



2014 Provider Publication Cumulative Index

- *Partners in Health UpdateSM*
- *Inside IPP*

Independence 

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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

2013 Cumulative Index now available January 2014	P, F, A
An updated Provider Manual now available May 2014	P
CFID fights fraud, waste, and abuse May 2014	P, F, A
Change to IBC's outpatient laboratory network effective July 1 July 2014	P, F, A
Changes coming to out-of-pocket maximums for commercial HMO, POS, and PPO members October 2014	P, F, A
Changes to Medicare Advantage Addendum effective January 1, 2015 December 2014	P, F, A
Check member ID cards (eligibility) at every visit July 2014 September 2014 <i>Reminder article:</i> <i>December 2014</i>	P, F, A
Establishing your electronic interfaces with LabCorp June 2014	P
Get up-to-date news and information at our Provider News Center August 2014	P, F, A
IBC and Health Care Reform January 2014	P, F, A
Important information about Medicare-eligible members January 2014	P, F, A
Independence Administrators claims appeal form now available November 2014	P, F
Independence offers services to help patients communicate November 2014	P, F, A
Keystone Direct POS: Offering members more direct access to participating specialists January 2014	P, F, A
New benefit for preventive screening colonoscopy November 2014	P, F

ADMINISTRATIVE (CONTINUED)

New NCQA 2014 PCMH Guidelines June 2014	P
New QIO program contractor September 2014	P, F, A
Out-of-pocket maximums for commercial HMO, POS, and PPO members beginning January 1, 2014 January 2014	P, F, A
Provider Automated System not available for migrated members January 2014	P, F, A
Referrals are required for specialty care for HMO/POS members July 2014	P
Referring members for laboratory services December 2014	P
Re-issue of member ID cards for migrated members January 2014	P, F, A
Reminder: Change to IBC's (our) outpatient laboratory network now in effect August 2014 September 2014	P, F, A
Reminder: Contraceptive coverage update for religious organizations January 2014 March 2014 May 2014 July 2014 November 2014	P
Reminder: New Preventive Plus benefit effective January 1, 2015 December 2014	P, F, A
Reminder: Out-of-pocket maximums for commercial HMO, POS, and PPO members February 2014 April 2014 June 2014 August 2014	P, F, A
Request your office supplies online March 2014 July 2014	P, F, A
Risk adjustment: Why improving coding accuracy matters more now February 2014	P, F

ADMINISTRATIVE (CONTINUED)

Select standard physician fee schedules available on NaviNet[®] November 2014	P
Sign up to receive IBC news and announcements via email June 2014	P, F, A
Update your provider information with us May 2014 September 2014	P, F, A
Urgent care centers and retail health clinics are alternatives to the ER when physicians are unavailable June 2014	P, F
Visit the Provider News Center April 2014	P, F, A
What to expect if we request a credit balance report November 2014	F

ANNOUNCEMENTS

FAQ available for upcoming change to IBC outpatient laboratory network April 2014	P, F, A
IBX Wire to include new gap-in-care messages August 2014	P
LabCorp named IBC's exclusive national outpatient laboratory provider March 2014	P, F, A

BILLING

90-day Grace Period now in effect February 2014 <i>Reminder articles:</i> March 2014 June 2014 August 2014	P, F, A
Billing requirements for anesthesia claims September 2014	P
Coding guidelines for spinal fusion procedures August 2014	F

BILLING (CONTINUED)

Electronic claim resubmission requirements June 2014	P, F, A
Ensure successful electronic claims submissions July 2014	P, F, A
Ensure successful submission of CMS-1500 claim forms and an updated toolkit now available August 2014	P, A
Guidelines for billing with taxonomy codes June 2014	P, F, A
HIPPS codes requirement for certain SNF and HHA claims/encounters July 2014	F, A
Key changes to CMS-1500 claim form and updated toolkit now available March 2014	P, A
Medicare supplemental claim rejections October 2014	F
Our policy on direct and/or indirect third-party payments November 2014	P, F, A
Participating providers must submit all claims for IBC members to IBC July 2014 <i>Reminder article:</i> August 2014	P, F
Positive changes to the IBC standard fee schedule for certain professional providers April 2014	P
Professional Injectable and Vaccine Fee Schedule updates effective April 1, 2014 March 2014	P, F, A
Professional Injectable and Vaccine Fee Schedule updates effective January 1, 2015 December 2014	P, F, A
Professional Injectable and Vaccine Fee Schedule updates effective July 1, 2014 June 2014	P, F, A
Professional Injectable and Vaccine Fee Schedule updates effective October 1, 2014 September 2014	P, F, A

