

# 2015 Provider Publication Cumulative Index

This index captures articles that were published in 2015 in *Partners in Health Update*<sup>SM</sup> and *Inside IPP*:

- *Partners in Health Update* includes notice of changes or clarifications to administrative policies and procedures that are related to the covered services provided by Independence-participating providers.
- *Inside IPP* highlights BlueCard<sup>®</sup>-specific initiatives and plans for improvement.



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Note: Partners in Health Update articles are specific to a provider type. The audience is identified by the following indicators:

- P – Professional
F – Facility
A – Ancillary

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## Administrative

Article title	Edition	Audience
2014 <i>Cumulative Index</i> now available	January	P, F, A
New Preventive Plus benefit now in effect	January	P, F
Updated time frame for processing PCP changes	February	P
Updated <i>Provider Manual</i> now available	March	P
Overpayments for certain Medicare Advantage members identified and corrected	May	P, A
Report prescription drug or health care fraud	May	P, F, A
Updated <i>Hospital Manual</i> now available	May	F, A
Coming soon: Easy to use online peer-to-peer request form	June	P, F, A
Help prevent identity theft and insurance fraud	June	P, F, A
Improvements to spending account payment integration	June	P, F, A
Procedures for terminating a patient from a practice	July	P
Reminder from Independence Administrators: Register on NaviNet®	August	P, F, A
Carenet pilot program underway	October	P
Chronic care management for Medicare beneficiaries	October	P
Coming soon: New Provider Automated System	October	P, F, A
Peer-to-peer reconsideration requests for Medicare Advantage members	October	P, F, A
Update your provider information with us	October	P, F, A
Update your provider information with us	November	P, F, A
New Independence Administrators office location	December	P, F, A
New Provider Automated System launch postponed	December	P, F, A
Out-of-pocket maximums for commercial HMO, POS, and PPO members beginning January 1, 2016	December	P, F, A
Update your provider information with us	December	P, F, A

## Announcements

Article title	Edition	Audience
Discontinuation of postcard notification for <i>Partners in Health Update</i>	August	P, F, A

## Billing

Article title	Edition	Audience
Modifier 25 required for reporting removal of impacted cerumen	January	P, F, A
Updated payer ID grids available soon	January	P, F, A
Additional HIPPS code requirements for certain SNF claims/encounters	February	F, A
Claim submission requirements when billing with place of service code 22	March	P
Important billing information for modifiers 25 and 59	March	P
POA indicator and properly filling out claims	March	F
Professional Injectable and Vaccine Fee Schedule updates effective April 1, 2015	March	P, F, A
Proper screening colonoscopy billing for Medicare Advantage members	March	P, F
Correction: Claim submission requirements when billing with place of service code 22	April	P, A
EDI web resources updated	April	P, F
Updated process for submitting an overpayment/refund request	April	P, F, A
Enforcing claims processing requirements	May	P, F, A
Reminder: Billing requirements for billing multiple services	May	P
Reminder: Important billing information for modifiers 25 and 59	May	P
Professional Injectable and Vaccine Fee Schedule updates effective July 1, 2015	June	P, F, A
Reminder: Transitioning outstanding Accounts Receivable balances to new platform	June	P, F
Billing requirement for anesthesia claims	July	P
Claims processing requirements for PCPs rendering services to members in long-term care facilities	July	P, A
Reminder: Important billing information for modifier 25 and modifiers –X{EPSU} and 59	August	P
Select standard fee schedules available on NaviNet®	August	P, F
Updated CMS-1500 claim form resources now available	August	P, A
Use the full member ID number when billing for service	August	P, F, A
Medical Nutrition Therapy coverage for Medicare Advantage members	September	P
Professional Injectable and Vaccine Fee Schedule updates effective October 1, 2015	September	P, F, A
Reminder: Important billing information for modifiers 25 and –X{EPSU} and 59	November	P
Updated UB-04 guide and CMS-1500 toolkit now available	November	P, F
Professional Injectable and Vaccine Fee Schedule updates effective January 1, 2016	December	P, F, A
Updated payer ID grids available soon	December	P, F, A

## BlueCard®

Article title	Edition	Audience
The Winter 2015 edition of <i>Inside IPP</i> is now available	February	F, A
Air ambulance claim requirements	August	A
The Summer 2015 edition of <i>Inside IPP</i> is now available	August	F, A
Final edition of <i>Inside IPP</i> and new BlueCard resources now available	December	F, A

