

# 2013 Provider Publication Cumulative Index

**Independence Partners in Health UPDATE**



**Inside this edition**

**ANNOUNCEMENTS**

- Updated QPS Program Manual now available
- 2012 Cumulative Index now available

**BLUECARD**

- Winter 2012 edition of *Inside IPP* now available

**ICD-10**

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

**MEDICAL**

- Policy notifications posted as of December 21, 2012
- New policy for athletic pubalgia effective March 5, 2013
- New report available for primary care practices

**HEALTH AND WELLNESS**

- Discuss routine preventive immunizations with your patients at their wellness visits
- Connections™ Health Management Program: Supporting your patients, our members

Discuss routine preventive immunizations with your patients at their wellness visits [page 8](#)

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

[www.ibx.com/providers](http://www.ibx.com/providers) January 2013

**INSIDEipp**  
AN INTER-PLAN PROGRAMS PUBLICATION



**INSIDE THIS EDITION**

**2** Submit claims for Blue Cross® Blue Shield® Medicare Advantage PPO members to IBC

Understand the process for submitting claims to IBC for these members

**3** Use NavNet™ to get eligibility information for out-of-area members

Learn how to easily and efficiently obtain eligibility information using the BlueExchange® Out of Area transaction in NavNet

Updated payer ID grids now available

Download the updated payer ID grids for the most current information

**Correct paid or denied claims using the Claim INFO Adjustment Submission transaction**

To correct an existing claim in a paid or denied status, use the Claim INFO Adjustment Submission transaction on the NavNet® web portal. **Please do not resubmit a paper claim to correct an existing claim.**

Using the Claim INFO Adjustment Submission transaction, providers can submit claim adjustments for claims in a paid or denied status for a period of up to 18 months following the initial date of service.

To review the status of submitted requests, providers should use the Claim INFO Adjustment Inquiry transaction.

**For more information**

Step-by-step instructions on how to navigate through these two transactions are available in the Administrative Tools & Resources section of IBC NavNet Plan Central under the "User Guide" category. These guides were recently updated.

If you have any questions or need assistance with a NavNet transaction, please call NavNet Customer Care at 1-888-482-8057 or our Business Provider Helpline at 215-640-7410.

Note: The Claim INFO Adjustment transactions are available only for users who have the proper INFO permissions.

[www.ibx.com/providers](http://www.ibx.com/providers) SPRING 2013

**Independence**

**Independence Partners in Health UPDATE**



**Inside this edition**

**BUSINESS TRANSFORMATION**

- New Primary Health Coach model
- Enrollment changes for Baby BluePrinter™ to begin this month

**CONSUMERISM**

- New release of IBX App features helpful Doctor's Visit Assistant

**ADMINISTRATIVE**

- An updated Hospital Manual coming soon
- Save the date: QPS High-Performing Office Summit on June 19

**BILLING**

- Updated payer ID grids now available

**BLUECARD**

- Spring 2013 edition of *Inside IPP* now available

**MEDICAL**

- Updated policy for artificial intervertebral disc insertion
- Changes to preferred products to treat osteoarthritis of the knee
- In-home assessments of high-risk members
- No member cost-sharing for breast pumps
- Policy notifications posted as of April 26, 2013

**NAVINET**

- NavNet Claim INFO Adjustment requirement now in effect

**ICD-10**

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

**HEALTH AND WELLNESS**

- New Mental Health Awareness month
- New screening resources available for primary care physicians

Updated policy for artificial intervertebral disc insertion [page 10](#)

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

[www.ibx.com/providers](http://www.ibx.com/providers) May 2013

**Independence Partners in Health UPDATE**



**Inside this edition**

**BUSINESS TRANSFORMATION**

- Stay informed during our transition to a new operating platform

**NAVINET**

- Stay tuned: Upcoming NavNet changes

**PRODUCTS**

- Reminder: New IBC products available through health insurance marketplaces

**BILLING**

- Updated payer ID grids now available

**MEDICAL**

- Policy notifications posted as of June 28, 2013
- Reminder: An incentive opportunity for professional providers
- Updated policy for intraoperative neurophysiological monitoring
- ClaimCheck™ upgrade and edit clarification

**HEALTH AND WELLNESS**

- Health Coaches: Supporting your patients, our members

**ICD-10**

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

Updated policy for intraoperative neurophysiological monitoring [page 5](#)

