



## Blue Advantage Moves Administrative Services to Vantage Health Plan

### Frequently Asked Questions

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Blue Advantage (HMO) and Blue Advantage (PPO) have partnered with Vantage Health Plan (Vantage) to serve as the primary service administrator for our provider services and member products. Below are frequently asked questions about the transition.

#### General Overview of Blue Advantage

1. What is Blue Advantage?

Blue Advantage is Blue Cross and Blue Shield of Louisiana's Medicare Advantage products and provider networks that are exclusively for Medicare Advantage-eligible customers. Blue Advantage follows the policies and procedures outlined by the Centers for Medicare and Medicaid Services (CMS).

2. What Blue Advantage products are offered to Medicare Advantage-eligible customers?

We offer both Blue Advantage (HMO) and Blue Advantage (PPO) benefit plan options. With these benefit plans, our Blue Advantage members have coverage for a wide array of services including outpatient prescription drug coverage, hospitalization, home care, preventative care services and ambulance transportation.

#### Transition Overview

1. Who is Lumeris?

Since 2016, Lumeris has served as the primary service administrator for Blue Advantage services. Their role as primary service administrator ends on December 31, 2020.

2. Who is Vantage?

Vantage is a Louisiana-based company that will begin serving as the primary service administrator for all Blue Advantage provider services on January 1, 2021.

3. What services will be handled by Lumeris on and after January 1, 2021?

Lumeris will continue to process claims for dates of service prior to January 1, 2021. Services administered in 2019 and 2020 should not be sent to Vantage. Please continue contacting Lumeris with questions for services prior to January 1, 2021.

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Blue Cross and Blue Shield of Louisiana HMO offers Blue Advantage (HMO). Blue Cross and Blue Shield of Louisiana, incorporated as Louisiana Health Service & Indemnity Co., offers Blue Advantage (PPO). Both are independent licensees of the Blue Cross and Blue Shield Association.

Blue Advantage from Blue Cross and Blue Shield of Louisiana HMO is an HMO plan with a Medicare contract. Blue Advantage from Blue Cross and Blue Shield of Louisiana is a PPO plan with a Medicare contract. Enrollment in either Blue Advantage plan depends on contract renewal.

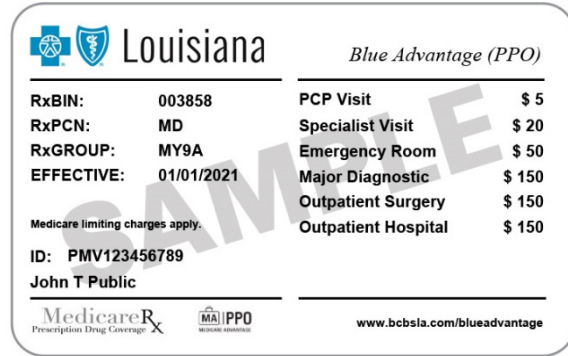


4. What services will be administered by Vantage on and after January 1, 2021?

Vantage will assume all services for dates of services on and after January 1, 2021. This includes housing the new Blue Advantage Provider Portal, issuing authorizations, processing claims for 2021 dates of service, customer services and more. Full details are outlined in this document.

5. Will Blue Advantage member ID cards look the same for 2021?

No. The member ID cards will look different for 2021. Below are samples of the new ID cards.



6. Will Blue Advantage use the same member ID prefixes in 2021?

No. The member ID prefixes will be different in 2021.

	2019-2020	2021
Blue Advantage (HMO)	XUM	MDV
Blue Advantage (PPO)	XUN	PMV

### Electronic Funds Transfer (EFT) & Electronic Remittance Advice (ERA)

1. I am already set up with EFT and ERA services today for Blue Advantage. Is there anything I need to do for 2021?

Beginning January 1, 2021, EFT and ERA services will be handled directly by RedCard Systems (RedCard). Providers already enrolled in both EFT and ERA for Blue Advantage will be automatically uploaded into the RedCard system in preparation for 2021. This upload is schedule for the end of November.

**Important:** We have done outreach to a small number of providers who do not have an email address on file with Blue Advantage. We have asked that they complete the Provider Update Request Form and include an email address in the correspondence address section. If we do not receive an email address by November 1, 2020, then these providers will not be automatically updated to the RedCard system at the end of November. Those not set up automatically must manually register with RedCard.



The Provider Update Request Form is available online at [www.BCBSLA.com/providers](http://www.BCBSLA.com/providers), click on "Resources" and look in the "Forms" section. It is in DocuSign® format and submission is completely electronic.

