

provider networknews

2021

4TH QUARTER

Providing health guidance and affordable access to quality care

Blue Cross Encourages Louisianaians to Stay Safe During Holiday Season

The holiday season is here, and health officials recommend giving the gift of COVID-19 protection by getting the vaccine or booster.

"Thanks to the COVID-19 vaccines, many of us will be able to gather with our extended family and friends to celebrate the holidays, which is a very positive change from last year," said Dr. Deirdre Barfield, Blue Cross and Blue Shield of Louisiana senior medical director. "The vaccines are available to anyone age 5 and older, and health officials recommend anyone 16 or older get a booster shot. If you have not gotten your vaccine or booster, make plans to do it now so you'll have the most protection possible as festivities get underway."

The winter months are also the peak time for other respiratory illnesses, including colds and the flu, Dr. Barfield added. "In addition to getting the vaccine, we need to keep doing the things that we know stop the spread—stay six feet apart from others in public places, wear a face mask that covers your nose and mouth if you're in crowded, indoor areas, and wash your hands often," she said. "That's especially important if you have children younger than 5 or other family members who can't get the COVID-19 vaccine."

Blue Cross wants you to encourage your patients—our members—to enjoy the spirit of the season while taking precautions to lower their risks of spreading COVID-19 and other infectious diseases:

- Don't forget your flu shot.
- Outdoor events are safer than indoor ones.
- Stay home if you're feeling sick.



- Wear face masks to protect children younger than 5 and others who cannot get the COVID-19 vaccine.
- Get the Vax. Health officials recommend everyone age 5 and older get the COVID-19 vaccine and that anyone age 16 or older get a COVID-19 vaccine booster. The vaccines are safe and effective at preventing death, hospitalization or severe illness from COVID-19. Encourage your patients to call the State of Louisiana's Vaccine Hotline at 1-855-453-0774 or visit the Louisiana Department of Health's website, <https://ldh.la.gov/covidvaccine/>, for help scheduling a COVID-19 vaccine or booster appointment. Blue Cross covers the COVID-19 vaccine or booster at \$0 for eligible members of individual or employer health plans.

For information on what Blue Cross is doing in response to COVID-19, visit our COVID-19 Provider Resources page, www.BCBSLA.com/providers, then click on the link at the top of the page.

PROVIDER NETWORK

New Product Enhancement Guide

2022 Guide Includes Information on CAA

The federal Consolidated Appropriations Acts (CAA) 2021 is a spending bill signed by congress at the end of 2020. It includes regulatory provisions for providers and health insurers that will impact how Blue Cross interacts with providers.



For more information on provisions of the CAA that Blue Cross has updated or developed for 2022, check out our 2022 Product Enhancements Guide, online at www.BCBSLA.com/providers >Newsletters.

In addition to more information on CAA, our Product Enhancement Guide breaks down enhancements to Blue Cross products and network requirements that are effective January 1, 2022 (and as member policies renew).

Our guide offers details on the benefit changes and the policies affected. We encourage you to fully review it to determine if any product enhancements will affect your practice and/or Blue Cross patients.

For more information on CAA provisions, access a frequently asked question document created by the Departments of Labor, Health and Human Services (HHS) and the Treasury at www.cms.gov/CCIIO/Resources/Fact-Sheets-and-FAQs/Downloads/FAQs-Part-49.pdf.

Credentialing Corner

Vantage Health Managing Blue Cross Recredentialing

Blue Cross is partnering with Vantage Health Plan, Inc. to recredential our network providers. This move will simplify the recredentialing experience for many of our providers.