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

[www.ibx.com/providers](http://www.ibx.com/providers) July 2013

**Independence Partners in Health UPDATE**



**Inside this edition**

**CONSUMERISM**

- New features available in the Find a Doctor tool on [ibx.com](http://ibx.com)

**ADMINISTRATIVE**

- Electronic submission of clinical information for procedures that require precertification

**BILLING**

- New member ID cards and submitting claims for members migrated to the new platform
- Upcoming changes to mom-baby claims submission process
- SCR changes for members migrated to the new platform
- Updated CMS-1500 claim form effective January 6, 2014

**MEDICAL**

- Policy notifications posted as of September 27, 2013
- Changes to medical policy for self-injectable drugs
- Annual Synage® (palivizumab) distribution program
- Updates to precertification requirements effective January 1, 2014

**BUSINESS TRANSFORMATION**

- Stay informed during our transition to a new operating platform

**ICD-10**

- Putting ICD-10 into Practice: Coding exercises and scenarios
- What's Up Wednesday

**PRODUCTS**

- Reminder: PPOCA and our tiered network products
- Upcoming Medicare Advantage HMO and PPO benefits changes

**NAVINET**

- Changes to NavNet authorization and referral transactions coming this month

**QUALITY MANAGEMENT**

- Quality ranking for primary care physician offices
- The importance of lead screening and lead safety
- Help your Medicare Advantage HMO and PPO patients prepare for a hospital discharge
- Health Coaches: Supporting your patients, our members

Upcoming Medicare Advantage HMO and PPO benefits changes [page 15](#)

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

[www.ibx.com/providers](http://www.ibx.com/providers) October 2013

**Independence Partners in Health UPDATE**



**Inside this edition**

**ADMINISTRATIVE**

- Continuative coverage update for religious organizations
- Stay connected: New features available on IBX App
- New payment option for migrated members with spending accounts
- Verify member cost-sharing at the time of service
- Provider Automated System not available for migrated members

**BILLING**

- Revised time line for new CMS-1500 (02/12) claim form
- Change in reimbursement display for multiple outpatient surgical procedures
- Updated Claims Preprocessing Edits Claims Resolution Document now available
- Enforcement of industry standards related to platform transition
- Professional Hypocrite and Vaccine Fee Schedule update effective January 1, 2014
- Medically Unlikely Edits now applied to professional and facility claims

**BUSINESS TRANSFORMATION**

- Stay informed during our transition to a new operating platform

**MEDICAL**

- Policy notifications posted as of November 25, 2013
- Coverage for injectable drugs that reduce the risk of preterm birth
- Coverage for certain surgical procedures
- Changes to sleep study precertification requirements for Medicare Advantage HMO and PPO members
- Reminder: Updates to precertification requirements effective January 1, 2014

**PHARMACY**

- New Fulfiller/Preferred Pharmacy Network
- Select Drug Program: Formulary updates
- Prescription drug updates

**ICD-10**

- Putting ICD-10 into Practice: Coding exercises and scenarios
- What's Up Wednesday

**NAVINET**

- New NavNet functionality for ePayment, Cap/QPS Rosters, and other transactions

**PRODUCTS**

- Revised IBCD Proactive coverage starting in 2014

**QUALITY MANAGEMENT**

- Our Quality Management Program promotes quality of care and service
- Standards for medical record documentation

**HEALTH AND WELLNESS**

- Help your older adult patients understand the connections among depression, sleep, and exercise

Verify member cost-sharing at the time of service [page 6](#)

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

[www.ibx.com/providers](http://www.ibx.com/providers) December 2013



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.

## PARTNERS IN HEALTH UPDATE<sup>SM</sup>

ADMINISTRATIVE .....	2
ANNOUNCEMENTS .....	3
BILLING.....	4
BLUECARD® .....	5
BUSINESS TRANSFORMATION.....	6
CONSUMERISM.....	6
HEALTH AND WELLNESS .....	7
HEALTH CARE REFORM.....	8
ICD-10.....	8
MEDICAL.....	9
NAVINET® .....	11
PHARMACY .....	12
PRODUCTS .....	13
QUALITY MANAGEMENT .....	13

## INSIDE IPP ..... 15

*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

---

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

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

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

CPT copyright 2012 American Medical Association. All rights reserved. CPT is a registered trademark of the American Medical Association.

