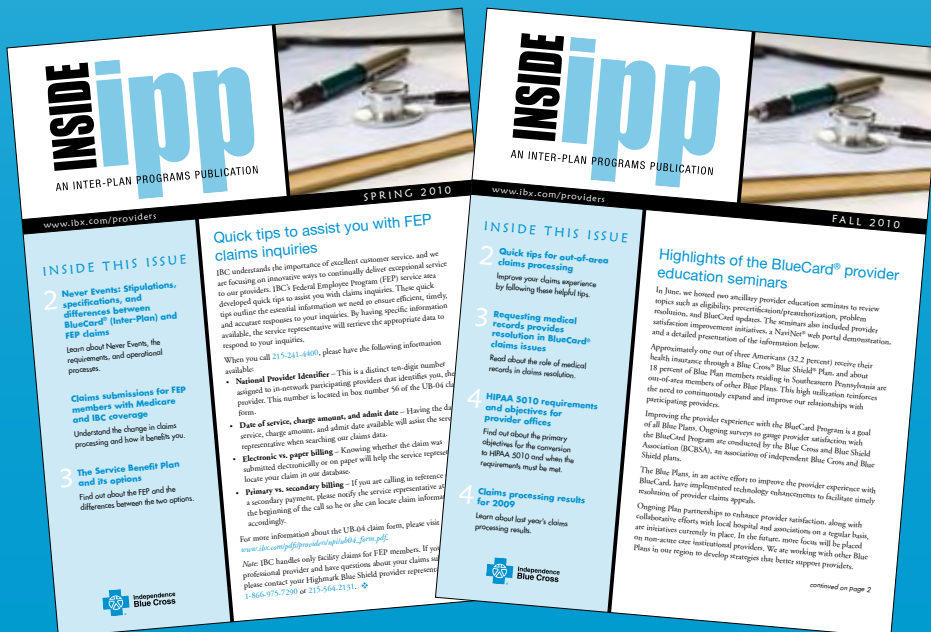




**Independence
Blue Cross**

2010 Provider Publication Cumulative Index



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

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

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

SMART[®] is a registered trademark of Health Dialog Services Corporation, an independent company.

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ADMINISTRATIVE

Additional HMO/PPO Flex products requiring precertification for comprehensive outpatient pain management January 2010	P
Call 1-800-ASK-BLUE: One number for all of your needs January 2010	P, F, A
Changes to CMS compliance training for 2010 January 2010	P, F, A
Changes to home health authorization requests April 2010	A
ClaimCheck[®]: Upgrade scheduled and edit clarification June 2010	P, A
ClaimCheck[®] update and edit clarification scheduled December 2010	P
CMS compliance training for 2010 April 2010	P, F, A
CMS compliance training no longer required July 2010	P, F, A
Get important information delivered right to your email March 2010 <i>Reminder article was posted in:</i> June 2010	P, F, A
Online precertification process now available for patients with Independence Administrators ID cards February 2010	P, F, A
Please complete all prior authorization forms in their entirety October 2010	P, F, A
Provider Services user guide now available January 2010	P, F, A
Provider Supply Line: For office supplies and resources August 2010	P, F, A
Reminder to provide notice of Medicare non-coverage May 2010	A

ADMINISTRATIVE (CONTINUED)

Request your office supplies online September 2010 <i>Reminder article was posted in:</i> October 2010	P, F, A
Requirements for submitting changes to your office information June 2010 <i>Reminder article was posted in:</i> July 2010	P
Submit the <i>Initial Maternity Patient Questionnaire</i> for early outreach to our pregnant members October 2010	P
Submitting accurate contact information reduces waste February 2010	P, F, A
Timely submission of Medicare Advantage HMO and PPO members' medical records February 2010 <i>Reminder articles were posted in:</i> May 2010 August 2010 November 2010	P, F, A
Updated Provider Services instruction guide available April 2010	P, F, A

