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# Blue Cross and Blue Shield of Louisiana Professional Provider Office Manual

This manual is designed to provide information you will need as a participant in a Louisiana Blue provider network—it is an extension of your agreement(s).

To use this manual, first familiarize yourself with the Quick Reference Guide, Table of Contents, Definitions section and Summary of Changes section.

Periodically, we send newsletters and informational notices to providers. Please keep such information and a copy of your respective provider agreement(s) along with this manual for your reference. Updated office manuals and provider newsletters may be found on the Provider page of our website ([www.lablue.com/providers](http://www.lablue.com/providers) > Resources).

If you have questions about the information in this manual or your participation as a network provider, please email [provider.contracting@lablue.com](mailto:provider.contracting@lablue.com).



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*CDT Only© American Dental Association*

*Carelon Medical Benefits Management (Carelon) is an independent company that serves as an authorization manager for Blue Cross and Blue Shield of Louisiana and HMO Louisiana, Inc.*

*Lucet is an independent company that serves as the behavioral health manager for Blue Cross and Blue Shield of Louisiana and HMO Louisiana, Inc.*

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This manual is provided for informational purposes only and is an extension of your Professional Provider Agreement. You should always directly verify member benefits prior to performing services. Every effort has been made to print accurate, current information. Errors or omissions, if any, are inadvertent. The Member Contract/Certificate contains information on benefits, limitations and exclusions, and managed care benefit requirements. It also may limit the number of days, visits or dollar amounts to be reimbursed.

**As stated in your agreement:** This manual is intended to set forth in detail Louisiana Blue policies. Louisiana Blue retains the right to add to, delete from and otherwise modify the *Professional Provider Office Manual* as needed. The *Professional Provider Office Manual* and other information and materials provided by Louisiana Blue are proprietary and confidential and may constitute trade secrets.

## Quick Reference Guide

This reference guide contains the contact information for the services listed within this manual. Please refer to this guide as needed when reading this manual.

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| <b>Appeals</b> | <p>Please mail appeals to the appropriate address:</p> <p><b>Standard Administrative Appeal</b><br/><u>Medical Benefits:</u></p> <p>Louisiana Blue Appeals and Grievance<br/>P.O. Box 98045<br/>Baton Rouge, LA 70898-9045</p> <p><u>Pediatric Dental Care Benefits:</u> (applicable to non-grandfathered individual and small group only)</p> <p>Louisiana Blue<br/>Dental Customer Service<br/>P.O. Box 69420<br/>Harrisburg, PA 17106-9420</p> <p><u>Pediatric Vision Care Benefits:</u> (applicable to non-grandfathered individual and small group only)</p> <p>Louisiana Blue<br/>c/o Davis Vision<br/>P.O. Box 791<br/>Latham, NY 12110</p> <p><b>Standard Medical Appeal</b> (if it is an expedited medical appeal, please include Attn: Expedited Medical Appeal)</p> <p>Louisiana Blue Medical Appeals<br/>P.O. Box 98022<br/>Baton Rouge, LA 70898-9022<br/>Fax: (225) 298-1837</p> |
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| <p><b>Appeals (continued)</b></p> | <p><b>Behavioral Health Medical Necessity Appeal</b> (send first-level appeals directly to Lucet)</p> <p>Lucet<br/> ATTN: Appeals Coordinator<br/> P.O. Box 6729<br/> Leawood, KS 66206<br/> Fax: 1-816-237-2382</p>   |
| <p><b>Authorizations</b></p>      | <p>To request prior authorization for services, providers are required to use our authorizations applications that are available on iLinkBlue (<a href="http://www.lablue.com/ilinkblue">www.lablue.com/ilinkblue</a>). Louisiana Blue requires providers to submit prior authorization requests, including new requests and extensions, through our online BCBSLA Authorizations application. Exceptions include transplants, dental services covered under medical and most out-of-state services.</p> <p><u>Behavioral Health</u></p> <p>Use the Behavioral Health Authorizations application for inpatient and outpatient behavioral health services that require an authorization. This is Lucet’s WebPass Portal.</p> <p><u>Utilization Management Programs</u></p> <p>Use the Carelon application for our high-tech imaging, cardiology, genetic testing, musculoskeletal (MSK), radiation oncology and sleep management programs. This is the Carelon MBM Provider Portal.</p> <p><u>Authorization Phone Numbers</u></p> <p><u>Louisiana Blue Authorizations Department:</u><br/> <b>Phone:</b> 1-800-523-6435 / <b>fax:</b> 1-800-586-2299</p> <p><u>For behavioral health services:</u><br/> <b>Lucet:</b> 1-800-991-5638</p> <p><u>For our Utilization Management programs:</u><br/> <b>Carelon:</b> 1-866-455-8416</p> <p><u>Drug</u></p> <p>To request prior authorization for a drug, use the Drug Authorization Form, available online at <a href="http://www.lablue.com/providers">www.lablue.com/providers</a> &gt;Pharmacy. A sample of this form is provided in Appendix II Forms at the end of this manual.</p> <p>You may also call:</p> <p>For Pharmacy Benefit Drug Authorizations:</p> <ul style="list-style-type: none"> <li>Express Scripts, Inc. at 1-800-842-2015</li> </ul> |

