



Inside this edition

BUSINESS TRANSFORMATION

- ▶ Independence Administrators Gateway transition

BILLING

- Reminder: Nutrition counseling in a group setting not eligible for payment

ADMINISTRATIVE

- ▶ Upcoming NaviNet® requirements
- Review your provider profile on our new Find a Doctor tool

CONSUMERISM

- Added features of the Find a Doctor tool promote consumer engagement

ICD-10

- ▶ Putting ICD-10 into Practice: Coding exercises and scenarios

MEDICAL

- ▶ Policy notifications posted as of January 29, 2013
- ▶ Online tool helps practices become a Patient-Centered Medical Home

HEALTH AND WELLNESS

- Behavioral health resources available on our website
- Your patients can be heart smart with the SilverSneakers® Fitness Program

**Putting ICD-10 into Practice:
Coding exercises and scenarios**
page 6

▶ Articles designated with an orange arrow include notice of changes or clarifications to administrative policies and procedures.



Visit the Provider News Center

We recently launched the Provider News Center — a provider-dedicated website located at www.ibx.com/pnc. This new website features up-to-date news and information of interest to providers and the health care community. Please bookmark this site to ensure that IBC news and information remains only a click away.

Finding information that you need

The Provider News Center has a user-friendly interface that allows you to easily navigate the site to find the latest news and information of interest to you and your office:

- **Latest News.** All provider news published within the previous month is listed conveniently on the home page.
- **Spotlight.** Promotional banners located along the top of the Web page highlight the most important news.
- **Dedicated News.** The home page features dedicated sections for important topics (e.g., ICD-10) with significant impact to our network providers.
- **Sortability & Searchability.** All news is grouped into convenient categories (such as Billing & Reimbursement, NaviNet®, and Products) and broken out by provider type (Professional, Facility, or Ancillary) so you can quickly find news that's relevant to you and your office staff. You can also conduct keyword searches to pinpoint specific content.

Additionally, the Provider News Center includes a *Quick Links* section that provides easy access to our traditional IBC resources such as *Inside IPP* (the Inter-plan programs publication), IBC forms, the IBC Medical Policy portal, the NaviNet web portal, and our annually published provider publication indices.

We welcome your feedback. Please email us at provider_communications@ibx.com to share your thoughts.

*Partners in Health Update*SM is a publication of Independence Blue Cross and its affiliates (IBC), created to provide valuable information to the IBC-participating provider community. This publication may include notice of changes or clarifications to administrative policies and procedures that are related to the covered services you provide in accordance with your participating professional provider, hospital, or ancillary provider/ancillary facility contract with IBC. This publication is the primary method for communicating such general changes. Suggestions are welcome.

Contact information:

Provider Communications
Independence Blue Cross
1901 Market Street
27th Floor
Philadelphia, PA 19103
provider_communications@ibx.com

Models are used for illustrative purposes only. Some illustrations in this publication copyright 2013 www.dreamstime.com. All rights reserved.

Independence Blue Cross offers products directly, through its subsidiaries Keystone Health Plan East and QCC Insurance Company, and with Highmark Blue Shield — independent licensees of the Blue Cross and Blue Shield Association.

The Blue Cross and Blue Shield names and symbols and Baby BluePrints are registered marks of the Blue Cross and Blue Shield Association, an association of independent Blue Cross and Blue Shield plans.

This is not a statement of benefits. Benefits may vary based on state requirements, Benefits Program (HMO, PPO, etc.), and/or employer groups. Providers should call Provider Services for the member's applicable benefits information. Members should be instructed to call the Customer Service telephone number on their ID card.

The third-party websites mentioned in this publication are maintained by organizations over which IBC exercises no control, and accordingly, IBC disclaims any responsibility for the content, the accuracy of the information, and/or quality of products or services provided by or advertised in these third-party sites. URLs are presented for informational purposes only. Certain services/treatments referred to in third-party sites may not be covered by all benefits plans. Members should refer to their benefits contract for complete details of the terms, limitations, and exclusions of their coverage.