This partnership began in August for professional providers participating in both the Blue Cross and Vantage networks. In November, we expanded to include the recredentialing of all Blue Cross professional providers. and facilities. In December, they began recredentialing facility providers. Use the chart below for the new recredentialing process:

All Blue Cross Professional and Facility Recredentialing Applications

| | |
|--|---|
| Process initiated by: | Vantage |
| Form(s) to complete for professional provider recredentialing: | CAQH Application or Louisiana Standardized Credentialing Application (LSCA) |
| Form(s) to complete for facility reverification: | Facility Credentialing Application, Facility Credentialing Application Checklist and any applicable Facility Information Form Attachments |
| Where to submit forms: | To Vantage based on instructions included with recredentialing form |
| Verification Process: | Vantage |
| Who to contact: | Vantage by emailing recredentialing@vhpla.com |



This partnership will continue to expand to include the initial credentialing of Blue Cross professional providers and facilities by Vantage in 2022. You will be notified by Blue Cross prior to the next expansion.

If you have additional questions about this letter, you may email the Blue Cross Provider Credentialing & Data Management Department at PCDMStatus@bcbsla.com.

PROVIDER NETWORK

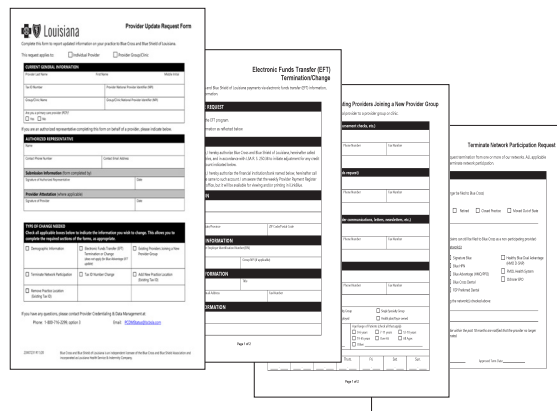
Use Our Provider Update Form

Our Provider Update Request Form is available for keeping Blue Cross up to date on important changes made to your practice.

Use the form for the following changes:

- Your demographic information, including the correspondence information we use for our provider communications
- EFT information
- Changing Tax ID Number
- A change in practice location under an existing Tax ID Number
- Provider Group information, if you are an existing provider joining a new group
- Terminating participation in Blue Cross networks

Our Provider Update Request Form is available via DocuSign® online at www.BCBSLA.com/providers, click "Resources," then "Forms."



When completing the Provider Update Request form, remember to only complete the sections appropriate for the type of change requested.

If you are changing a physical address for a provider group or clinic, you must complete individual Provider Update Request Forms for each individual provider changing locations.

DocuSign® is an independent company that Blue Cross and Blue Shield of Louisiana uses to enable providers to sign and submit provider credentialing and data management forms electronically.

Changes Coming to Reimbursement During Credentialing Criteria

Due to changes in billing guidelines included in the CAA, Blue Cross is changing how Reimbursement During Credentialing is applied to professional providers, effective January 1, 2022.

Beginning on that date, Reimbursement During Credentialing will be granted to all professional providers joining an existing contracted provider group.

You will be able to submit claims for reimbursement during the credentialing process. However, do not file claims until receiving a provider number letter from our Provider Credentialing and Data Management (PCDM) Department notifying you of the Reimbursement During Credentialing effective date.

If you have any questions about the Reimbursement During Credentialing Process, contact PCDM at 1-800-716-2299, option 2 or PCDMStatus@bcbsla.com.

2022 Holiday Schedule for AIM and New Directions

- Monday, January 17 – Martin Luther King Jr. Day
- Friday, May 27 (AIM) & Monday, May 30 – Memorial Day
- Monday, June 20 (New Directions) – Juneteenth
- Friday, July 1 (AIM) & Monday, July 4 – Independence Day
- Monday, September 5 – Labor Day
- Thursday, November 24 – Thanksgiving Day
- Friday, November 25 – Day after Thanksgiving
- Monday, December 26 – Christmas Day

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

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

Questions about Provider Contracting?

Blue Cross's Provider Contracting Department has a new email address for questions regarding network participating agreements: provider.contracting@bcbsla.com.

