

Blue Advantage Insight Newsletter

June 2019

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Louisiana

Blue Advantage (HMO) | Blue Advantage (PPO)

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Blue Advantage from HMO Louisiana, Inc. 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. HMO Louisiana, Inc. 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.

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

New Directions is an independent company that serves as the behavioral health manager for Blue Cross and Blue Shield of Louisiana and HMO Louisiana.

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Authorization Required for FFR-CT Procedures

FFR-CT CPT® codes included as part of this new prior authorization requirement are:

- 0501T
- 0502T
- 0503T
- 0504T

**Authorization penalties or services that deny for no authorization are not billable to the member.*

Blue Advantage will require prior authorization for Fractional Flow Reserve using CT (FFR-CT) procedures. Effective for dates of service on and after June 15, 2019, FFR-CT procedures performed **without** a prior authorization are subject to penalties.* This change applies to Blue Advantage (HMO) and Blue Advantage (PPO) providers.

Our high-tech radiology program is administered by AIM Specialty Health® (AIM), which reviews non-emergent imaging services for clinical appropriateness, decision support and medical necessity.

To view the medical criteria for these services, go to www.aimspecialtyhealth.com, then click the "Download Now" button. Choose "Cardiology" to view the "AIM Clinical Appropriateness Guidelines for Advanced Imaging of the Heart" guidelines.

To request prior authorization, please access the AIM **ProviderPortal**_{SM} through iLinkBlue (www.BCBSLA.com/ilinkblue) under the "Authorizations" menu option. You may also contact AIM directly at 1-866-455-8416.

Updated Provider Quick Reference Guide

The *Blue Advantage Provider Quick Reference Guide* has been updated for 2019. This guide offers providers and their staff quick access to the following information:

- Contact information for specific services
- Prior authorization/notification list for services
- Drug prior authorization list

The guide can be found on the Blue Advantage Provider Portal, which can be accessed through iLinkBlue (www.BCBSLA.com/ilinkblue).

Once on iLinkBlue, click "Blue Advantage" under the Other Sites section. This will direct you to the Blue Advantage Provider Portal, then click on "Provider Quick Reference Guide" under the 2019 Guides & Resources section.

Utilization Management (UM) Program Expanded as of March 1, 2019

Before March 1, 2019, Blue Advantage required prior authorization for radiation therapy and high-tech radiology services. We expanded the UM program to include musculoskeletal (MSK) and cardiology services. The purpose of this expansion is to improve the quality of care, align clinical needs to appropriate MSK and cardiology services, and avoid unnecessary non-emergent services for all Blue Advantage members.



MSK services included:

Interventional Spine Pain Management: (outpatient only)

- Epidural steroid injections
- Facet injections
- Spinal cord stimulators
- Radiofrequency ablation

Joint Surgery:

- Joint replacement (hip, knee & shoulder)
- Arthroscopy and open procedures (shoulder & knee)
- Hip arthroscopy
- Meniscal allograft transplantation of the knee
- Treatment of osteochondral defects

Spine Surgery: *Cervical, thoracic, lumbar and sacral (including all concurrent spinal procedures and all associated revision surgeries):*

- Bone grafts
- Bone growth simulators
- Cervical/lumbar spinal fusions
- Cervical/lumbar spinal laminectomies
- Cervical/lumbar spinal discectomies
- Cervical/lumbar spinal disc arthroplasty (replacement)
- Spinal deformity (scoliosis/kyphosis)
- Vertebroplasty/kyphoplasty

Cardiology services included:

Diagnostic:

- Echocardiography
- Coronary angiography/cardiac catheterization (Note: Coronary angiography/cardiac catheterization for management of acute coronary syndrome is excluded from this program)
- Arterial ultrasound

Interventional Services:

- Percutaneous coronary interventions (PCIs) such as coronary stents and balloon angioplasty

A
list of services for
the Radiation Therapy and High-
tech Radiology programs are available
in the *Blue Advantage Quick Reference Guide*.
See Page 3 for details on this guide.

Who Administers the Blue Advantage UM Programs?

AIM Specialty Health:

Administers medical necessity reviews for **office and outpatient** cardiology and **outpatient** MSK services based on Blue Advantage and AIM appropriate-use criteria.

Blue Advantage:

Administers medical necessity reviews for **inpatient** MSK services based on Blue Advantage and Lumeris appropriate-use criteria.

How to request a prior authorization?

AIM Specialty Health:

Access the AIM **ProviderPortal**_{SM} through iLinkBlue (www.BCBSLA.com/ilinkblue) under the "Authorizations" menu option, or by calling AIM directly at 1-866-455-8416.

Blue Advantage:

Fax requests with all supporting clinical information to 1-877-528-5816, or call Blue Advantage Medical Management at 1-866-508-7145. Please allow up to 14 days for a determination.

