

Federal Employee Program (FEP) – Service Benefit Plan Coverage for Federal Employees

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Federal Employee Program (FEP) – Service Benefit Plan Coverage for Federal Employees, continued

Overview

Blue Cross and Blue Shield Service Benefit Plan is the official name of coverage offered to federal employees and annuitants by participating Blue Cross and Blue Shield Plans. This plan is commonly referred to as the Federal Employee Program or FEP.

FEP benefits may be redefined annually as negotiated by the Blue Cross Blue Shield Association and the Office of Personnel Management in Washington, D.C.

FEP utilizes the BlueChoice network.

No PCP or Referrals

Subscribers of the Service Benefit Plan do not choose a primary care physician, and referrals are not required, however, a Federal Employee or dependent must seek care from a participating BlueChoice Physician or other Professional Provider or Facility in order to receive the highest level of benefits.

What Do Enrollment Codes Stand For?

Any federal subscriber carrying a current federal ID card is eligible to receive the Federal Preferred Provider Organization benefits.

The federal ID card is quite different from BlueChoice® ID cards. The following is a key to the Service Benefit Plan enrollment codes that appear on the federal ID card.

Enrollment Code	Benefits For	Benefit Option
104	Self Only	Standard
105	Self and Family	Standard
111	Self Only	Basic
112	Self and Family	Basic

Option Defined

Standard Option or Basic Option indicate types of service covered and how much is payable.

Note:

Federal Employee Program group number is **OFEPTX**. This group number needs to be entered in Block 62 on the UB 04 claim form.



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Federal Employee Program (FEP) – Service Benefit Plan Coverage for Federal Employees, continued

Sample ID
Card for the
Federal
Employee
Program

(Basic
Option)

Basic Option ID Card (front & back):

 BlueCross BlueShield Federal Employee Program		Government-Wide Service Benefit Plan	
Member Name	www.fepblue.org		
Member ID	R99999999		
Enrollment Code	112	RxBIN	610239
Effective Date	01/01/2008	RxPCN	FEPRX
		RxGrp	65006500

Front

 BlueCross BlueShield Federal Employee Program		www.fepblue.org
<p>This card is used to obtain covered benefits under the Blue Cross and Blue Shield Service Benefit Plan Basic Option. You MUST use Preferred providers to get benefits.</p> <p>Pre-certification is required for all hospital admissions and is ultimately your responsibility. Benefits are reduced by \$500 if pre-certification is not obtained. For instructions, call the local Blue Cross and Blue Shield Plan serving the area where you are treated. In some areas, Preferred hospitals will obtain pre-certification for you. Certain other services require prior approval. Please consult your benefit Brochure for more information.</p> <p>Use of this card constitutes acceptance of the terms and conditions in the Service Benefit Plan Brochure (RI 71-005) for the applicable contract year, which is the only legal description of benefits.</p>		
Customer Service:	1-800-522-5566	
Pre-certification:	1-800-255-2042	
Mental Health/ Substance Abuse:	1-800-554-9504	
Retail Pharmacy:	1-800-624-5060	
Blue Health Connection:	1-888-258-3432	
Assistance Overseas Call Collect:	1-804-673-1678	
BlueCross and BlueShield of Geography An independent licensee of the BlueCross and BlueShield Association.		

Back

*Please note: The customer service numbers above are not the actual numbers for the TX Plan.

Reminders:



- No Referral Required
 - Physician outpatient surgery, including lab, X-ray and machine diagnostic tests are subject to a **\$350.00** Standard Option calendar year deductible; no deductible is required under Basic Option
 - Eligible services payable at **85** percent with a **15** percent patient coinsurance responsibility for Standard Option
-

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Federal Employee Program (FEP) – Service Benefit Plan Coverage for Federal Employees, continued

Sample ID
Card for the
Federal
Employee
Program
(Standard
Option)

Standard Option ID Card (front & back):

 BlueCross BlueShield		Government-Wide Service Benefit Plan	
Federal Employee Program			
Member Name IM Sample		www.fepblue.org	
Member ID R99999999			
Enrollment Code	104	RxIIN	610239
Effective Date	01/01/2008	RxPCN	FEPRX
		RxGrp	65006500

Front

 <p>BlueCross BlueShield Federal Employee Program</p>	<p>www.fepblue.org</p>
<p>This card is used to obtain covered benefits under the Blue Cross and Blue Shield Plan Standard Option.</p>	<p>Customer Service: 1-800-522-5566 Precertification: 1-800-255-2042</p>
<p>Precertification is required for all hospital admissions and is ultimately your responsibility. Benefits are reduced by \$500 if precertification is not obtained. For instructions, call the local Blue Cross and Blue Shield Plan serving the area where you are treated. In some areas, Preferred hospitals will obtain precertification for you. Certain other services require prior approval. Please consult your benefit Brochure for more information.</p>	<p>Mental Health/ Substance Abuse: 1-800-626-3643</p>
<p>Use of this card constitutes acceptance of the terms and conditions in the Service Benefit Plan Brochure (RI 71-005) for the applicable contract year, which is the only legal description of benefits.</p>	<p>Retail Pharmacy: 1-800-624-5060</p>
	<p>Mail Service Pharmacy: 1-800-262-7890</p>
	<p>Assistance Overseas Call Collect: 1-804-673-1678</p>
	<p>Blue Health Connection: 1-888-258-3432</p>
	<p>BlueCross and BlueShield of Geography An independent licensee of the BlueCross and BlueShield Association.</p>

*Please note: The customer service numbers above are not the actual numbers for the TX Plan.