NaviNet® is a registered trademark of NaviNet, Inc., an independent company.

FutureScripts® and FutureScripts® Secure are independent companies that provide pharmacy benefits management services.

CPT copyright 2010 American Medical Association. All rights reserved. CPT is a registered trademark of the American Medical Association. The AMA assumes no liability for data contained or not contained herein.



Personal Choice®, Keystone 65 HMO, and Personal Choice 65SM PPO have an accreditation status of *Excellent* from the National Committee for Quality Assurance (NCQA).

Keystone Health Plan East has an accreditation status of *Commendable* from NCQA.

For articles specific to your area of interest, look for the appropriate icon:

- P** Professional
- F** Facility
- A** Ancillary

Independence Administrators Gateway transition

Beginning this year, Independence Administrators will be migrating X12 transactions from the NaviNet® X12 Gateway to the Highmark Gateway. This will allow us to add new capabilities that enhance the overall customer experience.

Independence Administrators is committed to ensuring a seamless transition with comprehensive communications and tools before, during, and after the transition to the Highmark Gateway. Over the next few months, we will be engaging and educating trading partners and clearinghouses on the upcoming EDI changes. Please be sure to check with your third-party vendors to see if changes to your current processes are necessary. If you have any questions about the Gateway transition, please email us at gateway.transition@ibx.com.

BILLING

P

Reminder: Nutrition counseling in a group setting not eligible for payment

As previously communicated, most commercial managed care members are eligible for up to six fully covered one-on-one nutrition counseling sessions with a registered dietitian or primary care provider per benefit contract year. In the original communication about this benefit in the June 2007 edition of *Partners in Health Update*, group counseling sessions were mistakenly included in the eligible list of codes. This benefit, however, was intended only to be provided in an individual setting — not in a group setting.

Therefore, **effective March 1, 2013**, nutrition counseling in a group setting will no longer be eligible for payment. Providers should no longer bill for medical nutrition therapy in a group setting with the following codes: 97804, G0271. Only diabetic education services are eligible for payment in a group setting with these codes.

Note: Members do not need to obtain a referral for nutrition counseling services.



ADMINISTRATIVE

P F A

Upcoming NaviNet® requirements

In the past few years we have instituted a number of provider self-service requirements, where providers must use the NaviNet web portal or the Provider Automated System to obtain certain information, such as member eligibility. Over the next several months, we will be introducing a series of new initiatives and announcing changes to existing initiatives that will require providers to solely use NaviNet.

In preparation for these upcoming initiatives, providers who are not yet NaviNet-enabled *must* register no later than **April 1, 2013**. To register, go to www.navinet.net and select *Sign Up* from the top right. If you have questions regarding the registration process or the NaviNet requirement in general, please call the eBusiness Provider Hotline at **215-640-7410**.

Look for additional information about these upcoming initiatives in future editions of *Partners in Health Update*.

Review your provider profile on our new Find a Doctor tool

Our new Find a Doctor tool allows IBC members, including plan members who carry an Independence Administrators ID card, to conduct more efficient online searches for network doctors, specialists, hospitals, and other health care professionals. Having the most up-to-date information available is key to making this an effective tool. This information serves an important purpose to members who are choosing a health care provider.

Professional providers

Users can search for a medical professional based on the provider's gender, specialty, languages spoken, and whether he or she is accepting new patients, is board certified, or has weekend hours. Your provider profile will feature all of this information, and members will be able to compare up to three provider profiles side by side.

Please review your provider profile to ensure that all information is up-to-date. If you find that your information is inaccurate, you can notify us in one of the following ways:

- On the NaviNet® web portal, select *Provider Change Form* from the Plan Transactions menu and submit your changes electronically.
- Complete the *Provider Change Form*, available at www.ibx.com/providerforms, and fax or mail it to us using the instructions at the bottom of the form.
- Contact your Network Coordinator.