ANNOUNCEMENTS

2009 Cumulative Index now available February 2010 <i>Enclosure – 2009 Provider Publication Cumulative Index</i>	P, F, A
IBC announces early extension of dependent care coverage May 2010 <i>Reminder article was posted in:</i> June 2010	P, F, A
IBC statement on the House passage of health care reform April 2010	P, F, A
Catalyst Health Solutions and IBC announce agreement on sale of FutureScripts® September 2010	P, F, A

BILLING

Billing for office-based services January 2010	P, F
Billing guidelines for observation services May 2010	P
Change in claims submission process for FEP members with Medicare/Medicaid and IBC coverage January 2010	F
Change to member copayment applicability for second inpatient admissions within ten days October 2010	F
Claims preprocessor enhancements December 2010	P, F, A
Claims submission process for Federal Employees Health Benefits Program PPO product February 2010	P, F, A
Emergency room follow-up care reminder October 2010	P, F
Enhancements to the interest payment process begins mid-October 2010 October 2010	P, F, A
Implementation of HIPAA 5010 standards January 2010	P, F, A
Inpatient facility condition code change for Federal Employee Program claims June 2010	F
Laboratory services reminder October 2010	P
Mental health and substance abuse benefit changes for Federal Employee health program December 2010	P, F, A
New professional fee schedules and revised reimbursement for all Delaware and Maryland PCPs October 2010	P
Options for submitting claims overpayment requests August 2010	P, F, A

BILLING (CONTINUED)

Process for requesting claims adjustments and/or retractions January 2010	F, A
Professional Injectable and Vaccine Fee Schedule updates effective April 1, 2010 March 2010	P
Professional Injectable and Vaccine Fee Schedule updates effective July 1, 2010 June 2010	P
Professional Injectable and Vaccine Fee Schedule updates effective October 1, 2010 September 2010	P
Revenue codes that require a HCPCS/CPT[®] code January 2010	F
Revised capitation rates and \$0 dollar copayment for certain preventive services September 2010 <i>Reminder articles were posted in:</i> October 2010 November 2010	P
Updated payer ID grids now available May 2010 July 2010 August 2010 September 2010 November 2010	P, F, A
Updates to inpatient facility condition code change for Federal Employee Program claims July 2010	F
Updated UB-04 claim form and instructions available January 2010	F, A
Upcoming CFID provider audits November 2010	P, F, A

BLUECARD[®]

Fall 2010 edition of <i>Inside IPP</i> now available October 2010	F, A
Spring edition of <i>Inside IPP</i> now available April 2010	F, A
Winter 2009 edition of <i>Inside IPP</i> now available January 2010	F, A

CONSUMERISM

Enhanced Personal Health Record allows members to track claims and lab data online August 2010	P, F, A
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CREDENTIALING

Independence Healthcare Management certified as a Credentials Verification Organization July 2010	P, F
New credentialing procedure January 2010	P
New credentialing procedure went into effect January 1, 2010 August 2010	P, F, A
New email address replaces the Network Credentialing Support Services Hotline October 2010	P

HEALTH AND WELLNESS

Case management: Helping you care for your patients March 2010	P, F, A
Clinical Practice Guidelines now available December 2010	P, F, A
Clinical Insights now available December 2010	P, F, A

HEALTH AND WELLNESS (CONTINUED)

ConnectionsSM AccordantCareTM Program transition to IBC care management department will be completed by December 31, 2010 November 2010	P
ConnectionsSM AccordantCareTM Program will transition to IBC Care Management and Coordination department April 2010	P
ConnectionsSM Complex Care Management Program seeks panelists for Physician Advisory Board June 2010	P
ConnectionsSM Health Management Programs: Supporting our members, your patients January 2010 April 2010 July 2010 November 2010 February 2010 May 2010 August 2010 December 2010 March 2010 June 2010 October 2010	P
ConnectionsSM wants to hear from you October 2010	P, F
Educational tools can help your patients understand breast cancer treatments May 2010	P
Get moving on National Walk@Lunch Day[®] April 2010	P, F, A
Healthways SilverSneakers[®] Fitness Program proven to reduce health care costs of members with diabetes June 2010	P
Healthy LifestylesSM and Blue365[®]: Offering valuable discounts to members September 2010	P, F
Help to educate your patients about back pain with health coaching February 2010	P
Importance of dilated retinal eye exams in patients with diabetes December 2010	P
New fall prevention and chronic pain programs September 2010	P, F
Overview guides available for substance-use disorders, depression, and suicide September 2010	P, F