2. If I am not included in the automatic upload to RedCard at the end of November, how can I manually enroll for EFT and ERA with RedCard?

Providers who were not automatically uploaded to RedCard should complete the EFT/ERA enrollment form and submit it by mail or fax.

mail: RedCard Systems, Attn: EFT/ERA Enrollment  
744 Office Pkwy  
Creve Coeur, MO 63141

fax: 1-314-567-4503

The enrollment form is available online at [www.BCBSLA.com/providers](http://www.BCBSLA.com/providers), then click the "Go to BA Resources" link at the bottom of the page.

3. Today, I am set up for ERA services but not EFT services for Blue Advantage. Is there anything I need to do for 2021?

**Important:** Providers who choose not to enroll in EFT now will no longer receive Blue Advantage ERAs as of January 1, 2021. They will instead receive paper remittance advices only. In order to retain your current ERA process, it is important that you enroll for EFT by November 1, 2020, to ensure there is no disruption in your ERA process when we switch to Vantage.

To get set up for EFT now, please complete the Electronic Funds Transfer Application that is available at [www.BCBSLA.com/providers](http://www.BCBSLA.com/providers), click on "Resources" then choose Forms. It is in DocuSign® format and submission is completely electronic.

On and after November 1, 2020, you must complete the RedCard EFT/ERA enrollment form to get set up for these services for Blue Advantage. The enrollment form is available online at [www.BCBSLA.com/providers](http://www.BCBSLA.com/providers), then click the "Go to BA Resources" link at the bottom of the page.

## Authorizations

1. How should providers submit prior authorization requests for 2021 services?

On and after December 15, 2020, providers may submit prior authorization requests for 2021 through the new Blue Advantage Provider Portal or using one of the new 2021 prior authorization forms. The list of services that will require authorization is available in the 2021 Blue Advantage Quick Reference Guide, which is available online at [www.BCBSLA.com/providers](http://www.BCBSLA.com/providers), then click the "Go to BA Resources" link at the bottom of the page. A copy of the guide was also included with this mailout packet and will be available on the new Blue Advantage Provider Portal.

Prior authorizations for non-medical dental and vision services will continue to be handled by United Concordia Dental and Davis Vision. Contact information for these vendors can be found in the 2021 Blue Advantage Quick Reference Guide.



2. Where can I find the Durable Medical Equipment and Orthotic & Prosthetic List for 2021?

The Durable Medical Equipment and Orthotic & Prosthetic List was retired for 2021. Related services can now be found on the 2021 Blue Advantage Quick Reference Guide. Providers no longer need to access multiple documents for the services that require an authorization.

3. When will Blue Advantage begin accepting prior authorization request for 2021 dates of services and how will request be submitted?

By December 15, 2020, the new Blue Advantage Provider Portal will be available to providers. Through the new portal, providers will be able to electronically request outpatient authorizations for the following services:

- OPMD – a procedure performed in the office setting
- OPFAC – a procedure performed in an outpatient facility setting
- ASU – a procedure performed in an ambulatory surgical setting
- POC – authorization for post op care for surgeries with 90-day global periods

Additionally, there are four new authorization forms for 2021. These forms will be available in the resources section of the new portal. They are also available on the BA Resources Page ([www.BCBSLA.com/providers](http://www.BCBSLA.com/providers), then click on “Go to BA Resources” at the bottom of the page).

- Inpatient Authorization Form
- Outpatient Authorization Form
- Home Health Authorization Form
- Behavioral Health Authorization Form

4. For 2021, will AIM Specialty Health® continue to administer authorizations for select services, such as the cardiology program, high tech imaging, musculoskeletal (MSK) services and the oncology program?

No. Beginning January 1, 2021, all authorizations will be administered by Vantage. Providers can begin requesting authorizations for 2021 services on and after December 15, 2020.

5. For 2021, will New Directions continue to administer authorizations for behavioral health services?

No. Beginning January 1, 2021, all authorizations will be administered by Vantage. Providers can begin requesting authorizations for 2021 services on and after December 15, 2020.



## Pharmacy

1. Who will be the pharmacy benefit manager for Blue Advantage in 2021?

Express Scripts, Inc. will continue to be the Blue Advantage pharmacy benefit manager in 2021.

2. Where can I find the comprehensive list of Part B drugs that require an authorization?

The list of Part B drugs that require an authorization is included on the 2021 Blue Advantage Quick Reference Guide, which is available on the BA Resources Page

([www.BCBSLA.com/providers](http://www.BCBSLA.com/providers), then click on "Go to BA Resources" at the bottom of the page).