Facility and ancillary providers

If you have changes to your provider profile, you are required to submit them in writing. This request should be sent directly to the Senior Vice President of Contracting and Provider Networks and the Legal Department at the addresses below:

Independence Blue Cross
Attn: Sr. Vice President, Contracting and Provider Networks
1901 Market Street, 27th Floor
Philadelphia, PA 19103

Independence Blue Cross
Attn: Legal Department
1901 Market Street, 36th Floor
Philadelphia, PA 19103

Note: Thirty days' advance notice is required for processing.

Accessing the Find a Doctor tool

To view your profile on the Find a Doctor tool, go to www.ibx.com or log onto NaviNet, select *Reference Tools* from the Plan Transactions menu, and then select *Provider Directory*.

Members can access the tool both through ibx.com or ibxtpa.com or by logging onto our secure member websites, ibxpress.com or MYIBXTPA.com

Independence

DOE, JANE S MD

ABC Medical Office
Group ID: 0123456789
Family Practice
123 Any Street
Philadelphia, PA 19123

Share This Profile
Share

Features

0.00 miles away

Practice Information

Evening Hours:	No
Weekend Hours Available:	No
Specialties:	Family Practice
Accepting New Patients:	Yes
Patient Age Range Accepted:	18 and older
Other Professionals Onsite:	SMITH, ROBERTA DO; DOE, JOHN MD
Other Specialties Onsite:	Internal Medicine
Handicap Accessible:	No
Provider Number:	9876543210

Added features of the Find a Doctor tool promote consumer engagement

In December 2012 we launched our new Find a Doctor tool, which allows users to conduct more efficient online searches for network doctors, specialists, hospitals, and other health care professionals. In addition to this search function, IBC members and plan members who carry an Independence Administrators ID card now have access to other new features through our secure member websites, ibxpress.com or MyIBXTPA.com, including the ability to:

- write reviews for their physicians in the IBC or Independence Administrators network;
- estimate costs for facility and ancillary services to help determine their member out-of-pocket costs.

These tools are designed to help members become better informed and more empowered about their health care choices.

Member reviews of participating physicians

Members who log on through our secure member websites can now read and write reviews about their experiences with IBC or Independence Administrators network physicians from whom they have received care and indicate whether they would recommend their physician.

In addition, members can rate their network physicians on a scale of one to five stars in the following areas:

- **Experience:** Overall care provided by the physician.
- **Communication:** Willingness of physician to listen to their concerns.
- **Availability:** Ease and timeliness of obtaining an appointment.
- **Environment:** Friendliness of office staff.

A comprehensive process is in place to moderate all submitted reviews for inappropriate content or language and to verify that the member had a visit with the physician within the past six months. Non-members and providers can read the reviews but cannot write them.

Estimating costs for certain services

Another new feature is the Cost Estimator tool, which allows members to view estimated cost ranges for approximately 130 inpatient, outpatient, and diagnostic procedures performed at our network hospitals, ambulatory surgical centers, and other diagnostic facilities.* This information helps members to understand how costs are calculated and can be used to determine their member out-of-pocket costs.

The example below shows the estimated total costs for a colonoscopy with removal of lesions. Cost ranges are calculated based on the average total allowable costs for the episode of care for each category, which may include facility, professional, diagnostic, and pre-admission testing costs. By clicking on the blue circle next to “Est. Cost,” members can view a list of what items are factored into the given estimate. In this example, the cost ranges include X-ray visualization, examination of the tissue sample, doctors’ fees, and drugs/supplies used during the outpatient procedure.

When reviewing cost information, we encourage members to take into consideration publicly available hospital quality data, such as information published on www.phcqa.org and other information available through third-party data sources on ibx.com.

If you have any questions about these new features of the Find a Doctor tool, please call 1-800-ASK-BLUE.