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

---

ADMINISTRATIVE

---

<b>2013 medical chart reviews</b> March 2013	P, F
<b>An updated <i>Hospital Manual</i> coming soon</b> May 2013	F, A
<b>Complete your compliance training for Medicare programs</b> March 2013	P, F, A
<b>Contraceptive coverage update for religious organizations</b> December 2013	P
<b>Electronic submission of clinical information for procedures that require precertification</b> October 2013	P, F, A
<b>IBC services help patients communicate</b> December 2013	P, F, A
<b>Identifying services that require preapproval/precertification</b> August 2013	P, F, A
<b>Investigations and audits help reduce health care fraud, waste, and abuse</b> March 2013	P, F, A
<b>New Independence Administrators mailing address</b> March 2013	P, F, A
<b>New payment option for migrated members with spending accounts</b> December 2013	P, F, A
<b>Provider Automated System not available for migrated members</b> December 2013	P, F, A
<b>Recent updates to our Provider and Hospital Manuals</b> November 2013	P, F, A
<b>Reminder: Provider self-service requirements</b> March 2013	P, F, A
<b>Request your office supplies through the Provider Supply Line</b> January 2013	P, F, A
<b>Retirement of the Provider Automated System</b> August 2013 <i>Reminder article was posted in:</i> <i>September 2013</i> <i>November 2013</i>	P, F, A

---

ADMINISTRATIVE (CONTINUED)

---

<b>Review your provider profile on our new Find a Doctor tool</b> February 2013	P, F, A
<b>Save the date: QIPS High-Performing Office Summit – June 19, 2013</b> May 2013 <i>Reminder article was posted in:</i> June 2013	P
<b>Sign up to receive IBC news and announcements via email</b> April 2013 July 2013 October 2013	P, F, A
<b>Stay connected: New features available on IBX App</b> December 2013	P, F, A
<b>Upcoming NaviNet<sup>®</sup> requirements</b> February 2013 <i>Reminder article was posted in:</i> March 2013	P, F, A
<b>Upcoming process change for the review of emergency admissions</b> March 2013	F
<b>Update your provider information with us</b> June 2013 September 2013	P, F, A
<b>Urgent care centers and retail health clinics are alternatives to the ER when physicians are unavailable</b> June 2013	P, F
<b>Verify member cost-sharing at the time of service</b> June 2013 December 2013	P, F, A

---

ANNOUNCEMENTS

---

<b>2012 Cumulative Index now available</b> January 2013	P, F, A
<b>An updated <i>Provider Manual</i> coming soon</b> March 2013	P
<b>New network of vision care providers available for IBC members</b> March 2013	P, F, A

---

ANNOUNCEMENTS (CONTINUED)

---

<b>Updated QIPS Program Manual now available</b> January 2013	P
<b>Visit the Provider News Center</b> February 2013 May 2013 August 2013 November 2013	P, F, A

---

BILLING

---

<b>Bill Type 33X to be discontinued</b> September 2013	A
<b>Change in reimbursement display for multiple outpatient surgical procedures</b> December 2013	F
<b>Changes to 835 transactions in dual claims-processing environment</b> November 2013	P, F, A
<b>Changes to billing procedures for nutrition counseling now in effect</b> March 2013	P
<b>Enforcement of industry standards related to platform transition</b> December 2013	P, F, A
<b>Guides available for new Provider EOB and Provider Remittance</b> November 2013	P, F, A
<b>Improved processes for identifying members subject to COB provisions and/or benefits exclusions</b> November 2013	P, F, A
<b>Medically Unlikely Edits now applied to professional and facility claims</b> December 2013	P, F
<b>New alpha prefixes for some migrated members and updated payer ID grids</b> November 2013	P, F, A
<b>New member ID cards and submitting claims for members migrated to the new platform</b> October 2013	P, F, A
<b>Professional Injectable and Vaccine Fee Schedule updates effective July 1, 2013</b> June 2013	P, F, A

---

BILLING (CONTINUED)

