

Blue adVantage Insight Newsletter

December 2024

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LOUISIANA **BLUE**  

Blue adVantage (HMO) | Blue adVantage (PPO)

Provider Resources Online

Blue Advantage released updated versions of its provider manual, multiple forms and other reference guides for use in 2025. We encourage providers to review these documents carefully to understand the changes that will apply for services on and after January 1, 2025.

Available Online

Blue Advantage materials can be found online in two places:

- On the Blue Advantage Provider Portal – log into iLinkBlue (www.lablue.com/ilinkblue) then click on “Blue Advantage” under the “Other Sites” section.
- On our Provider page – visit www.lablue.com/providers and click on “Go to BA Resources” at the bottom of the page.

The following updated documents include a “2025” marker:

Blue Advantage Provider Administrative Manual

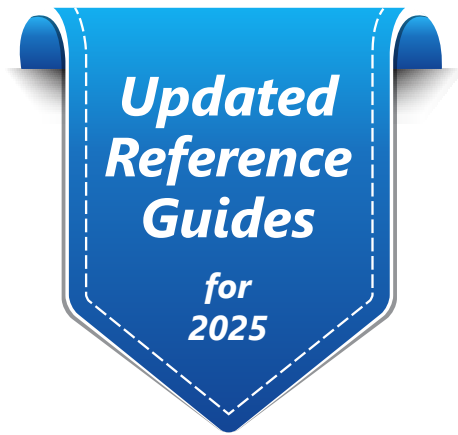
Our provider manual includes contact information, billing guidelines, general policies and more. In the back of the manual there is a Summary of Changes that outlines changes that apply for January 1, 2025, and after.

Blue Advantage Provider Quick Reference Guide

This guide includes updated lists of services that require prior authorization, including Part B drugs.

Updated Blue Advantage Provider Forms

- Inpatient Authorization Request Form
- Outpatient Authorization Request Form
- Behavioral Health Authorization Request Form
- Home Health Authorization Request Form
- Voluntary Refund Explanation Form



Louisiana Blue advantage (HMO) Blue advantage (PPO)	
The purpose of this guide is to help Blue Advantage network providers reach the appropriate areas of service for our Blue Advantage (HMO) and Blue Advantage (PPO) members.	
2025 Provider Quick Reference Guide	
Service	Contact Information
Blue Advantage Customer Service	For inquiries that cannot be addressed through the Blue Advantage Provider Portal, you may contact Blue Advantage Customer Support at: phone: 1-866-508-7145 fax: 1-877-528-5820 email: customerservice@blueadvantagela.com mail: Blue Cross and Blue Shield of Louisiana/HMO Louisiana, Inc. 130 DeSard St, Ste 322 Monroe, LA 71201
Blue Advantage Provider Portal	The Blue Advantage Provider Portal is accessible through iLinkBlue (www.lablue.com/ilinkblue). Click on “Blue Advantage” under the “Other Sites” section. This portal includes member eligibility and benefit verification, as well as claims status options, prior authorization services and more. Portal Registration: Registration for the Blue Advantage Provider Portal requires two separate security access setups. 1. You must first have access to iLinkBlue (www.lablue.com/ilinkblue). Refer to the PIM Team section of this guide for more information. 2. Once logged into iLinkBlue, click the “Blue Advantage” link located in the “Other Sites” section to access the Blue Advantage Provider Portal. You can then self-register for access as a Moderator or a User under an existing Moderator. Technical Support: For technical questions relating to registration or login access to the Blue Advantage Provider Portal: phone: 1-866-508-7145, choose option 3, then option 2
Blue Advantage Provider Directory	For a list of providers in our Blue Advantage network, use Blue Advantage’s Provider Directory. It is located within the Blue Advantage Provider Portal.
<small>10132_2530P1A_C 2896234 8/2024 Blue Cross and Blue Shield of Louisiana is an independent licensee of the Blue Cross Blue Shield Association. © 2024 American Medical Association. All rights reserved.</small>	

Respiratory Illnesses More Common During Holidays

The holiday season is here, which can mean the peak time for respiratory and seasonal illnesses.

“We usually see a spike in colds, flu, COVID-19 and other diseases like strep throat and stomach viruses during the wintertime,” said Louisiana Blue Senior Medical Director Dr. Lawrence Simon. “That’s because cooler weather tends to make people spend more time indoors and participate in larger gatherings to celebrate holidays. These factors create an environment where contagious illnesses can spread easily.”

Encourage your patients to think about protecting themselves and their families from getting sick or spreading illness. That includes being up to date on vaccines and wellness visits. Talk through the latest flu and COVID-19 vaccines with your patients, as well as the new vaccine for RSV. Find out who needs which vaccines, schedule future appointments to get them and discuss risk factors.

The Centers for Disease Control and Prevention (CDC) updated COVID-19 and RSV vaccine clinical considerations. You can find these recommendations, including guidance on potential side effects, at www.cdc.gov/vaccines/hcp/vis/current-vis.html.