## Business Transformation

Article title	Edition	Audience
All Medicare Advantage HMO and PPO members migrated to the new platform	January	P, F, A
Stay informed during our transition to a new platform	February	P, F, A
Stay informed during our transition to a new platform	March	P, F, A
Business Transformation has been completed	April	P, F, A

## Consumerism

Article title	Edition	Audience
Independence physician quality measure rankings available on the BCBSA national provider finder	February	P
Independence to roll out new and improved member portal	July	P, F, A
Independence physician quality measure rankings available on the BCBSA national provider finder	October	P

## Credentialing

Article title	Edition	Audience
Upcoming changes to the CAQH recredentialing process	January	P
Reminder: Changes to the CAQH recredentialing process	February	P
Billing procedures for credentialed Certified Registered Nurse Practitioners	March	P
New CAQH recredentialing process now in effect	March	P

## Health and Wellness

Article title	Edition	Audience
Encourage pregnant Independence members to register for Baby BluePrints®	February	P
Help your Medicare Advantage patients get fit in 2015	February	P
Free mobile health tool for your patients: CareCam app now available for diabetes and asthma self-management	April	P
Know your terms	April	P
Encourage pregnant Independence members to register for Baby BluePrints	May	P
Help your heart failure patients avoid hospital readmission	May	P
Help your patients stay fit this spring with SilverSneakers®	May	P
Suicide: A concern for all health care providers. Part 1 – An introduction to recognizing the role of all health care providers to address the issue of suicide	May	P
Urgent care centers and retail health clinics are alternatives to the ER when physicians are unavailable	June	P, F
Suicide: A concern for all health care providers. Part 2 – Embracing your role through screening, assessing, and promoting safety for individuals at risk for suicide	July	P
Encourage pregnant Independence members to register for Baby BluePrints	August	P
Health Coaches: Supporting your patients, our members	August	P
Help your patients get healthy this summer with SilverSneakers	August	P
New behavioral health resources for collaboration and care	August	P, F
Let's Go See initiative raises awareness of vision problems in children	September	P
Suicide: A concern for all health care providers. Part 3 – After screening/assessing: How to assure safety of the person who is at risk for suicide	September	P, F, A
Encourage pregnant Independence members to register for Baby BluePrints	November	P
Help your patients stay healthy in mind, body, and spirit throughout the holiday season with SilverSneakers	November	P
Suicide: A concern for all health care providers. Part 4 – Suicide risk assessment: Important issues to remember	November	P

## ICD-10

Article title	Edition	Audience
<i>What's Up Wednesday</i> returns on January 21, 2015	January	P, F, A
ICD-10: Join us for the next <i>What's Up Wednesday</i> call	February	P, F, A
Join us for the next <i>What's Up Wednesday</i> call on March 18, 2015	March	P, F, A
External testing update and tips for a successful conversion	April	P, F, A
Join us for the next <i>What's Up Wednesday</i> call on April 15, 2015	April	P, F, A
Independence's guidelines for submitting authorizations and referrals	May	P, F, A
Join us for the next <i>What's Up Wednesday</i> call on May 20, 2015	May	P, F, A
Clarification: Independence's guidelines for submitting authorizations and referrals	June	P, F, A
Join us for the next <i>What's Up Wednesday</i> call on June 17, 2015	June	P, F, A

## ICD-10 (continued)

Article title	Edition	Audience
Get ready for the upcoming ICD-10 compliance date	July	P, F, A
Join us for the next <i>What's Up Wednesday</i> on July 15, 2015	July	P, F, A
ICD-10 is fast approaching – Are you ready?	August	P, F, A
Join us for the next <i>What's Up Wednesday</i> on August 19, 2015	August	P, F, A
Join us for the next <i>What's Up Wednesday</i> call on September 16, 2015	September	P, F, A
Preparing for the upcoming October 1, 2015, ICD-10 compliance date	September	P, F, A
ICD-10: FAQ highlights	October	P, F, A
Common ICD coding errors identified on paper and electronic claims	December	P, F, A

