*



BILLING & CODING

Blue Cross Delays Next Phase of Readmissions Policy



In 2019, Blue Cross and Blue Shield of Louisiana implemented a two-phase readmissions policy to give providers time to take steps toward reducing readmissions among their patients.

The first phase under this policy, which has been in place since September 1, 2019, does not reimburse readmissions to the same or an affiliated facility within 15 days of discharge. Blue Cross' intent was to implement the second phase of this policy on September 1, 2020, extending the period of discharge from 15 to 30 days.

We understand that the novel coronavirus (COVID-19) crisis has greatly impacted not only our members, but also providers and the community. For this reason, we have decided to delay the second phase of implementation of our readmissions policy until January 1, 2021. We believe the delay will help better meet the needs of our providers during this unprecedented time. Blue Cross will communicate details on the second phase of our readmissions policy before implementation.

As a reminder, the guidelines currently in effect under phase one of the readmissions policy will remain in effect as follows:

- Readmissions to the same or an affiliated facility for the same condition, similar condition or a complication of the original condition within 15 days of discharge will not be reimbursed.
- The first admission payment will encompass full reimbursement for treatment of the condition and/or any related complications.
- Providers cannot bill members for services recouped as a result of this policy.

To view the full Blue Cross readmissions policy, refer to our *Member Provider Procedure & Policies Manual*, available in iLinkBlue (www.BCBSLA.com/ilinkblue) under the Resources menu option.

Reminder on Place of Service 19

Not Valid for Blue Cross

Blue Cross does not consider place of service 19 valid for claims submission. If a service is provided in the "office" setting, as described in the following criteria, place of service 11 should be used.

Office Setting:

Blue Cross follows American Medical Association guidelines regarding the definition of "office" setting; however, Blue Cross also defines "office" setting as:

- Any office space within a hospital or facility which is separately identifiable as a provider's private practice.
- Any office space at a hospital or facility's off-campus or freestanding location which is separately identifiable as a provider's private practice.
- Any services performed in a provider's rented office space within a hospital or facility regardless of who owns the equipment (e.g., radiology, etc.)

If a service is provided in the "outpatient hospital" setting (on or off campus), place of service 22 should be used. All professional services in an office or clinic setting should be billed on the CMS-1500 claim form with an "office" place of service 11.

Place of service 19 should not be used to bill for any services.

Blue Cross does not recognize provider-based billing, which is a method of billing Medicare for certain clinics owned or affiliated with hospitals. For more information, please refer to Provider Based Billing section of the *Professional Provider Office Manual*, available online at www.BCBSLA.com/providers >Resources >Manuals.



BILLING & CODING

Providers Should Avoid Pharmaceutical Waste

Tips to Keep Costs Down

Blue Cross expects providers to avoid pharmaceutical wastage by appropriately using the most cost-effective vial or combination of vials to deliver a medically appropriate dosage to the member. There are two types of vials/packages:

- Single-dose: A drug or biologic package where only one dose can be taken for administration.
- Multi-dose: A drug or biologic package where more than one dose can be taken for administration.

Pharmaceutical waste refers to the amount of discarded drug or biologic not administered to any patient. A multi-dose vial/package will not be reimbursed for pharmaceutical waste; however, a single-dose vial/package may be eligible for reimbursement if the actual dose administered from a single-dose vial is more than the unit of measure represented by the HCPCS code.

For pharmaceutical waste to be eligible for reimbursement, the following criteria must be met:

- The administered dose plus the wasted dose must not exceed the vial/package amount.
- The administered dose must be more than the unit of measure represented by the HCPCS code.
- The drug or biologic package must not be available in a multi-dose form.
- The discarded drug or biologic must not be administered to another patient.
- The discarded drug or biologic must not be due to contamination, expiration, improper storage, improper administration, manufacturer defect, shipping damage or spillage/breakage.

The patient's record must have the following items documented:

- The amount of the drug/biologic administered to the patient along with the date and time it was administered.
- The amount of the drug/biologic discarded along with the reason for the wastage.



Modifier JW

The amount of pharmaceutical waste from a single-dose vial (SDV) should be reported on a separate line with Modifier JW to receive reimbursement.