Currently, the CDC recommends the RSV vaccine for adults age 60 and older, and the updated COVID-19 vaccine for everyone six months and older. This includes the updated 2024-2025 formula for those that received the vaccination.

Encourage flu shots for your older patients, as well as those with long-term conditions like heart disease, diabetes or asthma.

Blue Advantage covers flu shots and COVID-19 vaccinations/boosters at \$0. If you have questions about vaccine coverage for a patient, contact Customer Service at the number on the member ID card.

How You Can Help Close Gaps in Care for Statin Use in Persons with Diabetes

Statin Use in Persons with Diabetes (SUPD) is a Medicare Part D measure that includes members 40 to 75 years of age who received at least two diabetes medication fills on two separate dates, and at least one statin medication fill in the measure year.


Helpful Hints to Remember:

- Prescribe at least one statin during the measurement year for patients falling into the measure.
- Emphasize the importance of taking medications exactly as prescribed.
- Once you know that your patient can tolerate a statin, prescribe a 90-day supply of the medication.
- Make sure patients know to fill their statin under their pharmacy benefit.
 - Pharmacy claims filled using the patient's insurance are the only way to close the gap in care.
- Educate patients to contact you if they experience adverse effects.
 - If adverse effects include myopathy or rhabdomyolysis, submit the applicable ICD-10 code on a claim to exclude those patients from the measure.
- If patients have experienced adverse effects in the past, consider trying a different statin or reducing the dose or frequency.
 - If reducing the dose or frequency, be sure to write an updated prescription that reflects the change.
- Be aware of exclusion criteria for the measure:
 - Hospice
 - ESRD & Dialysis: I12.0, I13.11, I13.2, N18.5, N18.6, N19, Z91.15, Z99.2
 - Myopathy: G72.0, G72.89, G72.9
 - Rhabdomyolysis: M62.82
 - Pre-diabetes: R73.03, R73.09
 - Liver Cirrhosis: K70.30, K70.31, K71.7, K74.3, K74.4, K74.5, K74.60, K74.69, P78.81
 - PCOS: E28.2
 - Pregnancy, lactation or infertility: Please call Clinical Pharmacy Services toll-free at 1-844-657-7825 (TTY 711) Monday – Friday from 8 a.m. to 5 p.m. for qualifying ICD-10 codes.




Discuss Your Blue Advantage Status with Members During Open Enrollment



Medicare's Annual Enrollment Period ran through December 7 for anyone on Medicare to enroll in plans or make changes, with coverage starting on January 1, 2025. With that in mind, you may see new Medicare enrollees at your practice. We updated our Blue Advantage ID Cards for 2025:

LOUISIANA BLUE  *Blue adVantage (HMO)*


		*QMB/QMB+	*Non-QMB
RxBIN:	003858		
RxPCN:	MD	Part B Deductible	\$ 0 \$ 198
RxGROUP:	2GCA	PCP	\$ 0 \$ 10
EFFECTIVE:	01/01/1900	Specialist	0% 20%
ISSUER:	(80840)	Emergency Room	\$ 0 \$ 90
	9151014609	Outpatient Surgery	0% 20%

ID: MDV987600000 www.bcbsla.com/blueadvantage

John T Public 

 Prescription Drug Coverage 


* Provider must check member's current Medicaid status. See back of card.



LOUISIANA BLUE  *Blue adVantage (PPO)*

RxBIN:	003858		
RxPCN:	MD	PCP Visit	\$ X
RxGROUP:	MY9A	Specialist Visit	\$ XX
EFFECTIVE:	01/01/2024	Emergency Room	\$ XX
ISSUER:	(80840)	Major Diagnostic	\$ XXX
	9151014609	Outpatient Surgery	\$ XXX
		Outpatient Hospital	\$ XXX

Medicare limiting charges apply.

ID: PMV987600000 www.bcbsla.com/blueadvantage

John T Public 

 Prescription Drug Coverage 

For 2025, Louisiana Blue offers the Medicare Advantage plans Blue adVantage (HMO-POS), Blue adVantage (HMO-POS D-SNP) and Blue adVantage (PPO) to individuals across the state. Plus, we offer Group Medicare Advantage plans for employers. The HMO-POS plans allow out-of-network care in certain instances, while the D-SNP plan is for those eligible for both Medicare and Medicaid with cost-sharing assistance.

The most important factor in how members choose a Medicare plan is by seeing which providers are in the network. As a reminder, you can always let your Medicare patients know if you anticipate any changes in your Blue Advantage participation.

