

2011 Provider Publication Cumulative Index



Partners in Health UPDATE
Inside this edition
HIPAA 5010 FAQ now available
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Inside this edition
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INSIDEipp
AN INTER-PLAN PROGRAMS PUBLICATION
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Partners in Health UPDATE
Inside this edition
www.ibx.com/providers

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www.ibx.com/providers

INSIDE THIS ISSUE

- Blue Distinction® Center designations**
Learn about the various designations awarded to qualifying Blue-participating facilities.
- Medical policy and precertification requirements for out-of-area members**
Find coverage requirements for out-of-area Home Plans using the Health® web portal.
- Glossary of BlueCard® Program terms**
Familiarize yourself with terms commonly used for BlueCard-related business.
- Mental health and substance abuse benefits changes for FEP members**
Understand the new changes in effect for certain FEP mental health and substance abuse benefits.

Administering injectable infusion therapy drugs in the office and home settings
page 8

October is breast cancer awareness month
page 12

ICD-10 readiness for IBC-participating facilities
page 7

INSIDEipp
AN INTER-PLAN PROGRAMS PUBLICATION
www.ibx.com/providers
WINTER 2011

HIGHLIGHTS FROM THIS EDITION

- Precertifying additional days for inpatient hospital stays**
Learn about the importance of this process to avoid payment denials and precertification penalties.
- 2011 provider satisfaction survey results**
Read about improvements to our overall satisfaction score for the BlueCard® program.
- The importance of the Coordination of Benefits Questionnaire**
Understand how using the COB Questionnaire can streamline claims processing and prevent denials related to COB.
- Preparing for ICD-10: Update for facility providers**
See what steps facility providers should take to prepare for the switch to ICD-10 on October 1, 2013.

Expediting medical record requests from the Host Plan

When a Host Plan receives a request for medical records from a Home Plan, it is very important that the records be sent in a timely manner to ensure that the provider is reimbursed and the services rendered by the out-of-area member are covered appropriately.

To expedite the handling for Host Plan medical record requests, please adhere to the following tips and guidelines:

- Medical records are processed quickest when they are submitted by fax or email.
- Only the medical records that have been requested should be sent.
- Unrequested medical records cannot be forwarded to another plan by IBC.

Host Plan medical records can be sent in any of the following ways:

- Fax.** Medical records can be securely faxed to 215-238-7915.
- Email.** Medical records can be emailed to filerequests@medicalrecords@ibx.com.
- Mail.** If you do not have access to fax or email, you can send medical records by mail on a CD or in hardcopy. Please mail the medical records to:
Host Medical Records Department
1500 Spring Garden Street
Philadelphia, PA 19130

Note: This information does not apply to medical record requests directly from a Home Plan or to appeals.

PARTNERS IN HEALTH UPDATESM

ADMINISTRATIVE.....	1
ANNOUNCEMENTS	3
BILLING.....	3
BLUECARD®	4
CONSUMERISM.....	5
CREDENTIALING	5
HEALTH AND WELLNESS	5
HIPAA 5010.....	8
ICD-10.....	8
MEDICAL.....	8
NAVINET®	11
PHARMACY	12
PRODUCTS.....	13
QUALITY MANAGEMENT	13
REIMBURSEMENT	14
INSIDE IPP.....	14

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

Attention: Changes to the Provider Automated System postponed until mid-December December 2011	P, F, A
Changes in notification of approved peer-to-peer determination letters for NaviNet-enabled providers April 2011	F
Changes to AIM request submission options September 2011	P
Changes to referral requirements for certain nutrition counseling services November 2011	P
ClaimCheck[®] upgrade and edit clarification May 2011 December 2011	P
Cost-sharing for preventive and nonpreventive services September 2011	P, F, A
Get important information delivered through email May 2011 <i>Reminder article was posted in:</i> <i>June 2011</i> <i>July 2011</i> <i>September 2011</i> <i>October 2011</i> <i>November 2011</i>	P, F, A
Health Risk Partners – A new vendor for Medicare Advantage HMO and PPO member medical chart review May 2011	P
Help us keep health care costs down May 2011	P, F, A
Hospital/physician pay-for-performance webinar April 2011 <i>Reminder article was posted in:</i> <i>May 2011 (IBC Pay-for-Performance webinar)</i>	P, F
IBC to introduce new Medicare Advantage HMO product August 2011	P, F, A
Information about Keystone 65 Select HMO available online December 2011	P, F, A

ADMINISTRATIVE (CONTINUED)