Reminders:

- No Referral Required
- Physician outpatient surgery, including lab, X-ray and machine diagnostic tests are subject to a **\$350.00** Standard Option calendar year deductible; no deductible is required under Basic Option
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Federal Employee Program (FEP) – Service Benefit Plan Coverage for Federal Employees, continued

Federal Customer Service

BCBSTX provides a dedicated Federal Customer Service staff. The Customer Service representatives have access to federal subscriber information to give prompt inquiry response to:

- Benefits and subscriber eligibility
- Claims
- Current Preferred Provider network information
- Formal and informal complaint procedures

The automated phone system also provides information for:

- Benefits
 - Eligibility
 - Claims Payment
-

Telephone Numbers and Hours

You may reach the BCBSTX Federal Customer Service by calling:

1-800-442-4607

Hours: 9 a.m. to 5 p.m. (CST), Monday through Friday

Mailing Address

Federal Customer Service may also be contacted in writing at the following address:

**FEP Customer Service
P.O. Box 660044
Dallas, TX 75264-0044**

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Federal Employee Program (FEP) – Service Benefit Plan Coverage for Federal Employees, continued

Precertification Requirement

All inpatient hospital admissions require precertification.

Outpatient Prior Approval

Prior Approval for FEP subscribers is required for the following outpatient care and services:

- Outpatient surgical services for morbid obesity, correction of congenital anomalies and surgery needed to correct accidental injuries to the jaws, cheeks, lips, tongue, roof and floor of mouth.
 - Hospice Care
 - Home Infusion Therapy
 - Organ, Tissue Transplants & Clinical Trials (Call 1-800-225-2268 for more information)
 - Prescription Drugs – Certain prescriptions require prior approval. (Call 1-800-624-5060 to request prior approval)
-

How Do I Obtain Precertification?

To obtain Inpatient Certification (**excluding behavioral health**) or outpatient precertification, call:

**iEXCHANGE IVR at 1-800-413-0869
or access**

iEXCHANGE Web at www.bcbstx.com/provider

Behavioral Health Precertification

Inpatient hospital admissions for behavioral health require precertification under the Federal Employee Program.

To precertify behavioral health inpatient admissions, call:

1-800-528-7264

Additional Behavioral Health Information

Outpatient behavioral health services do not require precertification.

If you or your FEP patient have questions or need information about behavioral health professionals, facilities or procedures, call **1-800-528-7264**.

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Federal Employee Program (FEP) – Service Benefit Plan Coverage for Federal Employees, continued

Claims Filing Refer to Section F for the detailed instructions on claims filing.

**Federal
Claims
Inquiries** For federal claims inquiries, contact BCBSTX Federal Customer
Service by calling:
1-800-442-4607

Address written claims inquiries to:

**BCBSTX
FEP Customer Service
P.O. Box 660044
Dallas, TX 75264-0044**

**Federal
Pharmacy
Programs** Some prescription drugs require prior approval through the Retail
Pharmacy Program for federal subscribers. To assist the
subscriber with the prior approval process or if you need
information about the federal pharmacy programs,
please call the following toll-free numbers:

Retail Pharmacy Program Customer Service
1-800-624-5060

Mail Order Prescription Program
1-800-262-7890

**Federal
Disease
Management
Programs** The FEP Disease Management Program provides chronically ill
Federal Employees with the resources to remain healthy and
maintain their quality of life. The program is available to
subscribers diagnosed with asthma, congestive heart failure
(CHF), diabetes and hypertension (HTN). Subscriber enrollment
is voluntary; candidates are identified through continuous
recruitment. Refer to Section K for additional information.

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Federal Employee Program (FEP) – Service Benefit Plan Coverage for Federal Employees, continued

FEP - Blue Health Connection¹

Physicians, other Professional Providers and subscribers benefit from Blue Health Connection.

Blue Health Connection is a toll-free service that provides 24-hour health care information available to Blue Cross and Blue Shield of Texas Federal Employee Program (FEP) subscribers. The service enables subscribers to make informed, appropriate health care decisions. Subscribers can call the Blue Health Connection Audio Health Library[®] at **1-888-BLUE-432** and get prerecorded information and literature on more than 450 health topics.

Additionally, FEP subscribers can speak to experienced, specially trained nurses who can answer their health care questions. Using non-diagnostic, symptom-based assessment guidelines, the nurses help subscribers identify appropriate sources and time frames for care.

With Blue Health Connection, network Physicians and other Professional Providers may benefit through a reduction of after-hour and inappropriate phone calls. We also expect Blue Health Connection to reduce unnecessary hospital emergency visits. Subscribers will receive supportive information, in addition to that given by their Physician or other Professional Provider.

Note: Blue Health Connection should only be used by FEP subscribers. However, preferred Physicians or other Professional Providers are offered one courtesy call to be used as a demonstration. Preferred Physicians or other Professional Providers should identify themselves, so they will not be included in the utilization data for the program.

[®]Personal Health Advisor and Audio Health Library are registered trademarks of Access Health, Inc.

¹Blue Health Connection is the name used by Blue Cross and Blue Shield Federal Employee Program for Personal Health Advisor.