3. Where can I find the list of Part D drugs that require an authorization?

The 2021 formulary listing of the Part D drugs that require a prior authorization will be available on the new Blue Advantage Provider Portal beginning December 15, 2020.

## Care Management

1. Will providers be able to refer members to case or disease management programs in 2021?

Beginning December 15, 2020, providers can refer members to the new case and disease management programs administered by Vantage by contacting the Blue Advantage Case Management and Disease Management Departments. Contact information can be found in the 2021 Blue Advantage Quick Reference Guide.

2. Can a member self-refer to a case or disease management program in 2021?

Yes. As a provider, you can instruct Blue Advantage members to contact Blue Advantage Customer Service to enroll in a case or disease management program.

## Blue Advantage Provider Portal

1. Will I still be able to use the Blue Advantage Provider Portal in 2021?

The Blue Advantage Provider Portal that is currently available is administered by Lumeris. That portal will still be available after January 1, 2021; however, it will only give you access to information related to services rendered before January 1.

There will be a new Blue Advantage Provider Portal available to providers on December 15, 2020, that is administered by Vantage. This new portal is where you can access information for January 1, 2021 and after.

2. How do I access the new Blue Advantage Provider Portal?

Until December 15, 2020, providers can access the **old** (existing) Blue Advantage Provider Portal through iLinkBlue ([www.BCBSLA.com/ilinkblue](http://www.BCBSLA.com/ilinkblue)), then click the Blue Advantage link under the "Other Sites" section.

Then, on December 15, 2020, we will update that link to access the **new** Blue Advantage Provider Portal instead. Thereafter, to access the old portal, there will be a link for 2020 services inside the new portal.

3. What are the levels of access to the new Blue Advantage Provider Portal?



There are two levels of security access that a person can have in the new Blue Advantage Provider Portal:

- Group Moderator – the person within the provider organization who is designated to complete the initial group registration and thereafter grants access of the user(s) to the new Blue Advantage Provider Portal. This is most often the person who already serves today as the Blue Advantage Administrative Representative.
- User – the person(s) at the provider organization who has been granted security access by the group moderator and thereafter can self-manage their own portal access only.

4. I am already an Administrative Representative on the existing Blue Advantage Provider Portal. Do I need to register again for the new portal?

Established Administrative Representatives with Blue Advantage were recently preloaded into the new Blue Advantage Provider Portal. They must then complete the registration process and thereafter start the process of getting users at their organization registered for the new portal. Established Administrative Representatives should have received a registration email in late September 2020.

5. When will the new Blue Advantage Provider Portal be available for registration?

On October 1, 2020, the new portal was opened to established Administrative Representatives so that they could register as a Group Moderator on the new portal. They have until the end of 2020 to get all users at their organization registered on the new portal.

6. If a Group Moderator does not receive their registration email or their user agreement email after registration, what should they do?

Please first check your spam or junk mail folder. If you still have not received the appropriate email, you may contact our Provider Relations Department at [provider.relations@bcbsla.com](mailto:provider.relations@bcbsla.com).

7. If a user does not receive their user agreement email after registration, what should they do?

Users should first check their spam folders, if you still have not received the user agreement email please contact your group moderator.

8. Can a person self-register as a Group Moderator or User to request security access to the new Blue Advantage Provider Portal?

Yes. Those who need to be set up as a Group Moderator can create a new registration to gain group level access on the new Blue Advantage Provider Portal by choosing the "Register A New Group" option. These requests require security verification by Vantage.

Part of the role of the Group Moderator is to then identify personnel at their organization who need access to the new Blue Advantage Provider Portal. The Group Moderator can invite users to register for security access to the portal.

Or, users may initiate the request themselves by choosing "Join an Existing Group" on the new Blue Advantage Provider Portal.



# Louisiana

Blue Advantage (HMO) | Blue Advantage (PPO)

9. Can there be more than one Blue Advantage Group Moderator set up on the new Blue Advantage Provider Portal per provider group?

Yes. We recommend that your organization set up more than one Group Moderator, as needed to manage user security access to the portal.

### **Portal Registration Provider Support**

1. Who can Blue Advantage providers contact if they have registration questions about the new Blue Advantage Provider Portal?

Group Moderators and users may contact our Provider Relations Department at [provider.relations@bcbsla.com](mailto:provider.relations@bcbsla.com).