HEALTH AND WELLNESS (CONTINUED)

Participation in Healthways SilverSneakers[®] Fitness Program shown to lower risk of depression in Medicare Advantage HMO and PPO members April 2010	P, F, A
Pediatric obesity and diabetes prevention kit now available online September 2010	P
Promoting self-care for patients with heart failure August 2010	P
PSA testing to detect prostate cancer: A patient's decision August 2010	P
Seasonal flu vaccine recommendations October 2010	P, F
SilverSneakers[®] Fitness Program helps Medicare Advantage HMO and PPO members stay healthy and independent – even with chronic conditions December 2010	P, F, A
SMART[®] Registry release for January 2010 January 2010	P
SMART[®] Registry release for June 2010 June 2010	P
The <i>ConnectionsSM Health Management Programs 2010 Annual Update</i> is now available September 2010 <i>Enclosure – Connections Health Management Program 2010 Annual Update</i>	P

MANUAL UPDATE

A revised <i>Provider Manual</i> is now available May 2010	P
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MEDICAL

Changes for Independence Administrators pregnancy and delivery admission notifications November 2010	P, F
Changes to our self-injectable drugs policy December 2010	P

MEDICAL (CONTINUED)

Choosing the most appropriate site of service September 2010 <i>Reminder article was posted in:</i> November 2010	P, F, A
Clarification of criteria required for billing with modifiers -25 and -59 April 2010	P
Coverage for home blood pressure cuffs November 2010	P, A
Coverage position change on ESWT for musculoskeletal conditions October 2010	P, F
Guidelines for in vitro allergy testing March 2010	P, F, A
Guidelines for spinal surgical procedure requests January 2010	P
Medical necessity evaluation for certain elective surgical procedures May 2010	P, F
Medicare Advantage HMO and PPO members must receive notice of noncovered/excluded services and member payment responsibility January 2010 <i>Enclosure – Notice of Denial of Medical Coverage</i>	P, F, A
New customer allergy testing panel September 2010	P
New requirements for precertification and user guide available December 2010	P, F, A
Our policy on concierge-style practices November 2010	P, F
Our policy on private duty nursing October 2010 <i>Reminder article was posted in:</i> November 2010	P, F, A
Policy notifications posted as of December 18, 2009 January 2010	P, F, A
Policy notifications posted as of January 19, 2010 February 2010	P, F, A

MEDICAL (CONTINUED)

Policy notifications posted as of February 15, 2010 March 2010	P, F, A
Policy notifications posted as of March 18, 2010 April 2010	P, F, A
Policy notifications posted as of April 15, 2010 May 2010	P, F, A
Policy notifications posted as of May 20, 2010 June 2010	P, F, A
Policy notifications posted as of June 17, 2010 July 2010	P, F, A
Policy notifications posted as of July 19, 2010 August 2010	P, F, A
Policy notifications posted as of August 18, 2010 September 2010	P, F, A
Policy notifications posted as of September 20, 2010 October 2010	P, F, A
Policy notifications posted as of October 28, 2010 November 2010	P, F, A
Policy notifications posted as of November 17, 2010 December 2010	P, F, A
Policy regarding trigger point injections February 2010	P, F, A
Policy reminder regarding utilization review decisions October 2010	P, F, A
Prescription and documentation requirements for physical and occupational therapy services December 2010	P
Two new components for precertification October 2010	P, F, A
Use of modifier -25 when reporting E&M services with chemotherapy administration and dialysis codes October 2010	P

NAVINET[®]