PROVIDER NETWORK

Electronic Only Newsletters in 2022



In the first quarter of 2022, this newsletter will no longer be mailed hardcopy, and will be available exclusively through digital formats.

Blue Cross Provider Network News will be available through:

1. The Resources section of the Provider Page, www.BCBSLA.com/providers >Resources >Newsletter.
2. Linked through the iLinkBlue (www.BCBSLA.com/ilinkblue) message board.
3. Or sent via email.

If you are currently not receiving Provider Network News via email, and would like to, send an email to provider.communications@bcbsla.com with "Newsletter" in the subject line.

Updated Resources on Our Provider Page



Our Provider Page (www.BCBSLA.com/providers) has several updates, including:

- Updated Provider Network Speed Guides
- Updated Webinar Slideshows
- New and updated medical policies, including January 1, 2022, pharmacy policies

Additionally, the resources section of the Provider Page includes our provider tidbits, network speed guides, updated medical policies and provider manuals.

STAY CONNECTED



Visit BCBSLA's Provider Page:
www.BCBSLA.com/providers



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Follow us on Twitter:
[@BCBSLA](https://twitter.com/BCBSLA)



Watch us on YouTube:
[bluecrossla](https://www.youtube.com/bluecrossla)

BILLING & CODING

New Codes Added to Outpatient Code Ranges

We updated the Outpatient Procedure Services and Diagnostic and Therapeutic Services code ranges based on reviews of the 2021 CPT® and HCPCS codes.

Effective for October 1, 2021, the following codes have been added to the Diagnostic and Therapeutic Services code range list:

| | | | | |
|-------|-------|-------|-------|-------|
| 0018M | 0267U | 0280U | J1305 | K1024 |
| 0255U | 0268U | 0281U | J1426 | K1025 |
| 0256U | 0269U | 0282U | J1445 | K1026 |
| 0257U | 0270U | 0283U | J1448 | K1027 |
| 0258U | 0271U | 0284U | J2406 | P9025 |
| 0259U | 0272U | A4453 | J7294 | P9026 |
| 0260U | 0273U | C1831 | J7295 | Q2054 |
| 0261U | 0274U | C9081 | J9247 | Q4251 |
| 0262U | 0275U | C9082 | J9318 | Q4252 |
| 0263U | 0276U | C9083 | J9319 | Q4253 |
| 0264U | 0277U | C9084 | K1021 | Q9004 |
| 0265U | 0278U | J0699 | K1022 | S9432 |
| 0266U | 0279U | J0741 | K1023 | |

Additionally, the following Outpatient Procedure Services code range list has been added:

C9779 C9780

These changes do not affect existing codes and allowables. They allow our system to accept these codes appropriately for claims adjudication.

New Drug Codes Added to Claims System

We conduct a biannual review of our drug and drug administration code pricing. In addition to the biannual review, we add newly issued drug codes to our system quarterly and apply reimbursement, as applicable.

As a result of that review the following HCPCS codes were added to our system, effective October 1, 2021:

| | | | |
|-------|-------|-------|-------|
| J0699 | J1445 | J7295 | C9082 |
| J0741 | J1448 | J9247 | C9083 |
| J1305 | J2406 | J9318 | C9084 |
| J1426 | J7294 | J9319 | |

Place of Service Changes for Telehealth

Effective January 1, 2022, there will be a new place of service 10 code established for telehealth provided in a home setting. With this new place of service code, Blue Cross is updating the telehealth billing guidelines for direct to consumer (DTC) telehealth services. As of January 1, use place of service 10 for all DTC telehealth services. We define DTC telehealth as telehealth services delivered directly between the provider and patient in their home environment (e.g., residence, work place, personal space, etc.).

Telehealth should bill with the appropriate place of service based on where the member's location when services are performed, except for DTC. For example, if the member is in the inpatient hospital setting when the telehealth service is performed, place of service 21 should be billed.