*Cost estimates are not a guarantee of payment amount.

Example: Colonoscopy with Removal of Lesions*

NAME	DISTANCE	EST. COST
ABC CENTER FOR DIGESTIVE HEALTH Provider ID: 0000000000 Ambulatory Surgical Center 123 Any Street Philadelphia, PA 19000 (215) 000-0000	0.89 Miles	\$1,101 - \$1,283
XYZ ENDOSCOPY CENTER, LLC Provider ID: 0000000000 Ambulatory Surgical Center 456 Somewhere Street Philadelphia, PA 19000 (215) 000-0000	1.26 Miles	\$1,085 - \$1,200

Examination of the intestines using a flexible tube with removal of lesions
 • X-ray visualization
 • An examination of tissue sample for signs of disease
 • Doctors Fees
 • May include drugs and supplies administered during your outpatient procedure

Putting ICD-10 into Practice: Coding exercises and scenarios

ICD | 10

More codes • More detail • Improved accuracy™

The *ICD-10 Spotlight: Know the codes* feature that appeared throughout *Partners in Health Update* last year was designed to communicate various coding conventions, general guidelines, and chapter-specific guidelines in ICD-10. These conventions and guidelines are rules and instructions that must be followed to classify and assign the most appropriate code. As with ICD-9, adherence to these guidelines is required under the Health Insurance Portability and Accountability Act (HIPAA).

As announced in the January 2013 edition of *Partners in Health Update*, we have introduced a new feature called *Putting ICD-10 into Practice: Coding exercises and scenarios*. Each month this feature will help you put the new guidelines and conventions you learned about last year into practice. If needed, use the *ICD-10 Spotlight: Know the codes* booklet for assistance with these exercises. An answer key is provided below so you can verify if your answers are correct. In addition, a list of code narratives is included to describe each ICD-10 code.

Coding exercises

Code the following conditions according to ICD-10 coding conventions and guidelines:

1. Borderline glaucoma
2. Congestive heart failure due to hypertension
3. HIV positive status without symptom
4. Urinary frequency
5. Morbid obesity with a BMI of 42 in an adult
6. Congenital red cell aplastic anemia
7. Cleft palate involving both the soft and hard palate with bilateral cleft lip
8. Severe persistent asthma with acute exacerbation
9. Fatigue fracture of vertebra, lumbar region, and subsequent encounter for fracture with delayed healing
10. Interstitial cystitis due to *E. coli* with hematuria
11. Sleep-related teeth grinding
12. Non-conclusive HIV-test finding in infants

Coding scenario

Code the following scenario according to ICD-10 coding conventions and guidelines:

Jane and John Doe were shopping at the mall the day after Thanksgiving to take advantage of the sales. While rushing for the newest iPhone, John fell down the stairs. Thankfully, John sustained only minor abrasions to his right elbow.

Narratives

Answers to coding exercises:
(1) H40.001 (2) I11.0 (3) Z21 (4) R35.0 (5) E66.01, Z68.41 (6) D61.01 (7) Q87.4 (8) J45.51 (9) M48.46xG (10) N30.11, B96.20 (11) G47.63 (12) R75

Answers to coding scenario:
S50.311A, W10.9xxA, Y92.59

continued on the next page

Putting ICD-10 into Practice: Coding exercises and scenarios

ICD | 10

More codes • More detail • Improved accuracy™

The following are the corresponding code narratives for each of the ICD-10 codes in the answer key for the coding exercises and coding scenarios:

H40.001: Prolapsed iris, unspecified, right eye

I11.0: Hypertensive heart disease with heart failure

Z21: Asymptomatic human immunodeficiency virus [HIV] infection status

R35.0: Frequency of micturition

E66.01: Morbid (severe) obesity due to excess calories

Z68.41: Body mass index (BMI) 40.0 – 44.9, adult

D61.01: Constitutional (pure) red blood cell aplasia

Q37.4: Cleft hard and soft palate with bilateral cleft lip

J45.51: Severe persistent asthma with (acute) exacerbation

M48.46xG: Fatigue fracture of vertebra, lumbar region, subsequent encounter for fracture with delayed healing