Jefferson Health System joins IBC's new Keystone 65 Select network October 2011	P, F, A
New Delaware chiropractic mandate June 2011	P
Provider self-service requirements effective September 15, 2011 August 2011 <i>Reminder article was posted in:</i> <i>September 2011</i>	P, F, A
Provider self-service requirements now in effect October 2011 <i>Reminder article was posted in:</i> <i>November 2011</i> <i>December 2011</i>	P, F, A
Register our maternity members for Baby BluePrints[®] to ensure early outreach February 2011	P
Reminder: Sign up for Electronic Funds Transfer May 2011	P, F, A
Request for medical records January 2011	P, F
Request your office supplies online April 2011	P, F, A
Upcoming changes to the Provider Automated System October 2011 <i>Reminder article was posted in:</i> <i>November 2011</i>	P, F, A
Upcoming provider self-service requirements June 2011 <i>Reminder article was posted in:</i> <i>July 2011</i>	P, F, A
Upcoming webinar: Electronically request precertification for your Independence Administrators patients May 2011	P, F, A
Update your provider information with us March 2011	P, F, A

ADMINISTRATIVE (CONTINUED)

Webinar coming in September: Understanding the QIPS Professional & Outpatient Cost Management report P
July 2011
Reminder article was posted in:
August 2011

ANNOUNCEMENTS

2010 Cumulative Index now available P, F, A
February 2011

Get involved this year and help us stop diabetes P, F, A
August 2011
Reminder article was posted in:
September 2011

IBC network medical directors launch physician-to-physician email platform P
December 2011

The Provider Satisfaction Survey is in the mail P
August 2011

BILLING

Are you ready?: HIPAA 5010 transition P, F, A
June 2011

Billing guidelines for surgery claims P
February 2011

Claims Preprocessing Edits Claims Resolution Document updated for HIPAA 5010 P, A
November 2011

Claims submission procedures for participating home health care providers with Medicare Advantage PPO host claims A
March 2011

Clarification regarding the mental health and substance abuse benefits changes for Federal Employee Program F
January 2011

Copayments relative to allowed amount for Managed Care products P, F
January 2011

BILLING (CONTINUED)

HIPAA 5010 FAQ now available January 2011	P, F, A
HIPAA 5010 go-live date change April 2011	P, F, A
Procedures for billing multiple services August 2011	P, A
Professional Injectable and Vaccine Fee Schedule updates effective April 1, 2011 March 2011	P, F, A
Professional Injectable and Vaccine Fee Schedule updates effective July 1, 2011 June 2011	P, F, A
Professional Injectable and Vaccine Fee Schedule updates effective October 1, 2011 September 2011	P, F, A
Professional Injectable and Vaccine Fee Schedule updates effective January 1, 2012 December 2011	P, F, A
Reporting services using modifier -50 January 2011	P
Surgery modifier usage January 2011	P
Updated payer ID grids now available January 2011 April 2011 May 2011 July 2011 September 2011	P, F

BLUECARD[®]

Change to mass adjustments for outpatient fee schedule changes for IBC member claims December 2011	F, A
Spring 2011 edition of <i>Inside IPP</i> now available April 2011	F, A

BLUECARD[®] (CONTINUED)

Summer 2011 edition of *Inside IPP* now available **F, A**
 August 2011

CONSUMERISM

Introducing IBX Mobile and IBX Healthy Steps, our free smartphone applications for members **P, F, A**
 October 2011

CREDENTIALING

Reminder: New email address replaces the network credentialing support services hotline **P**
 September 2011

HEALTH AND WELLNESS

2011-2012 *Clinical Insights* now available **P**
 November 2011

2011-2012 *Clinical Practice Guideline Summary* now available **P**
 November 2011

Avoid scheduling elective inductions and repeat cesarean sections before 39 weeks gestation **P, F**
 May 2011

Case management: Help for your patients when they need it **P**
 May 2011
 July 2011
 September 2011
 December 2011

Changes to the SMART[®] Registry from the ConnectionsSM Program **P**
 January 2011

ConnectionsSM Health Management Program: Supporting your patients, our members **P**
 January 2011 April 2011 August 2011
 February 2011 May 2011 November 2011
 March 2011 June 2011

HEALTH AND WELLNESS (CONTINUED)

ConnectionsSM Program Provider Satisfaction Survey available November 4 November 2011	P
ConnectionsSM Program Provider Satisfaction Survey coming in November October 2011	P
Don't miss opportunities to administer recommended vaccines May 2011	P
Encourage overall fitness with yoga April 2011	P, F
Encourage your older adult patients to take a walk May 2011	P, F
Essential tools for atypical antipsychotics monitoring April 2011	P, F, A
Expanded infant sleep guidelines from the AAP December 2011	P
Get moving on National Walk@Lunch Day[®] April 2011	P, F, A
Health Coaches offer support for patients who need diabetic eye care June 2011	P
Help is available for your patients with prostate cancer April 2011	P
IBC launches new advanced illness support program for Medicare Advantage HMO and PPO members September 2011	P, F
Major changes included in the August 2011 release of the SMART[®] Registry from the ConnectionsSM Program August 2011	P
IBC launches new advanced illness support program for Medicare Advantage HMO and PPO members September 2011	P, F
Managing bladder control problems December 2011	P
Major changes included in the August 2011 release of the SMART[®] Registry from the ConnectionsSM Program August 2011	P