To ensure the appropriate benefits and reimbursement apply, do not bill place of service 02 to Blue Cross for telehealth services. Blue Cross does not consider place of service 02 valid for claims submission, and claims billed with place of service 02 may reject.

Providers should continue to use the appropriate telehealth modifiers (e.g., GT, 95, etc.) to identify telehealth claims, and continue to follow additional guidelines included in Section 5.37 Telehealth\Telemedicine section of the *Professional Provider Office Manual*.

AIM Updates Coming in March 2022

The American Medical Association released CPT® code changes in September 2021. As a result, Blue Cross and Blue Shield of Louisiana is making the following code changes to these AIM Specialty Health® (AIM) programs, effective March 13, 2022:

- Musculoskeletal (MSK) Program
 - Removing from pain management program: 64640
- Radiation Oncology Program
 - Removing codes 43499, 47999 and 55899
- High-tech Imaging program
 - Adding codes 0042T, 0648T, 0649T
- Removing from pain management program: 0228T, 0229T, 0230T, 0231T

For authorization requests or medical necessity review, 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.

COVID-19

Benefits Changing for COVID-19 Treatments

Beginning January 1, 2022, Blue Cross will no longer waive member cost shares for antibody therapies and treatments associated with COVID-19. Claims filed for this treatment will be paid according to the member's contract benefits.

This includes oral antivirals and the monoclonal antibody COVID-19 infusion for which the FDA issued an emergency-use authorization. This authorization may contain administration requirements that are considerably complex. Blue Cross advises providers to maintain appropriate documentation that supports the medical necessity of the service.

Always verify a member's eligibility, benefits and limitations prior to providing services, either by calling the number listed on the member ID card, or through iLinkBlue (www.BCBSLA.com/ilinkblue).

We will continue to cover COVID-19 vaccinations at \$0 out of pocket for eligible members of individual and employer health plans. Diagnostic viral detection and antibody testing will also be covered with a healthcare provider order. Testing done for public health surveillance, or tests required to return to work or attend recreational events or groups are not covered.

This no-cost coverage is required by the Coronavirus Aid, Relief and Economic Security (CARES) Act. Please contact the Customer Service number listed on the member ID card if you have questions about a member's coverage.



For more information on COVID-19, visit our Provider COVID-19 Resources page, www.BCBSLA.com/providers, then click the link at the top of the page.

Thank you

We want to thank **Louisiana's healthcare providers** who are on the front lines fighting for all of us. Please know that, like our members, you can count on us to serve and support you throughout this crisis.

 **Our Blue Cross family is here to help.**
For coverage updates on COVID-19, please visit our website at bcbsla.com.

Discuss COVID-19 Vaccine with Parents

Blue Cross Covers Vaccine at \$0 for Children Ages 5-11

In November, the U.S. Food and Drug Administration (FDA) expanded Pfizer's COVID-19 vaccine authorization to include children ages 5-11 years. The U.S. Centers for Disease Control & Prevention (CDC) now recommends everyone age 5 and older get the COVID-19 vaccine. Following that recommendation, the State of Louisiana announced the Pfizer vaccine is now available in state to anyone age 5 or older. Appointments are now available for parents to vaccinate their children.

Blue Cross and Blue Shield of Louisiana covers the COVID-19 vaccine at \$0 out of pocket for all eligible members of individual and employer health plans, including children ages 5 to 11. Eligible members of Medicare and Medicaid plans or uninsured patients can also get a COVID-19 booster vaccine at no cost. This no-cost coverage is due to the Coronavirus Aid, Relief and Economic Security (CARES) Act. If you have questions about vaccine coverage on your health plan, contact Customer Service at the number on your member ID card.

Previously, the Pfizer vaccine was available to people ages 12 and older. The other two COVID-19 vaccines being given in the U.S., Moderna and Johnson & Johnson, are currently available to people ages 18 and older.