N30.11: Interstitial cystitis (chronic) with hematuria

B96.20: Unspecified Escherichia coli [E. coli] as the cause of diseases classified elsewhere

G47.63: Sleep-related bruxism

R75: Inconclusive laboratory evidence of human immunodeficiency virus [HIV]

S50.311A: Abrasion of right elbow, initial encounter

W10.9xxA: Fall (on) (from) unspecified stairs and steps, initial encounter

Y92.59: Other trade areas as the place of occurrence of the external cause

For additional information related to IBC's transition to ICD-10, please visit www.ibx.com/icd10. On this site you will find examples of how ICD-9 codes will translate to ICD-10 codes in the *ICD-10 Spotlight: Know the codes* booklet. In addition, you will find examples of ICD-10 coding exercises and scenarios in the *Putting ICD-10 into Practice: Coding exercises and scenarios* booklet.

Policy notifications posted as of January 29, 2013

All policies are posted prior to their effective date. Below is a listing of the policy notifications that we have posted to our website as of January 29, 2013.

Policy effective date	Policy No.	Notification title	Notification issue date
February 1, 2013	11.00.14c	Treatment of Twin-Twin Transfusion Syndrome (TTTS)	January 2, 2013
February 1, 2013	11.14.06f	Autologous Chondrocyte Implantation (ACI)/Carticel® and Other Cell-based Treatments of Focal Articular Cartilage Lesions	January 2, 2013
February 1, 2013	11.14.09e	Osteochondral Autograft Transplantation (OAT) Procedure	January 2, 2013
February 1, 2013	11.14.12c	Osteochondral Allograft Transplantation	January 2, 2013
February 1, 2013	05.00.09f	Electrical Bone Growth Stimulation and Ultrasound Accelerated Fracture Healing System	January 2, 2013
February 5, 2013	00.01.44e	Never Events and Preventable Adverse Events	November 7, 2012
February 13, 2013	08.00.26q	Botulinum Toxin Agents	January 14, 2013
February 15, 2013	08.00.13m	Immune Globulin: Intravenous (IVIG), Subcutaneous (SCIG)	January 16, 2013
February 15, 2013	08.00.50k	Rituximab (Rituxan®)	January 16, 2013
February 15, 2013	08.00.87a	Pemetrexed (Alimta®)	January 16, 2013
February 15, 2013	11.02.10h	Endovascular Grafts for Abdominal Aortic Aneurysms (AAA), Aortic-Iliac Aneurysms, and Infrarenal Aortic Aneurysms	January 16, 2013
February 25, 2013	07.08.03	Medical and Surgical Treatment of Temporomandibular Joint Disorder	November 27, 2012
March 5, 2013	11.14.26	Surgical Treatments of Athletic Pubalgia	December 5, 2012
April 2, 2013	11.14.08c	Orthognathic Surgery	January 2, 2013
April 2, 2013	08.00.81b	Bendamustine Hydrochloride (Treanda®)	January 2, 2013
April 2, 2013	11.14.03e	Meniscal Allograft Transplantation	January 2, 2013
April 4, 2013	08.00.25g	Treatment of Pulmonary Hypertension with Intravenous, Subcutaneous, and Inhaled Pharmacologic Agents Intended for Home Use	January 4, 2013
April 16, 2013	07.02.07g	Ambulatory, Real-Time Cardiac Surveillance System	January 16, 2013
April 16, 2013	11.05.02g	Blepharoplasty, Repair of Blepharoptosis, Repair of Brow Ptosis, and Canthoplasty/Canthopexy	January 16, 2013
April 17, 2013	11.15.09d	Denervation of the Spinal Nerves for Chronic Facet Pain	January 17, 2013

To view the policy notifications, go to www.ibx.com/medpolicy, select *Accept and Go to Medical Policy Online*, and click on the *Policy Notifications* box. You can also view policy notifications using the NaviNet® web portal by selecting *Reference Tools* from the Plan Transactions menu, then *Medical Policy*. Once these policies are in effect, they will be available by using the Search box on the Medical Policy homepage. Be sure to check back often, as the site is updated frequently.