HEALTH AND WELLNESS (CONTINUED)

New ACIP guidelines for pertussis vaccine December 2011	P
New car safety seat guidelines from the AAP April 2011	P, F, A
New tip sheets available for attention deficit/hyperactivity and adult bipolar disorders October 2011	P
October is breast cancer awareness month October 2011	P
On the road with SilverSneakers[®] August 2011	P
Overview guides available for substance-use disorders, depression, and suicide September 2011	P, F, A
Resolution solution: The SilverSneakers[®] Fitness Program December 2011	P
Revised guidelines for perinatal screening and prophylaxis of Group B Strep January 2011	P, F
Seasonal flu vaccine recommendations and labeling changes for Tamiflu[®] October 2011	P
Serving up healthy eating and exercise habits September 2011	P
Silver Sneakers[®]: Helping Baby Boomers stay active July 2011	P
The ConnectionsSM Health Management Programs 2011 Annual Update is now available September 2011 <i>Enclosure – Connections Health Management Programs 2011 Annual Update</i>	P
Toolkit offers help for a successful flu vaccine campaign November 2011	P
Using spirometry in COPD diagnosis September 2011	P

HIPAA 5010

Are you ready?: HIPAA 5010 transition July 2011	P, F, A
HIPAA 5010 Companion Guides now available August 2011	P, F, A
HIPAA 5010 go-live date change September 2011	P, F, A
IBC follows CMS lead with HIPAA 5010 90-day enforcement grace period December 2011	P, F, A

ICD-10

ICD-10 readiness for IBC-participating facilities December 2011	P, F, A
Now available: ICD-10 Frequently Asked Questions September 2011	P, F, A
The transition to ICD-10 and the impact on providers November 2011	P, F, A

MEDICAL

Administering injectable/infusion therapy drugs in the office and home settings April 2011	P, F, A
Capitation guidelines and the importance of specialty subcontractor arrangements January 2011 <i>Reminder article was posted in:</i> <i>April 2011</i>	P, F
Change in reimbursement for assistant-at-surgery services September 2011	P
Change to anesthesia claims payment methodology calculation May 2011 <i>Reminder article was posted in:</i> <i>December 2011</i>	P
Clinical criteria used for utilization management determinations June 2011	P

MEDICAL (CONTINUED)

Guidelines for contraception in women with medical problems June 2011	P
Important information about the upcoming Clinical Care Report July 2011	P, F
More news about NCQA's PCMH program February 2011	P
New guide available for submitting chemotherapy/infusion or home infusion authorizations January 2011	P, F, A
New policy on inpatient hospital readmissions September 2011	F
Patient-Centered Medical Home™ resource section added to NaviNet® Plan Central April 2011	P
Policy notifications posted as of December 20, 2010 January 2011	P, F, A
Policy notifications posted as of January 19, 2011 February 2011	P, F, A
Policy notifications posted as of February 21, 2011 March 2011	P, F, A
Policy notifications posted as of March 24, 2011 April 2011	P, F, A
Policy notifications posted as of April 25, 2011 May 2011	P, F, A
Policy notifications posted as of May 20, 2011 June 2011	P, F, A
Policy notifications posted as of June 21, 2011 July 2011	P, F, A
Policy notifications posted as of July 20, 2011 August 2011	P, F, A
Policy notifications posted as of August 19, 2011 September 2011	P, F, A

MEDICAL (CONTINUED)

Policy notifications posted as of September 23, 2011 October 2011	P, F, A
Policy notifications posted as of October 27, 2011 November 2011	P, F, A
Policy notifications posted as of November 23, 2011 December 2011	P, F, A
Policy on Modifier 52 October 2011	P, F, A
Policy on X-rays associated with fractures in the office setting June 2011	P
Policy reminder regarding utilization review decisions October 2011	P
Precertification process change for certain infusion therapy drugs December 2011	P
Precertification requirement changes and updated lists available in July July 2011	P, F, A
Precertification requirement changes for Medicare Advantage HMO and PPO members October 2011	P, F, A
Reminder: Capitation guidelines and the importance of specialty subcontractor arrangements April 2011	P, F
Reminder: Choosing the most appropriate site of service January 2011	P, F
Reminder: Referrals not needed for services provided through Direct Access OB/GYNSM January 2011	P, F
Reminder: Use updated precertification requirements lists September 2011	P, F, A
Revised InterQual[®] guidelines for 2011 May 2011	P, F, A

MEDICAL (CONTINUED)

