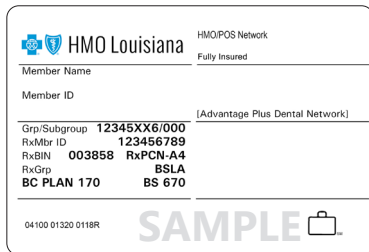




This guide will help you quickly locate key information about HMO Louisiana, Inc. This network is offered statewide. Please refer HMO Louisiana members to providers within the network so they receive the highest level of benefits. **NOTE: Benefit plans in this network vary. Please verify member benefits before rendering services.**

Additional information is available in the *Professional Provider Office Manual*, which is available online at www.BCBSLA.com/providers > Resources.

HMO Louisiana Member ID Card



The main identifier for HMO Louisiana members is the HMO Louisiana logo in the top left corner of the member ID card. Cards also indicate the product type as either an HMO Plan or POS Plan. Fully-insured HMO Louisiana members must select a primary care provider.

Health Maintenance Organization (HMO) members are limited to the HMO Louisiana network for services and have no benefits for services provided by out-of-network providers without obtaining prior approval.

Point of Service (POS) allows members to choose each time they need care—at the point of service—whether to use a network provider or go out-of-network.

Submitting Claims

Electronically:

- iLinkBlue (CMS-1500 only)
- Clearinghouses

Hardcopy:

HMO Louisiana
P.O. Box 98029
Baton Rouge, LA 70898-9029

Provider Responsibilities

1. Collect only the copayment, coinsurance and/or deductible amount for covered services.
2. Obtain prior authorization for any services requiring authorization (listed on this guide).
3. Accept the HMO Louisiana allowable charge plus the member's applicable deductible, coinsurance and/or copayment as payment in full for covered services.
4. To refer HMO Louisiana members to HMO Louisiana providers use our online provider directory at www.BCBSLA.com > Find a Doctor or Drug. Enter the member's prefix found on the member ID card or select the "HMO Louisiana HMO/POS" option.
5. File claims for all HMO Louisiana patients.

Physician Services

Different copayment amounts apply to primary care providers (PCPs), specialists, urgent care clinics and hospital stays.

The following HMO Louisiana network provider types should collect the PCP copayment:

- Physicians (*family or general practice, geriatric, internal medicine & pediatric*)
- Chiropractors
- Optometrists
- Retail Health Clinics
- Physician Assistants
- Nurse Practitioners

Please refer to the **HMO Louisiana, Inc. Preferred Reference Lab Guide** for information about this network's lab program.

Office Copayments

Only one copayment should be collected per office visit. An office copayment may apply to the following services when rendered in a provider's office or clinic:

- Office visit charges & consultations
- X-rays
- Laboratory tests & machine tests
- Injections, allergy serums, vials of allergy medications
- Radiation treatments
- Surgical procedures

The office copayment does not cover allergy testing, prescription drugs, well-baby care, routine physical exams, high-tech imaging or medical/surgical supplies.

PCP Office Responsibilities

Provide 24-hour access to medical care for members via call coverage with another provider as well as answering service or pager access to the PCP. It is the PCP's responsibility to ensure that the covering provider accepts the HMO Louisiana allowable charge as payment in full for covered services.

Maternity Admissions

Maternity admissions to in-network facilities (or out-of-network facilities if the member has out-of-network benefits that could be reduced if services are at an out-of-network facility) do not require authorization if the inpatient stay is 48 hours or less for vaginal delivery and 96 hours or less for caesarean section delivery.

Services That Require Prior Authorization

The following services may require HMO Louisiana approval. This list may vary for self-funded groups.

- Air Ambulance – Non-emergency (no benefit without prior authorization)
- Applied Behavior Analysis**
- Arterial Ultrasound*
- Arthroscopy and Open Procedures (shoulder & knee)*
- Bone Growth Stimulator
- Cardiac Rehabilitation
- Cellular Immunotherapy
- Compound Drugs greater than \$250
- Coronary Arteriography*
- CT Scans*
- Day Rehabilitation Programs
- Durable Medical Equipment (greater than \$300)
- Electric & Custom Wheelchairs
- Gene Therapy
- Genetic Testing
- Hip Arthroscopy*
- Home Health Care
- Hospice
- Hyperbarics
- Implantable Medical Devices over \$2,000 (including but not limited to defibrillators)
- Infusion Therapy – includes home and facility administration (exception: physician's office, unless the drug to be infused may require authorization)
- Inpatient Hospital Services (except routine maternity stays)**
- Insulin Pumps (initial, replacement, supplies & accessories)
- Intensive Outpatient Programs**
- Interventional Spine Pain Management*
- Joint Replacement (hip, knee & shoulder)*
- Low-protein Food Products
- Meniscal Allograft Transplantation of the Knee*
- MRI/MRA*
- Nuclear Cardiology*
- Oral Surgery (not required when performed in a physician's office)
- Orthotic Devices greater than \$300
- Partial Hospitalization Programs**
- Percutaneous Coronary Interventions such as Coronary Stents and Balloon Angioplasty*
- PET Scans*
- Certain Prescription Drugs – the complete list of drugs requiring an authorization is available online at www.BCBSLA.com/providers >Pharmacy
- Private Duty Nursing
- Prosthetic Appliances
- Pulmonary Rehabilitation
- Radiation Therapy for Oncology*
- Residential Treatment Centers
- Resting Transthoracic Echocardiography*
- Sleep Studies, except for those performed as a home sleep study
- Spine Surgery*
- Stress Echocardiography*
- Surgical Treatment of Erectile Dysfunction (including penile implants) (if benefits available)
- Temporomandibular Joint Syndrome (TMJ) Surgical Treatment
- Transesophageal Echocardiography*
- Transplant Evaluation & Transplants
- Treatment of Osteochondral Defects*
- Vacuum Assisted Wound Closure Therapy

To Request Prior Authorization

Please use the authorizations tools that are available on iLinkBlue (www.BCBSLA.com/ilinkblue). They are located under the "Authorizations" menu option. You may also call the authorization number(s) on the member ID card.

* High-tech imaging & utilization management program services are authorized through the AIM **ProviderPortal**_{SM} by clicking the "AIM Specialty Health Authorizations" link.

** Behavioral health services are authorized through the New Directions WebPass Portal by clicking the "Behavioral Health Authorizations" link.

Penalties may apply for failure to obtain prior authorization. Full details are in our provider manuals, available at www.BCBSLA.com/providers, then click on "Resources."

Behavioral Health Claims & Authorizations

Claims should be submitted to Blue Cross and Blue Shield of Louisiana for processing. For behavioral health services requiring an authorization, Blue Cross has partnered with New Directions to manage the authorization process. Request authorization using the Behavioral Health Authorizations tool, available under the "Authorizations" section of iLinkBlue, or call New Directions at 1-800-991-5638.

Additional information on authorizations, claims and member benefits can be found in the *Behavioral Health Speed Guide*, available at www.BCBSLA.com/providers >Resources.

ilinkBlue

Use iLinkBlue, our secure, online self-service provider tool, to directly access:

- Eligibility & Benefits
- Allowable Charges
- Claims Research
- Authorizations
- Payment Information
- Medical Policies
- Manuals
- APTC grace Period Information
- And more

For information on accessing iLinkBlue, go to www.BCBSLA.com/providers >Electronic Services.

www.BCBSLA.com/ilinkblue

Find a full list of provider support contacts online at www.BCBSLA.com >Provider Networks >Provider Support.