For example: if 275 milligrams (mg) of a drug is administered, the HCPCS code indicates that 10 mg equals one billing unit. The drug is available in a single-use 150-mg vial. Therefore, the provider would bill 28 units of the HCPCS code on one claim line followed by two units of the HCPCS code with Modifier JW appended on the second claim line.

Or, if 80 mg of a drug is administered, and the HCPCS code indicates that 100 mg equals one billing unit. The drug is available in a single-use 100-mg vial. Therefore, the provider would bill one unit of the HCPCS code on one claim line, and the 20 mg of pharmaceutical wastage would not be billed separately since it would result in overpayment.

Minimizing Wastage

Blue Cross expects the provider to minimize wastage by using the most cost-effective vial/package or combination of vials/packages to deliver a medically appropriate dosage to the member.

For example, if the provider needs to administer 30 units of a drug where 10- and 50-unit, single-dose vials are available, the expectation is for the provider to use three of the 10-unit vials as opposed to one 50-unit vial. The first option would result in no wastage as opposed to the second option having 20 units of wastage.

BEHAVIORAL HEALTH

New Directions Welcomes New Medical Director

New Directions, an independent company that serves as the behavioral health manager for Blue Cross and Blue Shield of Louisiana and HMO Louisiana, Inc., welcomes Dr. Sherrie Sharp as its new medical director.

Dr. Sharp is a board-certified psychiatrist with a specialization in child and adolescent psychiatry. She has clinical experience from a variety of settings including adult and child and adolescent inpatient units, outpatient clinic, alternative school, alternative living setting focusing on attachment and bonding of new mothers and their infants and toddlers, as well as psychiatric crisis units, state hospital and developmental disabilities units.

As New Directions continues to schedule meetings with facilities to review outcome measures and share resources, we will extend the invitation to Dr. Sharp. Please invite your medical director as well.

New Directions' goal in including the medical directors is to enhance our existing collaborative working relationship.

New Directions' experience tells us that this type of engagement on both sides fosters better involvement and higher quality information exchange and decisions.

The meetings will be conducted by Michelle Sims or Debbie Crabtree. Please check your email for your invitation and respond with your available dates/times. You may also request a meeting by emailing LouisianaPR@ndbh.com.

Because we appreciate hearing your perspective as a physician before making any determinations on cases, we also encourage your physicians to take the opportunity to speak to ours during the peer review process.

**For more information, visit
www.NBDH.com**



Surgeon General Says Not Enough Doctors Advise Patients to Quit Smoking

Too few healthcare professionals are giving their patients advice to quit smoking, according to the U.S. surgeon general in the first report on smoking cessation in 30 years.

Per a January article from Steven Ross in *Modern Healthcare*, 44% of adult smokers didn't receive smoking-cessation advice from their clinician over the course of a year, despite 84% reporting they saw a physician or other health professional during that same period.

These stats mirror responses by Blue Cross and Blue Shield of Louisiana members in the 2019 CAHPS membership survey, in which members across almost all lines of business said their providers did not talk to them about tobacco use or cessation.

"Smoking is the No. 1 preventable cause of death, disease and disability in the United States each year," said U.S. Surgeon General Jerome Adams. He went on to wonder out loud why 40% of America's healthcare providers aren't advising their patients who are smokers to quit.

The number of Americans who smoke cigarettes is at an all-time low, but still number approximately 34 million adults. In Louisiana in 2017, according to the CDC, 23.1 percent of adults smoked. Nationally, the rate was 17.1%.

According to *Modern Healthcare*, behavioral counseling and Food and Drug Administration-approved cessation medications have proven to improve patients' success at quitting smoking. Blue Cross members have access to a wide range of either covered benefits or community resources to help them stop using tobacco. As a provider, you can direct your patients to Blue Cross' Stronger Than care management webpage, www.BCBSLA.com/Stronger, where they just click on SMOKING to find out more.

STRONGER THAN

Blue Cross and Blue Shield of Louisiana Condemns Racial Injustice

Blue Cross and Blue Shield of Louisiana joined the Blue Cross and Blue Shield Association, its fellow Blue plans and other Louisiana businesses in speaking against racial injustice and calling for working together toward an equitable, healthier tomorrow.