BILLING (CONTINUED)

Tips for submitting claims using the new CMS-1500 (02/12) claim form May 2014	P, A
Transitioning outstanding Accounts Receivable balances to new platform December 2014	P, F
Upcoming changes to billing requirements June 2014	P, F, A
Upcoming changes to IBC's post-service appeals and grievance processes August 2014	P
Updated payer ID grids now available January 2014 May 2014	P, F, A
Use a valid NPI for all claims January 2014 <i>Reminder article was posted in:</i> <i>March 2014</i>	P, F, A
Use of new CMS-1500 (02/12) claim form now required April 2014 <i>Reminder article:</i> <i>September 2014</i>	P, A

BLUECARD[®]

The Fall 2014 edition of <i>Inside IPP</i> is now available November 2014	F, A
Provider financial responsibility for preapproval of inpatient facility services for out-of-area members May 2014 <i>Reminder article:</i> <i>August 2014</i>	F
Spring 2014 edition of <i>Inside IPP</i> now available May 2014	F, A
The Summer 2014 edition of <i>Inside IPP</i> is now available September 2014	F, A
Winter 2013 edition of <i>Inside IPP</i> now available January 2014	F, A

BUSINESS TRANSFORMATION

Stay informed during our transition to the new platform P, F, A
February 2014
March 2014
April 2014
May 2014
June 2014
July 2014
August 2014
September 2014
November 2014
December 2014

Update on our Business Transformation P, F, A
January 2014
October 2014

CONSUMERISM

New Care Cost Estimator tool available for migrated PPO and PHO members P
October 2014

CREDENTIALING

Certified Registered Nurse Practitioners may apply for credentialing for our PCP network P
January 2014

IBC's policy on locum tenens P
August 2014

HEALTH AND WELLNESS

Alcohol screening resource now includes pediatric information P
July 2014

Discuss routine preventive immunizations with your patients at their wellness visits P
January 2014

Encourage members to exercise to help reduce their risk of falling P
October 2014

Encourage patients to personalize their fitness plan P
May 2014

HEALTH AND WELLNESS (CONTINUED)

Encourage pregnant IBC members to register for Baby BluePrints[®]	P
February 2014	
May 2014	
August 2014	
November 2014	
Encourage your patients to be active to stay healthy	P
March 2014	
Health Coaches: Supporting your patients, our members	P
January 2014	
April 2014	
August 2014	
November 2014	
Help your patients to be active so they stay healthy	P
July 2014	
Helping providers identify patients likely to be hospitalized	P
March 2014	
Improving lead testing among CHIP members	P
February 2014	
November 2014	
May is Mental Health Awareness Month	P
May 2014	
New health risk screening tool for Medicare Advantage HMO and PPO members	P
March 2014	
Pilot programs available to select patients likely to be hospitalized	P
August 2014	
Smoking cessation resource now includes pediatric information	P
November 2014	

ICD-10

Conversion to ICD-10 delayed at least one year May 2014	P, F, A
Dial in for <i>What's Up Wednesday</i> March 2014 April 2014	P, F, A
ICD-10 final rule released: October 1, 2015, is the new compliance deadline September 2014	P, F, A
ICD-10: <i>What's Up Wednesday</i> and external testing with providers will resume in 2015 December 2014	P, F, A
New article series to help providers prepare for October 2014 ICD-10 deadline January 2014	P, F, A
Putting ICD-10 into Practice: Correction to October 2013 coding exercises January 2014	P, F, A

MEDICAL

Annual Synagis[®] (palivizumab) distribution program approaches September 2014	P
Changes to our ePASS[®] incentive opportunity for professional providers May 2014	P
Changes to our precertification process for outpatient echocardiography services now in effect May 2014	P, F
Choosing a safe, cost-effective setting for injectable and infusion therapy drugs September 2014	P, F, A
Clarification of Medical Foods policy September 2014	P
Cost-effective treatment options for infliximab (Remicade[®]) July 2014	P
Documentation requirements for DME services March 2014	P, A
Download the latest precertification requirement list January 2014	P, F, A