"Expanding Pfizer's vaccine authorization to include younger children is great news for those of us, including me, with children previously too young to get the shot and have that protection from COVID-19," said Dr. Tracy Lemelle, a pediatrician who is one of Blue Cross' medical directors. "The clinical trials showed the Pfizer vaccine was safe for younger children. And like we've seen in adults and children 12 and older, the vaccine is very effective at preventing death, hospitalization and severe illness from COVID-19."



Dr. Lemelle said parents with children in this age group should make appointments for them to get the COVID-19 vaccine as soon as possible to lower their risk of getting or spreading the virus. "We're heading into the winter months and the holiday season, which are peak times for illnesses to spread," she said. "Get your children vaccinated now so they have time to build up immunity to protect from COVID-19."

Encourage parents to ask questions and discuss concerns if they have them.

"It's very normal for parents to have concerns about getting their children a vaccine they've never had before, and a pediatrician is the perfect resource to answer questions and give advice on what's best for a family's personal situation," Dr. Lemelle said. "Have conversations with parents, so they do not just make their decision based on what they're hearing from other people or seeing posted on social media, which may not even be true."

During the recent surge of COVID-19 in Louisiana, fueled by the contagious Delta variant, record numbers of children became ill, hospitalized or died from the virus. Getting the vaccine lowers children's risks from COVID-19.

"By having everyone who can get the COVID-19 vaccine, you're lowering your whole family's risk," Dr. Lemelle said. "That's especially important if you have children who are younger than 5 or other family members who cannot get the vaccine. Your immunity helps protect them."

GET THE FACTS
GET THE VAX



MEDICAL POLICY UPDATE

We regularly revise and develop medical policies in response to rapidly changing medical technology. Benefit determinations are made based on the medical policy in effect at the time of the provision of services. Please view the following updated and new medical policies, all of which can be found on iLinkBlue at www.BCBSLA.com/ilinkblue, under the "Authorizations" menu option.

Updated Medical Policies

Policy No. Policy Name

Effective October 11, 2021

- 00320 Genetic Testing to Select Melanoma or Glioma Patients for Targeted Therapy
- 00328 Medical Management of Obstructive Sleep Apnea Syndrome
- 00337 Migraine Medications (Oral, Injectable, Transdermal, and Nasal)
- 00357 Overactive Bladder Medications
- 00525 Anticoagulant Agents (Pradaxa®, Savaysa®)
- 00527 Topical Antifungals
- 00529 Zileuton Products (Zyflo®)
- 00570 Cardiac Rehabilitation in the Outpatient Setting
- 00576 Transcatheter Pulmonary Valve Implantation
- 00655 riluzole (Tiglutik™, Exservan™)

Effective November 8, 2021

- 00397 Treatment of Hepatitis C with a sofosbuvir (Sovaldi®) Based Regimen
- 00464 Genetic Testing for Marfan Syndrome, Thoracic Aortic Aneurysms and Dissections, and Related Disorders
- 00567 dupilumab (Dupixent®)
- 00568 Select Topical Rosacea Products
- 00749 ponesimod (Ponvory™)

Effective December 13, 2021

- 00246 Total Artificial Hearts and Implantable Ventricular Assist Devices
- 00327 ivacaftor (Kalydeco™)
- 00538 obeticholic acid (Ocaliva®)
- 00601 Select Drugs for Attention Deficit Hyperactivity Disorder (ADHD)
- 00617 Lyrica CR®, generics (pregabalin extended release)
- 00644 pegvaliase-pqpz (Palynziq™)
- 00662 Hydrogel Spacer use During Radiotherapy for Prostate Cancer
- 00671 ravulizumab (Ultomiris™)
- 00684 Transurethral Water Vapor Thermal Therapy and Transurethral Water Jet Ablation (Aquablation) for Benign Prostatic Hypertrophy

Effective January 1, 2022

- 00084 Magnetic Resonance Imaging for Detection and Diagnosis of Breast Cancer
- 00188 Human Growth Hormone
- 00355 Select buprenorphine/naloxone Combination Products
- 00455 Treatment of Hepatitis C with sofosbuvir/ledipasvir (Harvoni®, Authorized Generic)
- 00462 Treatment of Hepatitis C with ombitasvir, paritaprevir, ritonavir, and dasabuvir (Viekira Pak™)
- 00472 Proprotein Convertase Subtilisin Kexin Type 9 (PCSK9) Inhibitors [alirocumab (Praluent®), evolocumab (Repatha™)]

Effective January 1, 2022 (cont.)