## Medical

Article title	Edition	Audience
Changes to the experimental/investigational services policies effective January 1, 2015	January	P, F, A
Download the latest precertification requirement list	January	P, F, A
Injectable hyaluronate acid products being removed from our Direct Ship Injectables Program	January	P
Medical and claim payment policy activity posted from November 21 – December 19, 2014	January	P, F, A
Medicare Advantage HMO and PPO policies now in effect	January	P, F, A
New codes for digital breast tomosynthesis	January	P, F, A
Precertification requirement for non-emergent outpatient radiation therapy now in effect	January	P, F
Precertification requirement for outpatient echocardiography services for Medicare Advantage HMO and PPO members now in effect	January	P, F
Precertification requirements for FEP members for BRCA testing and outpatient services	January	P, F
Reminder: Precertification requirements for DME providers are now in effect	January	P, A
Medical and claim payment policy activity posted from December 20, 2014 – January 23, 2015	February	P, F, A
New changes to our ePASS® incentive opportunity for professional providers	February	P
Precertification and compliance monitoring for PAP machines and supplies	February	P, F, A
Clarification: Injectable hyaluronate acid products being removed from the Direct Ship Injectables Program	March	P
Medical and claim payment policy activity posted from January 24 – February 20, 2015	March	P, F, A
Non-emergent outpatient radiation therapy to be reviewed for medical necessity	March	P, F
Medical and claim payment policy activity posted from February 21 – March 23, 2015	April	P, F, A
NaviNet® to provide direct access link to CareCore's provider portal	April	P, F
CareCore's radiation therapy criteria now in effect	May	P, F
Changes to the Direct Ship Injectables Program	May	P

## Medical (continued)

Article title	Edition	Audience
Medical and claim payment policy activity posted from March 24 – April 24, 2015	May	P, F, A
Gender reassignment surgery claims for Medicare Advantage members	June	P, F
Medical and claim payment policy activity posted from April 25 – May 22, 2015	June	P, F, A
New medical policy criteria for commercial members in treatment for osteoarthritis of the knee	June	P
Updated InterQual® guidelines for 2015	June	P, F, A
Clarifying member cost-share amounts for medical benefit drugs	July	P
Obtaining precertification for non-emergent radiation therapy services through NaviNet®	July	P, F
Reminder: Use –X{EPSU} modifiers to report separate, distinct, or independent non-E&M services on the same day	July	P, F
View up-to-date medical and claim payment policy activity on the Medical Policy Portal	July	P, F, A
View up-to-date medical and claim payment policy activity on the Medical Policy Portal	August	P, F, A
Annual Synagis® (palivizumab) distribution program approaches	September	P, A
Chiropractic services policy update	September	P
Reminder: Coverage for injectable drugs that reduce the risk of preterm birth	September	P, F
View up-to-date policy activity on our Medical Policy Portal	September	P, F, A
Direct Ship Drug Program updates	October	P
Important news about the annual Synagis® (palivizumab) distribution program	October	P
Upcoming changes to drug precertification requirements for 2016	October	P
Upcoming changes to medical benefit specialty drug cost-sharing for 2016	October	P
View up-to-date policy activity on our Medical Policy Portal	October	P, F, A
Appropriate use of vitamin D testing	November	P, F, A
Reminder: Upcoming changes to drug precertification requirements for 2016	November	P
View up-to-date policy activity on our Medical Policy Portal	November	P, F, A
Independence medical record requests and ePASS® submissions now using EFT for payments	December	P, F
Introducing telemedicine primary care for our commercial members	December	P
Reminder: Upcoming changes to medical benefit specialty drug cost-sharing for 2016	December	P
Upcoming changes to precertification requirements for 2016	December	P
Update on coverage for digital breast tomosynthesis	December	P
View up-to-date policy activity on our Medical Policy Portal	December	P, F, A



## NaviNet®

Article title	Edition	Audience
Changes coming in February 2015 to NaviNet	January	P, F, A
NaviNet changes delayed until March	February	P, F, A
Changes coming to NaviNet in March	March	P, F, A
User guides and webinar now available for recent NaviNet transaction changes	April	P, F, A
Changes to NaviNet Referrals transaction coming in May	May	P, F
Reminder: Pre-service review for out-of-area members available through NaviNet	May	P, F
New changes to NaviNet scheduled for July release	June	P, F, A
Reminder of upcoming July NaviNet release	July	P, F, A
Changes coming in mid-September to NaviNet	September	P, F, A
Reminder of recent changes to NaviNet	October	P, F, A
Providers required to use self-service options on NaviNet	November	P, F, A
NaviNet resources available on the Provider News Center	December	P, F, A