Clarification: Authorization submission requirements through NaviNet October 2010	P, F, A
EFT registration requirement for QIPS-eligible PCPs July 2010	P
Enhancements made to the NaviNet web portal December 2010	P, F, A
Enhancements to the NaviNet web portal now available November 2010	P, F, A
How referrals affect KPOS members' coinsurance for services requiring preauthorization October 2010	P, F, A
Preauthorization submission requirements through NaviNet start October 1 July 2010 <i>Reminder article was posted in:</i> August 2010 September 2010	P, F, A

PHARMACY

Addendum to the Annual Synagis[®] (palivizumab) distribution program November 2010	P, F, A
Annual Synagis[®] (palivizumab) distribution program September 2010 October 2010	P, F, A
Changes to our specialty pharmacy network July 2010	P
Formulary changes for basal insulin September 2010	P, F, A
New prior authorization requirements for insulin March 2010 <i>Reminder article was posted in:</i> June 2010	P, F, A

PHARMACY (CONTINUED)	
Prescription drug updates	P, F, A
March 2010	
June 2010	
September 2010	
Requirements for billing NDCs in an 11-digit format	P, F, A
March 2010	
Select Drug Program[®] Formulary updates	P, F, A
March 2010	
June 2010	
September 2010	
December 2010	
Specialty Drugs that Require Precertification document updated	P, F, A
February 2010	
Updates to Safe Prescribing Procedures for opioid withdrawal drugs	P, F, A
July 2010	
Zostavax[®], Gardasil[®], and Menactra[®]/Menomune[®] vaccines now available through the Direct Ship Specialty Pharmacy Program	P
May 2010	
PRODUCTS	
Important information about the new Blue Cross[®] Blue Shield[®] Medicare Advantage PPO Network Sharing program effective January 1, 2011	P, F, A
September 2010	
<i>Reminder articles were posted in:</i>	
October 2010	
November 2010	
December 2010	
Introducing MedigapSecurity, our new Medicare supplement product	P, F, A
July 2010	
<i>Reminder article was posted in:</i>	
August 2010	
Medicare Advantage PPO claims processing changes for 2011	P, F, A
June 2010	
Member benefits changes	P, F, A
December 2010	

PRODUCTS (CONTINUED)	
Member benefits changes and clarifications November 2010	P, F, A
New \$25 copayment option and PCP capitation rate for Medicare Advantage HMO members December 2010	P
New maximum out-of-pocket limit for Medicare Advantage HMO and PPO members November 2010	P, F, A
New product portfolio for small group customers December 2010	P, F, A
New Student PPO plan available to colleges and universities July 2010	P, F, A
Reminder: Medicare Advantage HMO and PPO plan offerings for 2010 January 2010	P, F, A
Upcoming 2011 Medicare Advantage HMO and PPO benefits changes October 2010 November 2010	P, F, A

QUALITY MANAGEMENT	
IBC sponsors the NCQA Patient-Centered Medical Home™ program August 2010	P
Making quality measure results available to members January 2010	P
Our Quality Management Program promotes quality of care and service December 2010	P, F, A
Provider quality ratings now available to members February 2010	P, F
Quality ranking for primary care physician offices October 2010	P

REIMBURSEMENT

2010 performance incentive program revisions for PCPs April 2010 <i>Reminder article was posted in:</i> June 2010	P
2011 performance incentive program revisions for PCPs December 2010	P

Inside IPP

Note: The Summer 2010 edition was not published.

Claims processing results for 2009 Fall 2010	
Claims submissions for FEP members with Medicare and IBC coverage Spring 2010	
Highlights of the BlueCard[®] provider education seminars Fall 2010	
HIPAA 5010 requirements and objectives for provider offices Fall 2010	
Never Events: Stipulations, specifications, and differences between BlueCard[®] (Inter-Plan) and FEP claims Spring 2010	
Quick tips to assist you with FEP claims inquiries Spring 2010	
Quick tips for out-of-area claims processing Fall 2010	
Requesting medical records provides resolution in BlueCard[®] claims issues Fall 2010	
The Service Benefit Plan and its options Spring 2010	