---

<b>Professional Injectable and Vaccine Fee Schedule updates effective October 1, 2013</b> September 2013	P, F, A
<b>Professional Injectable and Vaccine Fee Schedule updates effective January 1, 2014</b> December 2013	P, F, A
<b>Reminder: Medicare Advantage PPO Network Sharing billing procedures</b> June 2013	P, F, A
<b>Reminder: Nutrition counseling in a group setting not eligible for payment</b> February 2013	P
<b>Revised time line for new CMS-1500 (02/12) claim form</b> December 2013	P
<b>SOR changes for members migrated to the new platform</b> October 2013	P, F, A
<b>Upcoming changes to mom/baby claims submission process</b> October 2013	F
<b>Updated <i>Claims Preprocessing Edits Claims Resolution Document</i> now available</b> December 2013	P
<b>Updated CMS-1500 claim form effective January 6, 2014</b> October 2013	P
<b>Updated payer ID grids now available</b> March 2013 May 2013 June 2013 July 2013	P, F
<b>ZIP code requirement for all ambulance service claims</b> June 2013	A

---

BLUECARD<sup>®</sup>

---

<b>Winter 2012 edition of <i>Inside IPP</i> now available</b> January 2013	F, A
<b>Spring 2013 edition of <i>Inside IPP</i> now available</b> May 2013	F, A

---

BUSINESS TRANSFORMATION

---

<b>Changing the way we do business with you</b> April 2013 May 2013	P, F, A
<b>Enrollment changes for Baby BluePrints<sup>®</sup></b> April 2013	P, F
<b>Enrollment changes for Baby BluePrints<sup>®</sup> to begin this month</b> May 2013	P, F
<b>Independence Administrators Gateway transition</b> February 2013	P, F, A
<b>New Primary Health Coach model</b> May 2013	P
<b>Stay informed during our transition to a new operating platform</b> June 2013 July 2013 August 2013 September 2013 October 2013 November 2013 December 2013	P, F, A
<b>Upcoming transition to a Primary Health Coach model</b> April 2013	P

---

CONSUMERISM

---

<b>Added features of the Find a Doctor tool promote consumer engagement</b> February 2013	P, F, A
<b>Detailed information available through new Find a Doctor features</b> November 2013	P, F, A
<b>Enhanced IBX App offers Doctor's Visit Assistant</b> March 2013	P, F, A
<b>New features available in the Find a Doctor tool on ibx.com</b> October 2013	P, F, A
<b>New release of IBX App features helpful Doctor's Visit Assistant</b> May 2013	P

---

HEALTH AND WELLNESS

---

<b>Behavioral health resources available on our website</b> February 2013	P
<b>Connections<sup>SM</sup> Health Management Program: Supporting your patients, our members</b> January 2013	P
<b>Discounts on cord blood collection and storage</b> August 2013	P
<b>Discuss overactive bladder with your older adult patients</b> August 2013	P
<b>Discuss routine preventive immunizations with your patients at their wellness visits</b> January 2013	P
<b>Encourage members to receive colorectal cancer screenings</b> March 2013	P
<b>Encourage pregnant IBC members to register for Baby BluePrints<sup>®</sup></b> August 2013 November 2013	P
<b>Encourage preventive care with the SilverSneakers<sup>®</sup> Fitness Program</b> June 2013	P
<b>Fractures are high-risk indicators for future fractures</b> September 2013	P
<b>Health Coaches: Supporting your patients, our members</b> July 2013 October 2013	P
<b>Help Medicare-eligible patients prevent diabetes with SilverSneakers<sup>®</sup></b> April 2013	P
<b>Help your Medicare Advantage HMO and PPO patients prepare for a hospital discharge</b> October 2013	P, F
<b>Help your older adult patients understand the connections among depression, sleep, and exercise</b> December 2013	P
<b>IBC members can save up to \$650 on cord blood collection and storage</b> November 2013	P
<b>Improve your patients' well-being with SilverSneakers<sup>®</sup></b> September 2013	P



---

HEALTH AND WELLNESS (CONTINUED)

---

<b>May is Mental Health Awareness month</b> May 2013	<b>P</b>
<b>New screening resources available for primary care physicians</b> May 2013	<b>P</b>
<b>The importance of lead screening and lead safety</b> October 2013	<b>P</b>
<b>Updates to our Healthy Lifestyles<sup>SM</sup> programs</b> November 2013	<b>P</b>
<b>Your patients can be heart smart with the SilverSneakers<sup>®</sup> Fitness Program</b> February 2013	<b>P</b>