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| <p><b>Authorizations (continued)</b></p> | <p>For Medical Benefit Drug Authorizations:</p> <ul style="list-style-type: none"> <li>Targeted Medications – Express Scripts, Inc./Care Continuum at 1-800-842-2015</li> <li>Non-targeted Medications – Louisiana Blue at 1-800-523-6435</li> </ul> <p><u>BCBSLA Authorizations Application Issues</u></p> <p>For errors involving:</p> <ul style="list-style-type: none"> <li>Internal server error message – call EDI Services at 1-800-716-2299, option 3</li> <li>Internet errors on provider landing page – call EDI Services at 1-800-716-2299, option 3</li> <li>Unable to submit or locate a submitted authorization – call Provider Relations at 1-800-716-2299, option 4</li> <li>Internet errors within the application – email Provider Relations at <a href="mailto:provider.relations@lablue.com">provider.relations@lablue.com</a> (Please include a screenshot of error, if possible)</li> </ul> <p>For gaining access to the application in iLinkBlue:</p> <ul style="list-style-type: none"> <li>Reach out to the administrative representative at your facility or organization to discuss your security access in iLinkBlue</li> <li>If you do not have an administrative representative, your organization will need to designate at least one person to register as an administrative representative. Find the Administrative Representative Registration Packet at <a href="http://www.lablue.com/providers">www.lablue.com/providers</a> &gt;Electronic Services &gt;Designate Your Rep.</li> </ul> <p>Full information on how to access iLinkBlue, including the registration application, is available online at <a href="http://www.lablue.com/providers">www.lablue.com/providers</a> &gt;Electronic Services &gt;iLinkBlue.</p> <p><u>Retrospective Review Authorizations</u></p> <p>To request a retrospective authorization, use the Retrospective Review Authorization Form available at <a href="http://www.lablue.com/providers">www.lablue.com/providers</a> &gt;Resources &gt;Forms.</p> <p>You may request a retrospective review in one of two ways:</p> <ul style="list-style-type: none"> <li>Fax the Retrospective Review Authorization Form to 1-800-515-1150.</li> <li>Upload the Retrospective Review Authorization Form and medical records through iLinkBlue. Click on the Document Upload link on the home page, then select “Medical Records for Retrospective or Post Claim Review” from the department dropdown.</li> </ul> |
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| <b>BlueCard® Eligibility</b>    | <p>Call BlueCard Eligibility to verify patient eligibility and benefits. You can receive real-time responses to your eligibility requests for out-of-area members between 6 a.m. and midnight, Central Time, Monday – Saturday.</p> <p><b>phone:</b> 1-800-676-BLUE (1-800-676-2583)</p>   |
| <b>Care Management Programs</b> | <p>Louisiana Blue offers many long-standing, results-driven programs to support your patient relationships and help our mutual customers—your patients, our members—achieve their health and wellness goals.</p> <p>Help your patients be stronger than their diagnosis. There is no out-of-pocket cost to a patient to work with a health coach. Patients can learn more about our available programs and clinical staff at <a href="http://www.lablue.com/stronger">www.lablue.com/stronger</a>.</p> <p>Providers can refer members by:</p> <ul style="list-style-type: none"> <li>• Calling Population Health at 1-800-317-2299, Monday – Friday, 8 a.m. to 5 p.m. (except holidays)</li> <li>• Faxing the Population Health Referral Form to (225) 298-3184. Locate the form online at <a href="http://www.lablue.com/providers">www.lablue.com/providers</a> &gt;Programs &gt;Care Management &gt;CMDM Referral Form.</li> </ul> <p>Members can self-refer by calling 1-800-821-2749, Monday – Friday, 8 a.m. to 5 p.m. (except holidays).</p> <p>Patients who are already in a Care Management Program and do not wish to continue participating can call the number above to opt out.</p> |