Online tool helps practices become a Patient-Centered Medical Home

IBC is continuing its collaboration with the American College of Physicians (ACP) to license its Medical Home Builder (MHB) tool on behalf of primary care practices interested in becoming a Patient-Centered Medical Home (PCMH). The MHB tool can help practices analyze how patient care is delivered and identify ways to become a more efficient provider. The tool can also be used to help improve scheduling, patient education, and coordination of care.

This online tool provides access to useful videos and recorded webinars about medical homes and a library of more than 500 resources, including downloadable guides and policy templates. Additionally, the tool includes a module that aligns to the “must-pass” requirements of the National Committee for Quality Assurance for PCMH recognition.

We are currently offering access to the MHB tool for primary care practices interested in transforming to a PCMH at no cost through December 31, 2013. We will also collaborate with the ACP on a webinar series featuring a variety of PCMH topics.

If you would like to be added to an email distribution for PCMH information and webinar notifications, or if you are interested in receiving access to the MHB tool, please email your practice name and contact information to pcmh@ibx.com.

HEALTH AND WELLNESS

Behavioral health resources available on our website

IBC and Magellan Behavioral Health, Inc. (Magellan), an independent company, have developed tools to assist you in monitoring your patients who are diagnosed with attention deficit/hyperactivity disorder (ADHD), adult bipolar disorder, depression/suicide, substance-use, and those who are prescribed atypical, or second-generation, antipsychotics (SGAs).

Updated tip sheets that include information on ADHD and adult bipolar disorders and pharmacotherapy for assessing and managing patients with these disorders are available on our website for all network providers.

Substance-Use Disorders Identification Overview and *Depression/Suicide Overview* guides are also available to all network providers. These guides are double-sided charts that include information on substance-use disorders and pharmacotherapy for substance-use disorders, depression treatment, and assessing and managing suicidal patients.

To assist you in monitoring your patients who are prescribed SGAs, Magellan has developed a tip sheet and monitoring log pertaining to SGAs, which briefly describe the benefits, issues, and side effects of these medications. Magellan also created an informational tip sheet for member use, *Medication Safety and Second-Generation Antipsychotics*, which you may find helpful when treating patients taking SGAs.

Each of the tip sheets and all of the guides were developed in collaboration with Magellan and provide resources that support clinical practice guidelines and are consistent with nationally recognized standards of care.

Visit our website at www.ibx.com/providers/resources/worksheets to review and/or download the tip sheets and guides. If you do not have access to the Internet, please call the Provider Supply Line at 1-800-858-4728 to request paper versions.

Magellan Behavioral Health, Inc. manages mental health and substance abuse benefits for most IBC members.

Your patients can be heart smart with the SilverSneakers® Fitness Program

February is American Heart Month

February is American Heart Month, and as a health care provider, you know heart disease and stroke pack a deadly punch, claiming numerous lives each year. The good news is that patients can improve their overall health by making lifestyle changes. According to the American Heart Association, regular physical activity such as walking 30 minutes a day can help reduce the risk of heart disease. Medical experts recommend aerobic exercise for its ability to strengthen the heart and lungs and help the body use oxygen more efficiently.