---

HEALTH CARE REFORM

---

<b>Helping your patients understand Health Care Reform</b> June 2013 August 2013	<b>P, F, A</b>
--	----------------

---

ICD-10

---

<b>ICD-10 codes now available in medical and claim payment policies</b> April 2013	<b>P, F, A</b>
<b>Putting ICD-10 into Practice: Coding exercises and scenarios</b> January 2013 February 2013 March 2013 April 2013 May 2013 June 2013 July 2013 August 2013 September 2013 October 2013 November 2013 December 2013	<b>P, F, A</b>
<b>What's Up Wednesday</b> August 2013 September 2013 October 2013 November 2013 December 2013	<b>P, F, A</b>

---

MEDICAL

---

<b>ACEI/ARB therapy benefits for hypertensive patients who have diabetes</b> June 2013	P
<b>An incentive opportunity for professional providers</b> June 2013 <i>Reminder article was posted in:</i> July 2013	P
<b>Annual Synagis<sup>®</sup> (palivizumab) distribution program</b> October 2013	P
<b>Change to anesthesia claims policy</b> June 2013	P, F
<b>Changes to medical policy for self-injectable drugs</b> October 2013	P
<b>Changes to preferred products to treat osteoarthritis of the knee</b> May 2013	P
<b>Changes to sleep study precertification requirements for Medicare Advantage HMO and PPO members</b> December 2013	P, F, A
<b>Changes to sleep study precertification requirements now in effect</b> September 2013	P, F, A
<b>Choosing a safe, cost-effective setting for injectable and infusion therapy drugs</b> June 2013	P, F, A
<b>ClaimCheck<sup>®</sup> upgrade and edit clarification</b> July 2013	P
<b>Coverage for certain surgical procedures</b> December 2013	P, F
<b>Coverage for injectable drugs that reduce the risk of preterm birth</b> December 2013	P
<b>In-home assessments of high-risk members</b> May 2013	P, F
<b>New policy for athletic pubalgia effective March 5, 2013</b> January 2013	P, F
<b>New report available for primary care practices</b> January 2013	P

---

MEDICAL (CONTINUED)

---

<b>New resources available for medical specialty drugs</b> August 2013	P, F, A
<b>No member cost-sharing for breast pumps</b> May 2013	P, A
<b>Online tool helps practices become a Patient-Centered Medical Home</b> February 2013	P
<b>Policy notifications posted as of December 21, 2012</b> January 2013	P, F, A
<b>Policy notifications posted as of January 29, 2013</b> February 2013	P, F, A
<b>Policy notifications posted as of February 28, 2013</b> March 2013	P, F, A
<b>Policy notifications posted as of March 28, 2013</b> April 2013	P, F, A
<b>Policy notifications posted as of April 26, 2013</b> May 2013	P, F, A
<b>Policy notifications posted as of May 29, 2013</b> June 2013	P, F, A
<b>Policy notifications posted as of June 28, 2013</b> July 2013	P, F, A
<b>Policy notifications posted as of July 31, 2013</b> August 2013	P, F, A
<b>Policy notifications posted as of August 29, 2013</b> September 2013	P, F, A
<b>Policy notifications posted as of September 27, 2013</b> October 2013	P, F, A
<b>Policy notifications posted as of October 30, 2013</b> November 2013	P, F, A
<b>Policy notifications posted as of November 25, 2013</b> December 2013	P, F, A
<b>Provide Medicare Advantage HMO and PPO members notice of noncovered/excluded services and member payment responsibility</b> September 2013	P, F, A

---

MEDICAL (CONTINUED)

---

<b>Upcoming changes to our home oxygen therapy policy</b> March 2013	P, A
<b>Upcoming changes to our medical policy on sleep disorder testing</b> June 2013	P, F, A
<b>Upcoming changes to the enforcement of medical and claim payment policy</b> August 2013	P, A
<b>Updated InterQual<sup>®</sup> guidelines for 2013</b> June 2013	P, F
<b>Updated policy for artificial intervertebral disc insertion</b> May 2013	P, F, A
<b>Updated policy for intraoperative neurophysiological monitoring</b> July 2013	P, F, A
<b>Updates to precertification requirements effective January 1, 2014</b> October 2013 <i>Reminder article was posted in:</i> December 2013	P, F, A