- 00478 Treatment of Hepatitis C with ombitasvir, paritaprevir, and ritonavir (Technivie™)
- 00479 Treatment of Hepatitis C with daclatasvir (Daklinza) plus sofosbuvir (Sovaldi®)
- 00509 Treatment of Hepatitis C with elbasvir and grazoprevir (Zepatier®)
- 00514 Treatment of Hepatitis C with sofosbuvir/velpatasvir (Epclusa®, Authorized Generic)
- 00593 Treatment of Hepatitis C with glecaprevir/pibrentasvir (Mavyret™)
- 00603 Pharmacologic Treatment of Off Episodes in Parkinson Disease
- 00689 cladribine (Mavenclad®)
- 00693 Select Levothyroxine Products
- 00719 Fumaric Acids for the Treatment of Multiple Sclerosis
- 00720 Select Fenofibrate Products
- 00727 ofatumumab (Kesimpta®)
- 00733 Sphingosine-1-Phosphate Receptor Modulators (Gilenya®, Mayzent®, Zeposia®, Ponvory™)

New Medical Policies

Policy No. Policy Name

Effective November 1, 2021

- 00750 Allograft Injection for Degenerative Disc Disease

Effective November 8, 2021

- 00755 Digital Health Therapies for Attention Deficit/Hyperactivity Disorder
- 00757 Adjunctive Techniques for Screening and Surveillance of Barrett Esophagus and Esophageal Dysplasia

Effective December 13, 2021

- 00756 Digital Health Therapies for Substance Abuse
- 00764 Zegalogue® (dasiglucagon)
- 00765 Kerendia® (finerenone)
- 00766 Brexafemme® (ibrexafungerp)
- 00767 anifrolumab (Saphnelo™)
- 00768 pegcetacoplan (Empaveli™)

Effective January 1, 2022

- 00758 teriflunomide (Aubagio®)
- 00759 Beta Interferons for the Treatment of Multiple Sclerosis
- 00760 glatiramer acetate (Copaxone®)
- 00761 Cromolyn Oral Solution (Gastrocrom®, generics)
- 00762 emtricitabine/tenofovir Branded Products (Descovy®, Truvada®)
- 00763 ivermectin tablets (Stromectol®, generics)

BEHAVIORAL HEALTH

HEDIS® Spotlight: Follow-up Care After Hospitalization for Mental Illness

Follow-up care provided by a trained mental health clinician is critical for maintaining the health and well being of patients hospitalized for mental health after discharge.



It is important to talk about the importance of follow-up treatment with your patient, to help them engage. Identify any potential barriers to making appointments, such as transportation and schedule. Likewise, engage patients' family and support system in the treatment plan. Advise them about the importance of treatment and making appointments. This is especially important for children and adolescents.

When scheduling a follow up appointment for a patient, keep the following in mind:

- Provide reminder calls to confirm appointment.
- Reach out within 24 hours if the member does not keep scheduled appointment to schedule another.
- Emphasize the importance of consistency and adherence to the medication regimen.
- Educate patient family and support systems about side effects of medications and what to do if they appear. Reinforce the treatment plan and evaluate the medication regime considering presence/absence of side effects, potential costs, clear written instructions for medication schedule, etc. Instruct them on crisis intervention options, including specific contact information, specific facilities, etc.
- Coordinate transitions in care with other providers. Ensure that the care transitions plans are shared with the patient's PCP.
- Encourage communication between the behavioral health specialist and the PCP.
- If you are the established provider for the patient, please make every attempt to accommodate a follow up appointment within 7 calendar days of discharge.