"At Louisiana Blue, we pride ourselves on offering Medicare Made the Louisiana Way, with plans available in all 64 parishes of the state," said Sheldon Faulk, senior vice president and chief operating officer of Government Business at Louisiana Blue. "Our 2025 plans have options to fit every budget, while also providing a range of benefits designed to keep our members healthy. We have increased the amount for the \$0 monthly premium Part B Giveback plan because we know that it's important to those beneficiaries to get money back in their Social Security checks. For those who qualify for both Medicare and Medicaid with cost-sharing assistance, we have a Dual Eligible plan that now includes no-cost fitness benefits, plus a monthly allowance for utility services."

If you or your Medicare patients want more information about Blue Advantage, visit www.lablue.com/blueadvantage.

Advanced Beneficiary Notices

Advanced Beneficiary Notices (ABNs) cannot be used for Medicare Advantage plans like Blue Advantage HMO and PPO plans. To hold members financially liable for non-covered services not clearly excluded in the member's Evidence of Coverage (EOC), Blue Advantage providers should be aware of the following:

- If the provider knows, or has a reason to know that a service may not be covered, request a prior authorization from Blue Advantage.
- If the coverage request is denied, an Integrated Denial Notice (IDN) will be issued to the member and requesting provider.
- If the member desires to receive the denied services after the IDN is issued, the provider may collect from the member for the specific services outlined in the IDN after services are rendered.

Proper Submission of Provider IDs and Incident-to Billing

Some important reminders when billing Blue Advantage 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 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.

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 Blue Advantage before referring a member to an out-of-network provider.

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

Medical Policy Update

We 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 review the following medical policies, all of which can be found on our Blue Advantage Resource Page at www.lablue.com/providers, click "Go to BA Resources" at the bottom of the screen, and then the "New/Revised Medicare Advantage Medical Policies" tab.

New Medical Policies – Effective January 1, 2025

<u>Policy No.</u>	<u>Policy Name</u>
MNG-012	Lower Esophageal Magnetic Sphincter Augmentation
MNG-029	Sacroiliac Joint Injections and Procedures
MNG-030	Duplex Scanning
MNG-031	Extracorporeal Shock Wave Therapy (ESWT)
MNG-032	elapegademase-lvlr (Revcovi™)
MNG-033	ecallantide (Kalbitor®)
MNG-034	emapalumab-lzsg (Gamifant™)
MNG-035	sutimlimab-jome (Enjaymo™)
MNG-036	plasminogen, human-tvmh (Ryplazim®)
MNG-037	olipudase alfa-rpcp (Xenpозyme®)
MNG-038	velmanase alfa-tycv (Lamzedo®)
MNG-039	afamelanotide (Scenesse®)
MNG-040	C1 Esterase Inhibitor (Berinert®)
MNG-041	anifrolumab (Saphnelo™)
MNG-042	nadofaragene firadenovec-vncg (Adstiladrin®)
MNG-044	alemtuzumab (Lemtrada®)
MNG-045	beremagene geperpavec-svdt (Vyjuvek™)
MNG-046	belimumab (Benlysta®)
MNG-047	denosumab (Xgeva®)
MNG-048	sebelipase alfa (Kanuma™)
MNG-049	ocrelizumab (Ocrevus™)
MNG-050	vestronidase alfa-vjbc (Mepsevii™)
MNG-051	naxitamab (Danyelza®)
MNG-052	bezlotoxumab (Zinplava™)
MNG-053	natalizumab (Tysabri®)
MNG-054	ublituximab (Briumvi™)
MNG-055	Lanreotide Products
MNG-056	Select Hemophilia Products
MNG-057	Select Hemophilia B Products
MNG-067	Select Injectable risperidone Products
MNG-068	Enzyme Replacement Therapy for Fabry Disease

Revised Medical Policies – Effective January 1, 2025

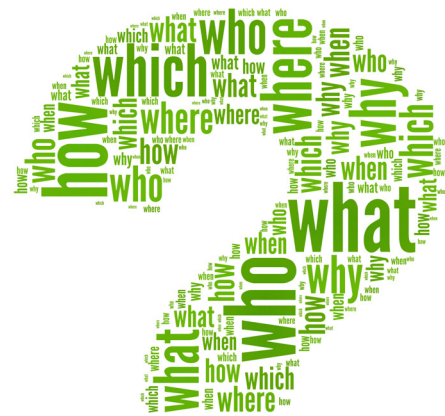
<u>Policy No.</u>	<u>Policy Name</u>
MNG-001	General Clinical Guidelines
MNG-002	Inpatient Coverage Guidelines
MNG-003	Skilled Nursing Facility Services
MNG-004	Inpatient Rehabilitation Facility Services
MNG-005	Long Term Care Hospitals



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@lablue.com.



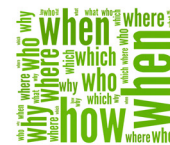
Looking For Blue Advantage Resources?

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.lablue.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.lablue.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.lablue.com/providers > Resources > Forms.

View this newsletter online at www.lablue.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.lablue.com/ilinkblue > Blue Advantage

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

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.lablue.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.lablue.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@lablue.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.lablue.com/ilinkblue > Blue Advantage).**