## Pharmacy

Article title	Edition	Audience
Things to remember when prescribing narcotic therapy	January	P
Prescription drug updates	March	P, F, A
Select Drug Program® Formulary updates	March	P, F, A
Appropriate use of Suboxone®	June	P
Ensuring better drug coverage determination outcomes for you and your patients	June	P
Prescription drug updates	June	P, F, A
Select Drug Program Formulary updates	June	P, F, A
New mail-order facility for your patients with FutureScripts® Secure coverage	July	P, F, A
Prescription drug updates	September	P, F, A
Select Drug Program Formulary updates	September	P, F, A
Contraceptive coverage changes for 2016	December	P
Coverage of non-FDA-approved drugs	December	P
Important message for providers who prescribe drugs for Medicare patients	December	P
Our prescription drug program and safe prescribing procedures	December	P
Prescribing medications for your older adult patients	December	P
Prescription drug updates	December	P, F, A
Select Drug Program Formulary updates	December	P, F, A
Upcoming changes in coverage for intrauterine devices	December	P

## Products

Article title	Edition	Audience
Introducing Keystone 65 Focus Rx HMO, our new defined-network Medicare Advantage plan	September	P, F, A
Benefit tier re-evaluation for Keystone HMO Proactive	October	P, F, A
Keystone 65 Focus Rx HMO, our new Medicare Advantage benefit product	October	P, F, A
Upcoming Medicare Advantage HMO and PPO benefit changes	October	P, F, A
Keystone 65 Focus now available for 2016	November	P, F, A
Member benefit changes and clarifications for commercial members	November	P, F, A
Capitation arrangements for Keystone 65 Focus	December	P
Clarification: New routine chiropractic and podiatry benefits for Medicare Advantage plans in 2016	December	P

## Quality Management

Article title	Edition	Audience
Ensure patients know how to access care after office hours	January	P
Highlighting HEDIS®: Cervical cancer screening	January	P
Highlighting HEDIS®: Pharmacotherapy management of COPD exacerbation	February	P
Highlighting HEDIS®: Appropriate testing for children with pharyngitis	March	P
Highlighting HEDIS®: Well-child visits in the first 15 months of life	April	P
Improving lead testing among CHIP members	April	P
Independence's Medicare utilization remains within national standards	April	P
Highlighting HEDIS®: Well-child visits in the third, fourth, fifth, and sixth years of life	May	P
Independence encourages medical and behavioral health providers to work together	May	P, F
Positive results in Independence's 2014 Provider Satisfaction Survey	May	P
Highlighting HEDIS®: Osteoporosis management in women who had a fracture	July	P
Highlighting HEDIS®: Weight assessment and counseling for nutrition and physical activity for children/adolescents	August	P
Highlighting HEDIS®: Breast cancer screening	October	P
Independence offers services to help patients communicate	October	P
Independence members rate their physician experience	October	P
Quality ranking for primary care offices	October	P
Our Quality Management Program promotes quality of care and service	November	P, F, A
Policy reminder regarding utilization review decisions	November	P, F
Standards for medical record documentation: When there is a consultation	November	P
<i>2015-2016 Clinical Practice Guideline Summary</i> now available	December	P
<i>2015-2016 Member Wellness Guidelines</i> now available	December	P
Lead testing for CHIP members before their second birthday	December	P
Standards for medical record documentation: Medical record review	December	P, F, A

## Winter

### Article title

Ask out-of-area members to complete the *COB Questionnaire* with other registration forms

Expediting medical record requests from the Host Plan

Precertification requirements for FEP members for BRCA testing and outpatient services

Providers financially responsible for preapproval/precertification of inpatient facility services for out-of-area members

Reminder: Delinquent payment indicator on NaviNet® for APTC members

Use the Medical Policy/Precertification Router for out-of-area members

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## Summer

### Article title

Claim requirements for air ambulance service codes

Claim requirements for Medicaid members

Expediting medical record requests from the Host Plan

Providers financially responsible for preapproval of inpatient facility services for out-of-area members

Use full member ID number when billing for service

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## Fall

### Article title

Always use full member ID number when billing for service

Final edition of *Inside IPP* and new BlueCard® resources now available

Providers financially responsible for preapproval of inpatient facility services for out-of-area members

Reminder: Claim requirements for air ambulance service codes

Updated UB-04 guide and CMS-1500 toolkit now available

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