MEDICAL (CONTINUED)

Important news about the annual Synagis[®] (palivizumab) distribution program October 2014	P
Medical and claim payment policy activity posted as of January 25, 2014 February 2014	P, F, A
Medical and claim payment policy activity posted from April 26 – May 25, 2014 June 2014	P, F, A
Medical and claim payment policy activity posted from August 23 – September 25, 2014 October 2014	P, F, A
Medical and claim payment policy activity posted from February 26 – March 25, 2014 April 2014	P, F, A
Medical and claim payment policy activity posted from January 26 – February 25, 2014 March 2014	P, F, A
Medical and claim payment policy activity posted from July 26 – August 22, 2014 September 2014	P, F, A
Medical and claim payment policy activity posted from June 25 – July 25, 2014 August 2014	P, F, A
Medical and claim payment policy activity posted from March 26 – April 25, 2014 May 2014	P, F, A
Medical and claim payment policy activity posted from May 26 – June 24, 2014 July 2014	P, F, A
Medical and claim payment policy activity posted October 25 – November 20, 2014 December 2014	P, F, A
Medical and claim payment policy activity posted from September 26 – October 24, 2014 November 2014	P, F, A

MEDICAL (CONTINUED)

Medical policy changes for rheumatoid arthritis drugs for commercial members April 2014	P
Medicare Advantage HMO and PPO policies and clinical relationship logic to undergo changes September 2014	P, F, A
New coverage criteria for repository corticotropin (H.P. Acthar[®] Gel Injection) October 2014	P
New Medicare Advantage HMO and PPO policy notifications now available October 2014	P, F, A
New precertification requirements for DME providers October 2014	A
Patient access for laboratory services and new LabCorp PSCs May 2014	P
Policy notifications posted as of December 30, 2013 January 2014	P, F, A
Policy updates regarding face-to-face encounter requirements May 2014	P, A
Precertification requirements for outpatient services for FEP members November 2014	P, F
Presumptive and definitive drug testing December 2014	P, F, A
Recent changes to our ePASS[®] incentive opportunity for professional providers October 2014	P
Referring members for genetic testing July 2014	P, F, A
Reminder: Precertification requirement for non-emergent outpatient radiation therapy starts January 1, 2015 December 2014	P, F
Reminder: Precertification requirements for DME providers go into effect January 1, 2015 December 2014	A
Reminder: Receiving infliximab (Remicade[®]) in cost-effective settings October 2014	P

MEDICAL (CONTINUED)

Reminder: Upcoming changes to precertification requirements for medical benefit drugs December 2014	P
Revision to draft Medical Policy #02.01.01c: Home Health Care Services July 2014	P, A
Specialists needed to assist in developing medical policies February 2014	P
Upcoming change to Multiple Procedure Payment Reduction guidelines for certain diagnostic services October 2014	P
Upcoming changes to medical policies on spinal injections October 2014	P, F, A
Upcoming changes to Medicare Advantage policies and clinical relationship logic July 2014 <i>Reminder article:</i> August 2014	P, F, A
Upcoming changes to our precertification process for outpatient echocardiography services February 2014	P, F
Upcoming changes to our precertification process for outpatient echocardiography services for Medicare Advantage HMO and PPO members October 2014 December 2014	P, F
Upcoming changes to precertification requirements October 2014	P
Upcoming changes to precertification requirements for outpatient radiation therapy October 2014	P, F
Upcoming policy on transcutaneous electrical nerve stimulators and associated supplies December 2014	P, F, A
Updated policy for interstitial continuous glucose monitoring systems January 2014	P, A

NAVINET[®]

Availability of Clinical Alerts, Clinical Care Reports, and the APTC indicator on NaviNet April 2014	P, F, A
Changes to NaviNet coming in July and October July 2014	P, F, A
Find your benefit tier assignment for Keystone HMO Proactive May 2014	P, F, A
Interpreting your PCP payments via EFT June 2014	P
More changes coming in October to NaviNet October 2014	P, F, A
NaviNet changes scheduled for December 2014 and early 2015 December 2014	P, F, A
New Allowance Inquiry transaction coming to NaviNet this fall August 2014	P, F, A
Pre-service review for out-of-area members will be made available through NaviNet August 2014	P, F
Recent NaviNet changes and new user guides/webinars available February 2014	P, F, A
Updated NaviNet transactions for QIPS-participating providers January 2014	P