Where to find appropriate-use criteria?

AIM Specialty Health:

AIM Clinical Appropriateness Guidelines for the cardiology program are online at www.aimspecialtyhealth.com, then click on "Download Now," and then "Cardiology."

AIM Clinical Appropriateness Guidelines for the MSK program are online at www.aimspecialtyhealth.com, then click on "Download Now," and then "Musculoskeletal."

Blue Advantage:

Lumeris medical necessity criteria are online on the Blue Advantage Provider Portal. Click "Medical Necessity Criteria" to access the CMS-criteria search links. The Blue Advantage Provider Portal is available through iLinkBlue, (www.BCBSLA.com/ilinkblue.)

Services that do not clearly meet criteria will be reviewed by board-certified-like specialists. We strongly recommend you obtain a prior authorization for these non-urgent services. Services that do not meet criteria will be denied and are not billable to the Blue Advantage member.

Cardiology and MSK Code Listings

Services Included in the Blue Advantage UM Cardiology and MSK programs

Below are code listings for the cardiology and MSK programs. Please review and make note of the codes that pertain to your practice. Please share these with those at your organization who handle authorizations.

Cardiology:



92920	92943	93308	93316	93455	93460	93923	93931
92924	93303	93312	93317	93456	93461	93924	93978
92928	93304	93313	93350	93457	93880	93925	93978
92933	93306	93314	93351	93458	93882	93926	
92937	93307	93315	93454	93459	93922	93930	

Outpatient Interventional Pain Management:



27096	62280	62320	62323	63663	63688	64483	64491	64494	64520	64635	0216T
62263	62281	62321	63650	63664	64479	64484	64492	64495	64633	64636	0228T
62264	62282	62322	63655	63685	64480	64490	64493	64510	64634	0213T	0230T

Joint Surgery:



23105	23420	23465	27335	27416	29807	29825	29863	29875	29883	29914
23107	23430	23466	27403	27427	29819	29826	29866	29876	29884	29915
23120	23440	23700	27405	27428	29820	29827	29867	29877	29885	29916
23130	23450	27331	27407	27429	29821	29828	29868	29879	29886	G0289
23410	23455	27332	27409	28446	29822	29860	29870	29880	29887	J7330
23412	23460	27333	27412	29805	29823	29861	29873	29881	29888	S2112
23415	23462	27334	27415	29806	29824	29862	29874	29882	29889	

Spine Surgery:



22510	22513
22511	22514
22512	22515





Medicare Advantage (MA) PPO Network Sharing

All Blue Plans that offer a MA PPO Plan participate in reciprocal network sharing. This allows Blue MA PPO members to obtain in-network benefits in the service area of any other Blue MA PPO Plan as long as the member sees a contracted MA PPO provider.

Participating providers:

provide the same access to care for Blue MA PPO members as you do for our members. Services will be reimbursed in accordance with your BCBSLA MA PPO allowable charges. The Blue MA PPO member's in-network benefits will apply.

Non-participating providers:

that accept Medicare and see Blue MA PPO members, will be reimbursed for covered services at the Medicare allowed amount based on where the services were rendered and under the member's out-of-network benefits. For urgent or emergent care, you will be reimbursed at the member's in-network benefit level.

Practice closed to new members:

do not have to provide care for Blue MA PPO out-of-area members. The same contractual arrangements apply to these out-of-area network sharing members.



Fraud, Waste and Abuse Trends

Blue Cross and Blue Shield of Louisiana has noticed a developing trend in providers contracting with third-parties to participate in the entity's marketing of pharmaceuticals, diabetic supplies and durable medical equipment (DME) as a referring provider. When a physician's only contact with the member is a brief phone conversation, often with the third-party, our concern becomes the nature of the provider-patient relationship. Particularly if the provider, third-party or both are being paid a fee to conduct these calls, sales and production. This gap in communication could result in members receiving unnecessary or contraindicating medication or supplies that their primary care provider is not aware of due to the lack of care coordination.

Though this trend has not substantially impacted our Blue Advantage line of business yet, all providers should be made aware, to protect our Blue Advantage beneficiaries and avoid inappropriate treatments. We are currently reviewing these matters.

Provider Pay Disputes

If a provider disagrees with the amount that has been paid on a Blue Advantage claim, they may send a written pay dispute to Blue Cross and Blue Shield of Louisiana/HMO Louisiana, Inc., Provider Disputes, P.O. Box 7003, Troy, MI 48007. Your request should outline the basis for the dispute and should include documents supporting your position.



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.

Blue Advantage Enhanced Encounters

The Enhanced Encounter program reimburses primary care providers (PCPs) for completing an assessment form on Blue Advantage members with complex chronic conditions. This allows us to conduct a comprehensive review of the member's condition to ensure we accurately and fairly predict the health cost expenditures associated with these conditions. It also helps to close gaps in care such as scheduling a colonoscopy or ordering an HbA1c test, if necessary.