---

NAVINET<sup>®</sup>

---

<b>Available this month: The Comparative Procedure Costs tool</b> April 2013	P
<b>Changes to NaviNet authorization and referral transactions coming this month</b> October 2013	P, F, A
<b>Coming soon: The Comparative Procedure Costs tool on the NaviNet web portal</b> March 2013	P, F
<b>NaviNet Claim INFO Adjustment requirement</b> March 2013 <i>Reminder article was posted in:</i> April 2013	P, F, A
<b>NaviNet Claim INFO Adjustment requirement now in effect</b> May 2013	P, F, A
<b>NaviNet registration requirement now in effect</b> April 2013	P, F, A
<b>New NaviNet functionality for ePayment, Cap/QIPS Rosters, and other transactions</b> December 2013	P, F, A

---

NAVINET<sup>®</sup> (CONTINUED)

---

<b>New NaviNet transaction for EOB and Remittance Inquiry and other changes coming soon</b> November 2013	P, F, A
<b>New NaviNet user guides available soon</b> September 2013	P, F, A
<b>Reminder: Authorization submission requirements through NaviNet</b> March 2013	P, F, A
<b>Reminder: Provider self-service requirements</b> June 2013	P, F, A
<b>Retirement of three NaviNet transactions</b> June 2013	P, F, A
<b>Stay tuned: Upcoming NaviNet changes</b> July 2013	P, F, A
<b>Upcoming NaviNet transaction changes</b> August 2013	P, F, A

---

PHARMACY

---

<b>Annual Synagis<sup>®</sup> (palivizumab) distribution program</b> September 2013	P
<b>BriovaRx<sup>™</sup> selected as exclusive specialty pharmacy provider for prescription drug benefit</b> November 2013	P, F, A
<b>CMS requires an individual NPI on all prescriptions for members covered under Medicare Part D</b> June 2013	P
<b>New FutureScripts<sup>®</sup> Preferred Pharmacy Network</b> December 2013	P, F, A
<b>Prescription drug updates</b> March 2013 June 2013 September 2013 December 2013	P, F, A
<b>ProAir<sup>®</sup> HFA to become the only preferred brand of rescue inhaler for commercial members</b> August 2013 <i>Reminder article was posted in:</i> <i>September 2013</i>	P

---

PHARMACY (CONTINUED)

---

<b>Select Drug Program<sup>®</sup> Formulary updates</b>	P, F, A
March 2013	
June 2013	
September 2013	
December 2013	

---

PRODUCTS

---

<b>Keystone HMO Proactive coverage starting in 2014</b>	P, F, A
December 2013	
<b>Member benefits changes and clarifications for commercial members</b>	P, F, A
November 2013	
<b>New IBC products available through health insurance marketplaces</b>	P, F, A
June 2013	
July 2013 (Reminder)	
August 2013	
<b>New provider resource for Keystone HMO Proactive</b>	P, F, A
November 2013	
<b>PPACA and our tiered network products</b>	P, F, A
September 2013	
<i>Reminder article was posted in:</i>	
October 2013	
<b>Upcoming Medicare Advantage HMO and PPO benefits changes</b>	P, F, A
October 2013	

---

QUALITY MANAGEMENT

---

<b>2013-2014 Clinical Practice Guideline Summary now available</b>	P
November 2013	
<b>2013-2014 Member Wellness Guidelines now available</b>	P
November 2013	
<b>Our Quality Management Program promotes quality of care and service</b>	P, F, A
December 2013	
<b>Policy reminder regarding utilization review decisions</b>	P
November 2013	
<b>Quality ranking for primary care physicians</b>	P
October 2013	

---

QUALITY MANAGEMENT (CONTINUED)

---

**Standards for medical record documentation**  
December 2013

**P**

## *Inside IPP*

**Correct paid or denied claims using the Claim INFO Adjustment Submission transaction**  
Spring 2013

**Submit claims for Blue Cross<sup>®</sup> Blue Shield<sup>®</sup> Medicare Advantage PPO members to IBC**  
Spring 2013

**Updated payer ID grids now available**  
Spring 2013

**Use NaviNet<sup>®</sup> to get eligibility information for out-of-area members**  
Spring 2013