The Healthways SilverSneakers Fitness Program can help your Medicare-eligible patients adopt an active lifestyle and is a great way to help them win in the fight against heart disease and stroke. Physical activity can help reduce the risk of developing high blood pressure, colon cancer, and diabetes.¹ More recent evidence links exercise with reduced incidence of dementia and depression.²

The SilverSneakers Fitness Program

SilverSneakers is included in your IBC Medicare Advantage HMO and PPO patients' benefits and provides them with an innovative blend of physical activity, healthy lifestyle direction, and social opportunities. SilverSneakers is available at over 11,000 participating locations nationwide, giving members endless opportunities to exercise heart-healthy habits while having fun and making friends! Many sites are equipped with treadmills, free weights, and other fitness equipment and also offer the signature SilverSneakers Fitness Program classes, designed specifically for Medicare-eligible patients and taught by certified instructors.

As you encourage your Medicare-eligible patients to adopt heart-smart habits, share with them the benefits of regular physical activity:

- improves circulation and oxygen use;
- promotes healthy blood pressure and cholesterol levels;
- increases energy and endurance;
- improves bone strength and balance;
- decreases stress and improves sleep.

For more information about SilverSneakers, visit www.silversneakers.com or call 1-888-423-4632.

Note: SilverSneakers is offered to Keystone 65 HMO and Personal Choice 65SM PPO members at no cost. To enroll in the program, members should bring their SilverSneakers ID card to a participating SilverSneakers location. Members can visit the SilverSneakers website at www.silversneakers.com or call 1-888-423-4632 for a complete list of locations.

References

¹www.cdc.gov/nccdphp/sgr/olderad.htm

²Larson EB, Wang L, Bowen JD, McCormick WC, Teri L, Crane P, Kukull W. Exercise is Associated with Reduced Risk for Incident Dementia among Persons 65 Years of Age and Older. *Ann Intern Med*, 2006; 144:73-81.

This is not a statement of benefits. Benefits may vary based on Federal requirements, Benefits Program (HMO, PPO, etc.), and/or employer groups. Providers should call Customer Service for the member's applicable benefits information. Members should be instructed to call the Customer Service telephone number listed on their ID card.

SilverSneakers is a registered mark of Healthways, Inc., an independent company.



IMPORTANT RESOURCES

Anti-Fraud and Corporate Compliance Hotline	1-866-282-2707 www.ibx.com/antifraud
Care Management and Coordination	
Case Management	1-800-313-8628
Baby BluePrints®	215-241-2198 1-800-598-BABY (2229)*
ConnectionsSM Health Management Programs	
Connections SM Health Management Program Provider Support Line	1-866-866-4694
Connections SM Complex Care Management Program	1-800-313-8628
Connections SM Provider Portal	www.hdproviderportal.com/ibc
Credentialing	215-988-1413
Credentialing Violation Hotline	www.ibx.com/credentials
Customer Service/Provider Services	
<ul style="list-style-type: none"> • Provider Automated System (eligibility/claims status/referrals) • Connections Health Management Programs • Precertification/maternity requests <ul style="list-style-type: none"> – Imaging services (CT, MRI/MRA, PET, and nuclear cardiology) – Authorizations 	1-800-ASK-BLUE (275-2583)
Provider Services user guide	www.ibx.com/providerautomatedsystem
eBusiness Help Desk	215-241-2305
FutureScripts® (pharmacy benefits)	
Prescription drug prior authorization	1-888-678-7012
Fax	1-888-671-5285
Direct Ship Specialty Pharmacy Program	1-888-678-7012
Fax	1-888-671-5285
Mail order program toll-free fax	1-877-228-6162
Blood Glucose Meter Hotline	1-888-678-7012
Pharmacy website (formulary updates, prior authorization)	www.ibx.com/rx
FutureScripts® Secure (Medicare Part D)	1-888-678-7015
Formulary updates	www.ibxmedicare.com
Mail order program toll-free fax	1-877-344-1318
IBC Direct Ship Injectables Program (medical benefits)	www.ibx.com/directship
Medical Policy	www.ibx.com/medpolicy
NaviNet® portal registration	www.navinet.net
Provider Supply Line	1-800-858-4728 www.ibx.com/providersupplyline

* Outside 215 area code