Like others, Blue Cross and Blue Shield of Louisiana is deeply saddened and disturbed by the unjust killing of George Floyd, Ahmaud Arbery and Breonna Taylor. What we have seen in the past few weeks is a disturbing reminder of our country's long history of unequal treatment of minorities. It is wrong and goes against everything we stand for as a company and as a nation.

We all bear a responsibility to heal the stain of racism, including all of us at Blue Cross.

As a company, we are committed to a workplace that makes diversity and inclusion a priority. To truly achieve our mission "to improve the health and lives of Louisianians," we must check our biases and respect and value people of all backgrounds and cultures.

Diversity and inclusion are at the core of how we interact and operate within our organization and within the communities we serve.

As we battle injustice and now social unrest, alongside a devastating pandemic, we ask all Louisianians to join us in a commitment to becoming our best selves and standing united in making the world a more just, better and healthier place.

Commit to an equitable, healthier tomorrow,
but work together for it today.

LISTEN. LEARN. EDUCATE.
SHOW UP. SPEAK UP.

We are stronger together when we create
the change we want to see.



MEDICAL POLICY UPDATE

We regularly revise and develop medical policies in response to rapidly changing medical technology. Benefit determinations are made based on the medical policy in effect at the time of the provision of services. Please view the following updated and new medical policies, all of which can be found on iLinkBlue at www.BCBSLA.com/ilinkblue, under the "Authorizations" menu option.

Updated Medical Policies

Policy No. Policy Name

Effective April 13, 2020

- 00009 Biventricular Pacemakers (Cardiac Resynchronization Therapy) for the Treatment of Heart Failure
- 00075 Intra-Articular Hyaluronan Injections for Osteoarthritis of the Knee
- 00411 Liver Transplant and Combined Liver-Kidney Transplant
- 00524 Topical Immunomodulators (Elidel®, Protopic®, generics)
- 00542 Exon Skipping Therapies for Duchenne Muscular Dystrophy
- 00631 Sensipar®, generics (cinacalcet)

Effective May 1, 2020

- 00073 Implantable Hormone Pellets
- 00123 Transesophageal Endoscopic Therapies for Gastroesophageal Reflux Disease

Effective May 11, 2020

- 00047 Genetic Testing for BRCA1 or BRCA2 for Hereditary Breast/Ovarian Cancer Syndrome and Other High-Risk Cancers
- 00070 Hyperbaric Oxygen Pressurization (HBO)
- 00170 Immune Globulin Therapy
- 00384 pasireotide Injection (Signifor®, Signifor LAR®)

Effective May 17, 2020

- 00091 Autografts and Allografts in the Treatment of Focal Articular Cartilage Lesions

Effective May 30, 2020

- 00145 Artificial Intervertebral Disc: Lumbar Spine
- 00229 Artificial Intervertebral Disc: Cervical Spine

Effective June 8, 2020

- 00265 denosumab (Prolia®)
- 00406 Transcatheter Aortic Valve Implantation for Aortic Stenosis
- 00506 dichlorphenamide (Keveyis™)
- 00531 penicillamine (Cuprimine®)/trientene (Syprine®), generics
- 00559 ocrelizumab (Ocrevus™)
- 00618 vestronidase alfa-vjbc (Mepsevii™)
- 00642 Select Oral Oncology Drugs
- 00643 Gender Reassignment Surgery

New Medical Policies

Policy No. Policy Name

Effective April 13, 2020

- 00701 Peroral Endoscopic Myotomy for Treatment of Esophageal Achalasia
- 00705 givosiran (Givlaari™)

Effective May 1, 2020

- 00699 Light Therapy for Vitiligo

Effective May 11, 2020

- 00703 luspatercept-aamt (Reblozyl®)
- 00704 Novel Treatments for Sickle Cell Disease (Adakveo®, Oxbryta™)
- 00706 Genetic Testing for Hereditary Pancreatic Cancer

Effective June 8, 2020

- 00702 Immune Cell Function Assay

COVID-19

Blue Cross Reminds Louisianians to Keep Up with Ongoing Care

Don't Let Pandemic Distract from Healthcare

As stay-at-home orders for COVID-19 ease, Blue Cross and Blue Shield of Louisiana is reminding members to keep up with their usual healthcare needs, especially those who are 60 or older or who have a long-term condition like diabetes or high blood pressure.