PHARMACY

Compound medication policy update December 2014	P
Generic drugs available for the treatment of osteoporosis March 2014	P
Important information on prescribed narcotic therapy December 2014	P
Mandatory specialty medication program will begin January 1, 2015 December 2014	P
Nasonex[®] to be removed from Select Drug Program[®] Formulary December 2014	P

PHARMACY (CONTINUED)

Nexium[®] to be removed from Select Drug Program[®] Formulary September 2014	P
Prescription drug updates March 2014 June 2014 September 2014 December 2014	P, F, A
Requesting prior authorization for direct ship oral medications November 2014	P
Select Drug Program[®] Formulary updates March 2014 June 2014 September 2014 December 2014	P, F, A

PRODUCTS

Benefit tier re-evaluation for Keystone HMO Proactive August 2014 <i>Reminder article</i> September 2014	P, F, A
Cost-sharing for Keystone HMO Proactive members January 2014	P, F, A
Medicare Advantage HMO and PPO benefit changes now in effect January 2014	P, F, A
Member benefit changes and clarifications for commercial members November 2014	P, F, A
Upcoming Medicare Advantage HMO and PPO benefits changes October 2014	P, F, A

QUALITY MANAGEMENT

2014-2015 Clinical Practice Guideline Summary now available December 2014	P
2014-2015 Member Wellness Guidelines now available December 2014	P
Cervical cancer screening guidelines January 2014	P

QUALITY MANAGEMENT (CONTINUED)

Changes to the QPM score program for measurement year 2014 October 2014	P
Highlighting HEDIS®:	
• Adult BMI Assessment April 2014	P
• Avoidance of antibiotic treatment in adults with AAB and appropriate treatment for children with URI May 2014	P
• Colorectal cancer screening August 2014	P
• Controlling high blood pressure June 2014	P
• Disease-modifying anti-rheumatic drug therapy for rheumatoid arthritis November 2014	P
• Follow-up care for children prescribed ADHD medication December 2014	P
• Persistence of beta-blocker treatment after a heart attack September 2014	P
• Use of imaging studies for low back pain October 2014	P
• Use of spirometry testing in the assessment and diagnosis of COPD July 2014	P
IBC's Medicare utilization remains within or above national standards July 2014	P
Introducing Highlighting HEDIS® March 2014	P
New High Value Care website available from the American College of Physicians February 2014	P
Our Quality Management Program promotes quality of care and service December 2014	P, F, A
Policy reminder regarding utilization review decisions November 2014	P

QUALITY MANAGEMENT (CONTINUED)

Positive results in IBC's 2013 Provider Satisfaction Survey May 2014	P
QIPS High-Performing Office Summit March 2014 April 2014	P
Quality ranking for primary care offices October 2014	P
Standards for medical record documentation December 2014	P

Inside IPP

Available now: Updated payer ID grids

Winter 2013

Change to IBC's outpatient laboratory network went into effect July 1

Summer 2014

Check member ID card and verify eligibility every time

Fall 2014

Clarification: Mom/baby claims submission for FEP members

Spring 2014

Correctly submitting UB-04 claim forms with OPL and COB

Summer 2014

Delinquent payment indicator on NaviNet for APTC members

Spring 2014

Discontinue use of Bill Type 33X

Winter 2013

Enforcing industry standards

Winter 2013

Expediting medical record requests from the Host Plan

Winter 2013

Summer 2014

Facilities should submit mom and baby claims separately

Winter 2013

ICD-10 final rule released: October 1, 2015, is the new compliance deadline

Fall 2014

Medically Unlikely Edits for facility claims

Winter 2013

Medicare supplemental claim rejections

Fall 2014

Pre-service review for out-of-area members now available

Summer 2014

Provider financial responsibility for preapproval of inpatient facility services for out-of-area members

Spring 2014

Reminder articles:

Summer 2014

Fall 2014

Quick guide to Blue member ID cards

Summer 2014

Fall 2014

Inside IPP

Quick tips for a smooth out-of-area claims experience

Spring 2014

Reminder: Ask all members for their current ID card

Winter 2013

Requirements for electronic claim resubmissions

Fall 2014

Update on our Business Transformation

Winter 2013

Updated payer ID grids now available

Spring 2014

Use a valid NPI for all claims

Spring 2014