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| <p><b>Claims</b></p>               | <p><b>Electronic:</b></p> <p>Please submit electronic claims through Louisiana Blue-approved clearinghouse locations. For more information about filing claims through approved clearinghouse locations, visit the Clearinghouse section of our Provider page (<a href="http://www.lablue.com/providers">www.lablue.com/providers</a> &gt;Electronic Services &gt;Clearinghouse Services).</p> <p>CMS-1500 electronic claims also may be submitted through iLinkBlue (<a href="http://www.lablue.com/ilinkblue">www.lablue.com/ilinkblue</a>).</p> <p><b>Hardcopy:</b></p> <p>Louisiana Blue Claims Department<br/> P.O. Box 98029<br/> Baton Rouge, LA 70898-9029</p> <p><b>FEP Claims:</b></p> <p>Louisiana Blue Claims Department<br/> P.O. Box 98028<br/> Baton Rouge, LA 70898-9028</p> |
| <p><b>Customer Care Center</b></p> | <p>Providers are required to use our self-service tools for member eligibility, claim status inquiries, professional allowable searches and medical policy searches. Our self-service options are:</p> <ul style="list-style-type: none"> <li>• iLinkBlue (<a href="http://www.lablue.com/ilinkblue">www.lablue.com/ilinkblue</a>)</li> <li>• Interactive Voice Recognition (IVR) - (1-800-922-8866)</li> <li>• HIPAA 27x Transactions</li> </ul> <p>For all other inquiries, please have your NPI, the member ID number, patient date of birth and the date of service when calling.</p> <p><b>phone:</b> 1-800-922-8866</p>  |