Blue Cross is giving members the following tips to keep up with their ongoing healthcare needs:

- Reach out to their regular healthcare providers to ask if they offer telehealth visits.
- If they need to be seen in person or need services that can't be performed remotely, such as lab work or testing, ask their healthcare providers about how soon to be seen in person and what is the safest way to do so.
- At in-person appointments, wear a face mask and keep at least six feet away from others. And, check with their provider's office before going in to find out about any social distancing or other requirements, so they are prepared to comply.
- Reschedule any surgical procedures or screenings that they put off because of COVID-19.

- Seek care immediately in an emergency, such as symptoms of a heart attack or stroke, severe abdominal pain, being in an accident or breaking a bone. They should not let fear of COVID-19 keep them from getting treated right away.

Blue Cross medical directors have filmed short videos on the importance of keeping up with care, why you should get care immediately in an emergency, how wearing a mask helps prevent the spread of infectious diseases and more.

The videos are available on the Blue Cross and Blue Shield of Louisiana YouTube page, www.YouTube.com/bluecrossLA, and you are welcome to share them via your own social channels or show them to your patients. Subscribe to know when new videos are added.

You can also connect with Blue Cross on social media for regular updates, and you can share this information with patients as well.

If your patients have questions about what Blue Cross is doing for members during COVID-19, they can visit www.BCBSLA.com/covid19.

Thank you

We want to thank **Louisiana's healthcare providers** who are on the front lines fighting for all of us.

Please know that, like our members,
you can count on us to serve
and support you throughout this crisis.

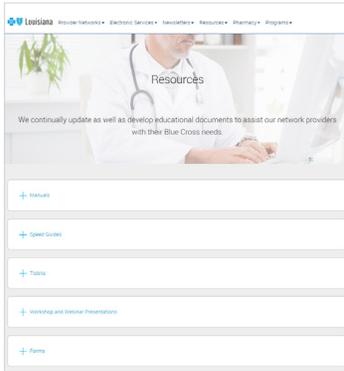


Our Blue Cross family is here to help.

For coverage updates on COVID-19, please visit our website at bcbsla.com.

RESOURCES

Updated Provider Resources Page



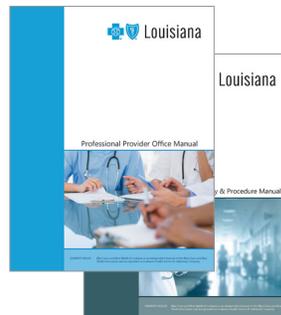
Our Provider Resources page (www.BCBSLA.com/providers) has several updates, including:

- Updated forms for filing Provider Disputes or to request a change to Electronic Funds Transfer (EFT) information
- PDFs of webinar presentations, including our New to Blue presentations, Professional Provider, PCDM and BlueCard presentations

Additionally, the Provider Resources page includes our provider tidbits, network speed guides, updated medical policies and our provider manuals.

Updated Provider Manuals

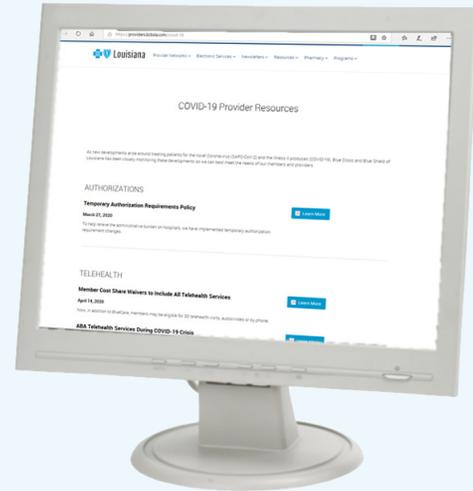
Our manuals are an extension of your member provider agreement and include the information you need as a participant in our networks. We recently updated our provider manuals for 2020 with new information:



- Reimbursement Information
- Billing Guidelines

The *Professional Provider Office Manual*, *Dental Network Office Manual* and *The BlueCard® Program Provider Manual* are all available at www.BCBSLA.com/providers, then click on "Resources." The *Member Provider Policies & Procedure Manual* (facility manual) is available through iLinkBlue only. Go to www.BCBSLA.com/ilinkblue and choose the "Resources" menu option.