For more information on follow up care after hospitalization, visit www.ndbh.com/HEDIS.

Preparations for HEDIS 2022 Chart Requests are Underway

HEDIS chart requests and reviews will begin February 2022. Blue Cross would like to thank our providers and offices that continue to assist us during our HEDIS season. Provider engagement is key to succeeding in the dynamic and demanding healthcare field today. We work constantly to develop optimal approaches to deliver data that meets our organizational goals for quality, growth and sustainability.

For a complete list of changes and updates, please visit www.ncqa.org/hedis/faq/.

Per your network agreement, providers are not to charge for providing medical records to Blue Cross or agencies acting on our behalf. If you use a copy center or a vendor to provide the requested medical records, please communicate with the vendor or copy center to ensure we receive those records without charge. You do not need a specific authorization from the member.

Thank you for your cooperation and help in records retrieval for HEDIS purposes. If you have a specific request for your office chart retrieval process, please email us at HEDISTeam@bcbsla.com.

PHARMACY

Pharmacy Benefit Changes for 2022

Blue Cross clinical staff worked with our Pharmacy and Therapeutics Committee, a group of Louisiana doctors and pharmacists not employed by Blue Cross, to develop the following formulary updates.

These drug coverage changes will be effective January 1, 2022, or upon renewal depending on members' plans:

Drugs removed from formulary and tier changes

Some drugs will no longer be covered on the closed formulary. Other drugs may move to a different cost-share tier. Most Blue Cross and HMO Louisiana members have a closed formulary, or Covered Drug List.

Please consider prescribing drugs that are covered or have lower out-of-pocket costs when you believe appropriate. If members fill a prescription drug that is not on the covered drug list, they could have to pay the full cost of the drug out of pocket. You may find formularies at www.BCBSLA.com/CoveredDrugs.

You may ask for a clinical review (similar to prior authorization) if your patient has a medically necessary reason for a non-formulary drug.

Find information about submitting a prior authorization at www.BCBSLA.com >Provider >Pharmacy. This is not available for drugs excluded from coverage.

UPCOMING EVENTS

Blue Cross Webinars in 2022

Keeping our providers up to date with important Blue Cross information is a priority for us. We will host several provider webinars throughout the upcoming year, with dates and times to be announced in the coming weeks. Invitations are sent via email a month before scheduled webinars.

These webinar topics include New to Blue Cross, Blue Advantage, the BlueCard® program, credentialing and more.

Added and updated prior authorizations requirements

For the open formulary, we will add drugs or make updates to some drugs that require prior authorization. For the closed formulary, we will add drugs to the prior authorization program. The full list of Drugs Requiring Prior Authorization is at www.BCBSLA.com/CoveredDrugs under Specific Drug Coverage Requirements.

Additional 2022 Change: Select drugs that have lower cost choices will not be covered for some members.

Some drugs that have lower cost choices will not be covered for all fully insured members and self-funded members with closed formularies. This will be effective upon renewal for fully insured and self-funded members on closed formularies.

Members may see the list of excluded drugs and their covered options at www.BCBSLA.com/CoveredDrugs under Specific Drug Coverage Requirements, choose Select Prescription Drug Cost Outliers Excluded from Coverage. Again, clinical exceptions or authorizations are not available for excluded drugs. All lists of Specific Drug Coverage Requirements are available at this page.

We encourage providers to discuss prescription drugs with their patients. We value your partnership in caring for our members – your patients. Thank you for guiding your patients to a drug therapy regimen they can maintain and helping them achieve better health.



Please remember that pre-registration is required to attend these events.