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| <p><b>Disputes</b></p> | <p>Please mail disputes to the appropriate address. Please include the Provider Dispute Form and/or a detailed reason for the claims dispute. Find the Provider Dispute Form on our Provider page (<a href="http://www.lablue.com/providers">www.lablue.com/providers</a> &gt; Resources &gt; Forms).</p> <p>Participating provider claims disputes for Louisiana Blue members can be submitted in the following ways:</p> <p><b>Hardcopy:</b><br/> Louisiana Blue Provider Disputes<br/> P.O. Box 98021<br/> Baton Rouge, LA 70898-9021</p> <p><b>Fax:</b> (225) 298-7035</p> <p><b>iLinkBlue</b> (<a href="http://www.lablue.com/ilinkblue">www.lablue.com/ilinkblue</a>):<br/> Select "Document Upload" from the Home page or "Claims" and then "Medical Records" menu options. In the Document Upload tool, choose "Provider Disputes-Louisiana Members" in the drop-down menu.</p> <p>Participating provider claims disputes for BlueCard® members (insured through a Blue Plan other than Louisiana Blue) can be submitted in the following ways:</p> <p><b>Hardcopy:</b><br/> Louisiana Blue<br/> P.O. Box 98029<br/> Baton Rouge, LA 70898-9045</p> <p><b>Fax:</b> (225) 297-2727</p> <p><b>iLinkBlue:</b><br/> Select "Document Upload" from the Home page or "Claims" and then "Medical Records" menu options. In the Document Upload tool, choose "Provider Disputes-NON-Louisiana Members" in the drop-down menu.</p> |
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| <p><b>Disputes (continued)</b></p> | <p>Participating provider claims disputes for Federal Employee Program (FEP) members can be submitted in the following ways:</p> <p><b>Hardcopy:</b><br/> Louisiana Blue Federal Employee Program<br/> P.O. Box 98028<br/> Baton Rouge, LA 70898</p> <p><b>Fax:</b> (225) 295-2364</p> <p><b>iLinkBlue:</b><br/> Select "Document Upload" from the Home page or "Claims" and then "Medical Records" menu options. In the Document Upload tool, choose "Provider Disputes-Federal Employee Program (FEP) Provider Appeals/Disputes" in the drop-down menu.</p> <p><u>Tips for Successful Document Upload:</u></p> <ul style="list-style-type: none"> <li>• Each upload should contain only one patient and include the member's name, date of birth and contract number. Do not send multiple patients in a single upload.</li> <li>• Uploaded documents will be routed directly to the department selected. Selecting the wrong department could delay processing.</li> <li>• Include any notification received from Louisiana Blue with the uploaded document. If submitting a Dispute or Appeal, include the appropriate form.</li> <li>• If you have received a notification from Louisiana Blue with a department/fax number not listed in the dropdown, follow the instructions on the notice.</li> <li>• Do not resubmit the uploaded documents via fax or hardcopy. Sending duplicate requests could delay processing.</li> </ul> |
| <p><b>EDI Services</b></p>         | <p>Claims may be submitted electronically to Louisiana Blue directly from your office or through an approved clearinghouse.</p> <p>For more information about filing claims electronically and/or approved clearinghouse locations, please contact our EDI Customer Operations:</p> <p><b>email:</b> <a href="mailto:EDIservices@lablue.com">EDIservices@lablue.com</a></p> <p><b>phone:</b> 1-800-716-2299, option 3</p>  |



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| <b>Electronic Funds Transfer (EFT)</b> | <p>All providers must be part of our EFT program. With EFT, Louisiana Blue deposits your payment directly into your checking or savings account.</p> <p>For more information on EFT, visit the EFT section of the Provider page at <a href="http://www.lablue.com/providers">www.lablue.com/providers</a> &gt;Electronic Services &gt;Electronic Funds or contact us:</p> <p><b>email:</b> <a href="mailto:PCDMstatus@lablue.com">PCDMstatus@lablue.com</a></p> <p><b>phone:</b> 1-800-716-2299, option 2</p>   |
| <b>iLinkBlue</b>                       | <p>iLinkBlue (<a href="http://www.lablue.com/ilinkblue">www.lablue.com/ilinkblue</a>) is a free online provider tool that includes services such as:</p> <ul style="list-style-type: none"> <li>• Eligibility verification</li> <li>• Benefits (copayments, deductible and coinsurance)</li> <li>• Claims status (paid, rejected and pending)</li> <li>• Allowable charges</li> <li>• Action requests</li> <li>• Payment registers</li> <li>• Medical policies</li> <li>• Authorization requests</li> </ul> <p>For questions regarding iLinkBlue issues please contact our EDI Services:</p> <p><b>email:</b> <a href="mailto:EDIservices@lablue.com">EDIservices@lablue.com</a></p> <p><b>phone:</b> 1-800-716-2299, option 3</p> <p>For iLinkBlue training please contact Provider Relations:</p> <p><b>email:</b> <a href="mailto:provider.relations@lablue.com">provider.relations@lablue.com</a></p> <p><b>phone:</b> 1-800-716-2299, option 4</p> |
| <b>Medical Policy Inquiry</b>          | <p>Medical policy coverage eligibility guidelines or investigational status determination of treatments, procedures, devices, drugs or biological products will be considered upon written request by a member provider.</p> <p><b>Hardcopy:</b></p> <p>Louisiana Blue - Medical Director of Medical Policy<br/> P.O. Box 98031<br/> Baton Rouge, LA 70809-9031</p>   |