COVID-19 Provider Resources Page



Since March 2020, Blue Cross has been making provisions to help our providers as they work tirelessly to treat patients for the novel coronavirus (SARSCoV-2) and the illness it produces (COVID-19).

Visit www.BCBSLA.com/providers, then click the link at the top of the page to get more information on the provisions we have put in place for:

- Authorizations
- Telehealth
- Billing & Coding Guidelines
- Credentialing & Provider Data Management
- Quality Blue

Check this page often, as we are constantly updating it with new information. Blue Cross and Blue Shield of Louisiana continually monitors new developments so we can best meet the needs of our members and providers.

Get Our Newsletter Electronically

To be added to our newsletter mailing list, send us an email to Provider.Communications@bcbsla.com. Put "Newsletter" in the subject line and include the following information in your email:

- Name
- Organization Name and/or Provider Name
- Contact Phone Number

UPCOMING EVENTS

PCDM Webinar

August 5

We are hosting a one-hour webinar designed to educate network professional and facility providers about our credentialing webpage, provider enrollment requirements and credentialing program.

Behavioral Health Webinars

August 18 | ABA

August 19 | Professional

August 20 | Facility

All three days will feature morning sessions at 10 a.m. and afternoon sessions at 2 p.m. Our Behavioral Health Webinars will offer information on a variety of topics, including: credentialing, networks, billing and claims, pharmacy, documentation, referrals, navigating our online services and resources, authorizations and an overview of services offered by New Directions, our partner in the administration of behavioral health services.

Facility Webinars

(these replace the Facility Workshops)

September 22 | 10 a.m.

September 23 | 2 p.m.

In response to the novel coronavirus (COVID-19) national emergency, Blue Cross and Blue Shield of Louisiana will host our annual facility workshops in webinar format. These facility webinars are for providers and their staff who offer services in a practice or group (non-facility setting). Topics will include appeals, authorizations, billing and coding, credentialing, disputing claims, medical documentation, quality programs, resources, telehealth and much more.

Times not listed here will be announced in upcoming newsletters or invitations that will come via email, approximately a month before each event.

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www.BCBSLA.com/providers



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Follow us on Instagram:
[@bcbsla](https://www.instagram.com/bcbsla)



Watch us on YouTube:
[bluecrossla](https://www.youtube.com/bluecrossla)

Be Sure to Register!

Preregistration is required to attend the webinars listed on the left. To request a registration link, simply send an email to Provider.Relations@bcbsla.com. Include the webinar name in the subject line, and in your email include the date and time you plan to attend. Also include your name and a contact number.



Louisiana

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What's New on the Web

www.BCBSLA.com/providers

- **Updated** New and revised forms and medical policies. You may view these under Resources.

Important Contact Information

Authorizations

See member's ID card

BlueCard® Eligibility

1-800-676-BLUE
(1-800-676-2583)

FEP

1-800-272-3029

Fraud & Abuse

1-800-392-9249
fraud@bcbsla.com

iLinkBlue & EDI

1-800-216-BLUE
(1-800-216-2583)
EDIServices@bcbsla.com

PCDM

1-800-716-2299, Opt. 2 Provider
Credentialing, Opt. 3 Data
Management

Customer Care Center

1-800-922-8866

Claims Filing Address

P.O. Box 98029
Baton Rouge, LA 70809

Updating Your Contact Information

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

Network News

Network News is a quarterly newsletter for Blue Cross and Blue Shield of Louisiana network providers. We encourage you to share this newsletter with your staff.

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

View this newsletter online at www.BCBSLA.com/providers > Newsletters.

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 <https://providers.bcbsla.com/ba-resources>.

Get News Electronically

Your correspondence email address allows us to electronically keep you abreast of the latest Blue Cross news and some communications that are sent via email only. Email Provider.Communications@bcbsla.com and please include a contact name, phone number and your provider number.

Please share this newsletter with your insurance and billing staff!