Specialists needed to assist in developing medical policies November 2011	P
Three hyaluronate acid products designated as preferred brands for treatment of osteoarthritis of the knee May 2011 <i>Reminder article was posted in:</i> June 2011	P
Transitioning select infusion therapy drugs from the outpatient setting to the office or home setting September 2011	P, F, A
Upcoming changes to precertification requirements June 2011	P, F, A
Updated InterQual[®] guidelines for 2011 June 2011	P, F, A
Updated procedures for requesting precertification for pain management, DME, and home health providers August 2011	P, F, A
Verify copayment amounts for preventive services May 2011	P

NAVINET[®]

Coming soon: The new Clinical Care Report March 2011 <i>Reminder article was posted in:</i> April 2011	P
How the Clinical Care Report can help with pre-visit planning October 2011	P
NaviNet Plan Transactions menu options to change November 2011	P, F, A
New user guides now available on NaviNet August 2011	P, F, A

NAVINET[®] (CONTINUED)

QIPS reminder for electronic connectivity requirements and transaction prerequisites	P
January 2011	
<i>Reminder article was posted in:</i>	
February 2011	
March 2011	
April 2011	
Reminder: Authorization submission requirements through NaviNet	P, F, A
December 2011	
Reminder: The Clinical Care Report will be available this month	P, F
August 2011	
Responsibilities of a NaviNet Security Officer	P, F, A
August 2011	
The Clinical Care Report is now available	P, F
September 2011	
Updates made to the <i>NaviNet Chemotherapy/Infusion and Home Infusion Authorizations Guide</i>	P, F, A
October 2011	

PHARMACY

Annual Synagis[®] (palivizumab) distribution program	P, F, A
August 2011	
September 2011	
Brand Lipitor[®] available to members through May 2012	P
December 2011	
Prescription drug updates	P, F, A
March 2011	
June 2011	
September 2011	
December 2011	
Prescription mail order service transition	P, F, A
July 2011	
Preventive drugs covered at \$0 copayment	P, F, A
March 2011	

PHARMACY (CONTINUED)

Select Drug Program[®] Formulary updates	P, F, A
March 2011	
June 2011	
September 2011	
December 2011	
Upcoming benefits change for progesterone in oil	P
December 2011	

PRODUCTS

Benefits changes and clarifications for commercial members	P, F, A
November 2011	
BlueExtraSM – Our new freestanding supplemental plan	P, A
May 2011	
Clarification: Medicare Advantage HMO and PPO benefits changes	P, F, A
January 2011	
Discontinuation of the adultBasicSM plan	P, F, A
February 2011	
Introducing Keystone 65 Select HMO	P, F, A
October 2011	
<i>Reminder article was posted in:</i>	
<i>November 2011</i>	
New options available for Blue Solutions[®] product portfolio	P, F, A
September 2011	
Reminder: New maximum out-of-pocket limit for Medicare Advantage HMO and PPO members	P, F
February 2011	
Reminder: The new Blue Cross[®] Blue Shield[®] Medicare Advantage PPO Network Sharing program is now available	P, F, A
March 2011	
Upcoming Medicare Advantage HMO and PPO benefits changes	P, F, A
November 2011	

QUALITY MANAGEMENT

Member notification of utilization review decisions	P, A
February 2011	

REIMBURSEMENT

Reminder: 2011 performance incentive program revisions for PCPs January 2011 <i>Reminder article was posted in:</i> February 2011	P
Updates to the QIPS Program Manual February 2011	P

Inside IPP

Note: The Fall 2011 edition was not published.

2011 provider satisfaction survey results
Winter 2011

Billing for outpatient pharmacy/injectable claims
Summer 2011

Blue Distinction Center designations
Spring 2011

BlueExchange®: Enhancing the BlueCard business process
Summer 2011

Change to invoices for certain implantable devices
Summer 2011

Change to mass adjustments for outpatient fee schedule changes for IBC claims
Winter 2011

Distinguishing an outpatient stay from an inpatient visit for FEP members
Summer 2011

Expediting medical record requests from the Host Plan
Winter 2011

Glossary of BlueCard® Program terms
Spring 2011

***Inside IPP* turns three**
Summer 2011

Medical policy and precertification requirements for out-of-area members
Spring 2011
Winter 2011

Inside IPP (continued)

Medical record requests and resolving BlueCard[®] claims issues
Summer 2011

Mental health and substance abuse benefits changes for FEP members
Spring 2011

Misrouted claims from providers
Spring 2011

Precertifying additional days for inpatient hospital stays
Winter 2011

Preparing for ICD-10: Update for facility providers
Winter 2011

Reminder: Check member ID cards
Winter 2011

The importance of the *Coordination of Benefits Questionnaire*
Winter 2011

Updated payer ID grids available
Summer 2011
Winter 2011