This information is utilized in the risk adjustment reporting to the Centers of Medicare & Medicaid Services (CMS). The program and assessment form are accessible through the Accountable Delivery System Platform (ADSP) and can be submitted on 100% of your Blue Advantage population.

All Blue Advantage PCP providers are eligible for Enhanced Encounter payments.

Payment:

\$250: Received per completed form



For questions concerning Enhanced Encounter, contact Provider Relations at provider.relations@bcbsla.com.

Providers are eligible for one Enhanced Encounter payment per member per calendar year.

Electronic Payment and Remittance

Blue Advantage is capable of sending an electronic funds transfer (EFT) for payment of services and an electronic remittance advice (ERA). If you currently have EFT set up for Blue Cross commercial networks, then you are already set up with Blue Advantage to receive EFT. If not, you will need to register for EFT. Please go to the Blue Advantage Provider Portal (www.BCBSLA.com/ilinkblue > Blue Advantage > Electronic Payment & Remit), complete the EFT Enrollment Form and follow the directions as outlined.

If you receive the ERA (835), you will not receive an additional paper copy. If not, paper remits are generated and mailed weekly to the correspondence address that is on file with Blue Cross. Paper copies are not available on the Blue Advantage Provider Portal.

For enrollment in our ERA (835), please contact the Change Healthcare Customer Service department:

phone: 1-877-363-3666

website: www.emdeon.com

For additional features such as the ability to download a hardcopy remittance notice (may require a fee), see the Change Healthcare website.

Blue Advantage Claims Resolution Process

If you suspect that your Blue Advantage claim has not been properly processed, contact Blue Advantage Customer Service at 1-866-508-7145 and follow the below steps:

- Request a review for correct processing
- Be specific and detailed
- Allow 10-15 working days for first request
- Check Blue Advantage portal for a claims resolution

- Request a second review for correct processing
- Allow 10-15 working days for second request

If your issue is unresolved after two requests to Blue Advantage Customer Service, you may email an overview of the issue along with documentation of the requests to our Provider Relations mailbox at provider.relations@bcbsla.com.



2019 Holiday Schedule for AIM and New Directions

- Thursday, July 4 - Independence Day
- Monday, September 2 - Labor Day
- Thursday, November 28 - Thanksgiving Day
- Friday, November 29 - Day after Thanksgiving
- Wednesday, December 25 - Christmas Day

Can a Blue Advantage Member be Under 65 Years Old?

Yes. Members under the age of 65 who qualify for traditional Medicare benefits are eligible to enroll in our Blue Advantage networks. These members have a disability status that qualifies them for Medicare coverage according to the Social Security Administration. Qualifying statuses include, but are not limited to, end-stage Renal Disease and Amyotrophic Lateral Sclerosis.

Earn Free Continuing Medical Education Credits

We offer FREE continuing medical education (CME) credits that you can earn directly through the Washington University CME portal.

To Access the Washington University CME Portal and course listing:

1. Go to cmeonline.wustl.edu/bcbsl
2. Click "New Account"
3. Enter registration information
4. Click "Sign Up"

Who Do I Contact if I Have Questions?

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

For questions about Accountable Delivery System Platform (ADSP) training, accessing panel reports, financial incentive reports or care gap and RAF scores, contact provider.relations@bcbsla.com.

If you are a Quality Blue Primary Care (QBPC) or Quality Blue Value Partnership (QBVP) partner, our Quality Blue teams are accountable for engaging with your practice/entity to share Blue Advantage quality performance updates.

For non QBPC and QBVP questions specific to the Blue Advantage quality program, you may contact your Provider Relations Representative or send an email to provider.relations@bcbsla.com. If you are unsure of who your Provider Relations representative is, visit www.BCBSLA.com/providers >Provider Networks >Provider Support.



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

- Accountable Delivery System Platform (requires additional login), which includes:
 - Member Eligibility
 - Member ID Card
 - Claims Inquiry
 - Authorization Inquiry
- Forms
- Help Documents
- Claims
- Helpful Links
- Updated Manual
- Updated Quick Reference Guide

Important Contact Information

Authorizations (including Case and Medical Management)

1-866-508-7145, option 4, option 4

Behavioral Health

1-877-250-9167 (for customer service and non-facility authorizations)

Blue Advantage Customer Service

1-866-508-7145

customerservice@blueadvantage.bcbsla.com

Blue Advantage Provider Portal

1-866-397-2812

Provider Credentialing & Data Management

1-800-716-2299, option 3

network.administration@bcbsla.com

Population Health Managers

accountablecareteam@blueadvantage.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).