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| <p><b>Overpayments</b></p>                                 | <p>If you believe an overpayment has occurred on a claim, you may submit a review of the claim as follows:</p> <ol style="list-style-type: none"> <li>1. Submit an Action Request (AR) through iLinkBlue (<a href="http://www.lablue.com/ilinkblue">www.lablue.com/ilinkblue</a>)</li> <li>2. Complete and submit the Overpayment Notification Form, available online at <a href="http://www.lablue.com/providers">www.lablue.com/providers</a> &gt;Resources &gt;Forms. <b>Note:</b> An Overpayment Notification Form is required for BlueCard claims.</li> </ol> <p>For full details on overpayments, see the Claims Resolution section of this manual.</p>  |
| <p><b>Provider Contracting</b></p>                         | <p>Provider Contracting supports inquiries related to your provider agreement(s).</p> <p><b>email:</b> <a href="mailto:provider.contracting@lablue.com">provider.contracting@lablue.com</a></p> <p><b>phone:</b> 1-800-716-2299, option 1</p>  |
| <p><b>Provider Credentialing &amp; Data Management</b></p> | <p>Credentialing packets and criteria are available on our Provider page at <a href="http://www.lablue.com/providers">www.lablue.com/providers</a> &gt;Network Enrollment &gt;Join Our Network &gt;Professional Providers &gt;Join Our Network.</p> <p>The Provider Credentialing &amp; Data Management team handles demographic changes.</p> <p>To change your address, phone number, Tax ID number, etc., please use the Provider Update Request Form, located on our Provider page (<a href="http://www.lablue.com/providers">www.lablue.com/providers</a> &gt;Resources &gt;Forms).</p> <p>For more information on our credentialing and data management process, including frequently asked questions, visit <a href="http://www.lablue.com/providers">www.lablue.com/providers</a> &gt;Network Enrollment &gt;Join Our Networks &gt;Professional Providers &gt;Join Our Network.</p> <p>For all other inquiries:</p> <p><b>email:</b> <a href="mailto:PCDMstatus@lablue.com">PCDMstatus@lablue.com</a></p> <p><b>phone:</b> 1-800-716-2299, option 2</p> |

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| <b>Provider Identity Management Team (PIM)</b> | <p>PIM is a dedicated team that helps establish and manage system access to our secure electronic services, including the setup process for administrative representatives.</p> <p><b>email:</b> <a href="mailto:PIMteam@lablue.com">PIMteam@lablue.com</a></p> <p><b>phone:</b> 1-800-716-2299, option 5</p>   |
| <b>Provider Page</b>                           | <p>Our Provider page is designed to serve provider needs. Use this page to help locate important information such as:</p> <ul style="list-style-type: none"> <li>• Authorizations</li> <li>• Credentialing</li> <li>• Resources</li> <li>• Newsletters</li> <li>• Office of Group Benefits (OGB)</li> <li>• Pharmacy Management</li> <li>• Provider Tools</li> <li>• Quality Blue</li> </ul> <p><b>website:</b> <a href="http://www.lablue.com/providers">www.lablue.com/providers</a></p>                        |
| <b>Provider Relations</b>                      | <p>Provider Relations representatives assist providers and office staff with information about our programs and procedures. Provider Relations representatives do not handle routine claim inquiries and benefit questions. These question should be directed to our Customer Care Center if they cannot be answered using our other available resources.</p> <p><b>email:</b> <a href="mailto:provider.relations@lablue.com">provider.relations@lablue.com</a></p> <p><b>phone:</b> 1-800-716-2299, option 4</p> |

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