ONLINE RESOURCES

iLinkBlue Clues: Document Upload Feature



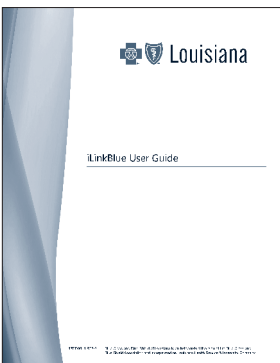
Our secure online tool iLinkBlue (www.BCBSLA.com/ilinkblue) offers the ability to upload documents instead of faxing, email or mailing them to select departments. The feature is quick, secure and available any time through the iLinkBlue provider portal.

The Document Upload feature can be accessed on iLinkBlue under Claims >Medical Records >Document Upload.

Select the department from the drop-down list you wish to send your document. The fax numbers are included only as a reference to assist in selecting the correct department.

- Provider Disputes – Louisiana Members
- Payment Integrity
- ITS Host Medical Records
- Federal Employee Program (FEP) Appeals
- Medical Necessity & Investigational Appeals Only
- Medical Records for Retrospective or Post Claim Review

Once Blue Cross receives the uploaded document, a confirmation message displays indicating the file uploaded with a date/time stamp and unique identifier number. The following confirmation message will display, "The uploaded file was successfully received and sent to XXX Department at hhmss am/pm, mm/dd/yyyy. The transaction ID is XXXXX."



If you have questions about iLinkBlue, check out our iLinkBlue User Guide, available online at www.BCBSLA.com/providers >Resources >Manuals.

New Tool Will Help Administrative Representatives Delegate Security Access

Previously, we announced that Blue Cross is developing a new tool for our administrative representatives. This tool will begin use in mid-2022, and help you delegate Blue Cross security access at your organization in a more user-friendly way.

This new security setup application will be available in iLinkBlue (www.BCBSLA.com/ilinkblue) and replace the current Security Setup Tool. The new application will be easier to use and provide a better user experience, with simpler navigation and increased functionality.

Blue Cross will fully transition you from the old tool to the new application for seamless access. Your login ID and password will be the same and no additional registration is needed. When you log into iLinkBlue, this security application will be a new option available to Administrative Representatives.

Upcoming Education

We will soon have more information about this transition. Our Provider Relations team will be hosting educational webinars early next year. These webinars will showcase the features of the new security application and answer your questions. Be on the lookout for more information on the new application.



Questions About Our Online Resources?

If you or members of your staff have any questions about using our secure online resources, reach out to our Provider Relations Department to set up training with our representatives. You can contact Provider Relations at Provider.Relations@bcbsla.com.



Louisiana

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

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What's New on the Web

www.BCBSLA.com/providers

Now Online: Updated Provider Tidbits, Network Speed Guides, and new and updated Medical Policies.

Important Contact Information

Authorizations

See member's ID card

BlueCard® Eligibility

1-800-676-BLUE
(1-800-676-2583)

FEP

1-800-272-3029

Fraud & Abuse

1-800-392-9249
fraud@bcbsla.com

Provider Relations

Provider.Relations@BCBSLA.com

iLinkBlue & EDI

EDIServices@bcbsla.com
1-800-716-2299, Opt. 3

PCDM

1-800-716-2299, Opt. 2

Customer Care Center

1-800-922-8866

Claims Filing Address

P.O. Box 98029
Baton Rouge, LA 70809

Updating Your 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.

Network News

Network News is a quarterly newsletter for Blue Cross and Blue Shield of Louisiana network providers. 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 Cross members are the responsibilities of healthcare professionals and facility providers.

View this newsletter online at www.BCBSLA.com/providers >Newsletters.

The content of this newsletter may not be applicable for Blue Advantage (HMO) and Blue Advantage (PPO), our Medicare Advantage products and provider networks. For more on Blue Advantage, go to <https://providers.bcbsla.com/ba-resources>.

Get This Newsletter in your Inbox

If you are not already receiving Network News in your email in box and would like to, email provider.communications@bcbsla.com with "Newsletter" in the subject line to join our mailing list.

This newsletter will move exclusively to electronic formats in 2022.