

BCBSTX Support Services

In this Section

The following topics are covered in this section.

| Topic | Page |
|--|-------|
| BCBSTX Overview | A — 2 |
| BCBSTX Geographical Regions | A — 2 |
| BCBSTX Support Areas | A — 2 |
| BCBSTX Commitment | A — 2 |
| Professional Provider Network Department Objective | A — 3 |
| Professional Provider Network Representatives | A — 3 |
| Regional/Local Offices | A — 3 |
| Medical Directors & Medical Advisory Committees | A — 4 |
| Employer/Employer Training | A — 5 |
| Physician and other Professional Provider Orientation/Training | A — 5 |
| How to Obtain a Provider Directory | A — 5 |
| Online Provider Directory/Web site Information | A — 5 |
| Blue Review Newsletters | A — 5 |
| Provider Access & Servicing Strategy (PASS) Workshops | A — 6 |
| Provision of Contract Copies | A — 6 |
| How to Request a Sample of Maximum Allowable Fees | A — 7 |
| Sample Fee Schedule Requisition FAX Form | A — 8 |
| Provider Customer Service | A — 9 |
| Provider Customer Service Telephone Numbers & Hours | A — 9 |

Continued on next page

BCBSTX Support Services, continued

BCBSTX Overview

Blue Cross and Blue Shield of Texas (BCBSTX), a Division of Health Care Service Corporation, a Mutual Legal Reserve Company, an Independent Licensee of the Blue Cross and Blue Shield Association.

BCBSTX Geographical Regions

BCBSTX Professional Provider Network is organized into three geographical regions to provide local service to our customers.

- Northeast Texas
- Southeast Texas
- West Texas

The regions are staffed with Medical Directors and Professional Provider Network Staff.

BCBSTX Support Areas

BCBSTX provides support to its Physicians and other Professional Providers through:

- Provider Customer Service Department
- Local Professional Provider Network Representatives
- Medical Directors
- Utilization Management Department
- Behavioral Health Services — for mental health/chemical dependency care

You and your staff are encouraged to contact these sources when you have questions or need assistance.

BCBSTX Commitment

BCBSTX is dedicated to serving our customers through the financing of health care and related benefit services. Our mission calls for us to respond to our customers with promptness, sensitivity, respect and integrity.

BCBSTX encourages appropriate utilization decisions; it does not sanction or encourage decisions based on inappropriate compensation. Physicians and other Professional Providers or BCBSTX staff do not receive compensation or anything of value based on the amount of adverse determinations, reductions or limitations of length of stay, benefits, services or charges. Any person(s) making utilization decisions must be especially aware of possible underutilization of services and the associated risks.

Continued on next page

BCBSTX Support Services, continued

Professional Provider Network (PPN) Department Objective

The major objective of the BCBSTX Professional Provider Network Department is to develop and support relationships between Physicians and other Professional Providers and BCBSTX to allow our subscribers access to cost-efficient medical care.

PPN Representatives

BCBSTX Professional Provider Network Representatives are available to provide information, answer questions, address concerns and offer assistance in resolving issues you or your staff may have. You may contact them by telephone or in writing.

Regional/Local Offices

NORTHEAST TEXAS REGION

Blue Cross and Blue Shield of Texas
ATTN: Professional Provider
Network Department

Richardson Office:

901 N. Central Expwy, North Bldg C
Richardson, TX 75083-3840
Phone: 972-766-8900
Fax: 972-766-0345

Tyler Office:

3800 Paluxy Dr., Ste 540
Tyler, TX 75703
Phone: 903-535-0380
Fax: 903-535-0397

SOUTHEAST TEXAS REGION

Blue Cross and Blue Shield of Texas
ATTN: Professional Provider
Network Department

Austin Office:

Arboretum Plaza II
9442 Capital of Texas Hwy N Ste
500
Austin, TX 78759
Phone: 512-349-4847
Fax: 512-349-4851

Beaumont Office:

2615 Calder, Ste 700
Beaumont, TX 77706
Phone: 409-896-0141
Fax: 409-896-0111

Corpus Christi Office:

4444 Corona, Ste 120
Corpus Christi, TX 78411
Phone: 361-878-1630
Fax: 361-878-1646

Houston Office:

2425 West Loop South, Ste 1000
Houston, TX 77027
Phone: 713-663-1149
Fax: 713-663-1250

San Antonio Office:

8200 IH 10 West, Ste 400
San Antonio, TX 78230
Phone: 210-344-9100
Fax: 361-878-1646

WEST TEXAS REGION

Blue Cross and Blue Shield of Texas
ATTN: Professional Provider
Network Department

El Paso Office:

118 Mesa Park Dr.
El Paso, TX 79912
Phone: 915-496-6600
Fax: 915-496-6611

Lubbock/Amarillo Office:

5225 S. Loop 289, Ste 207
Lubbock TX 79424
Phone: 806-783-4610
Fax: 806-798-6308

Midland/Abilene/San Angelo Office:

3300 North A St., Bldg 8, Ste 120
Midland, TX 79705
Phone: 432-620-1406
Fax: 432-620-1431

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BCBSTX Support Services, continued

Medical Directors and Medical Advisory Committees

BCBSTX Medical Directors are located throughout the state. They provide physician support for BCBSTX quality and health management programs, including care management, medical policy, credentialing and recredentialing, quality of care review, and pharmacy.

BCBSTX has two statewide peer review committees whose primary responsibility is to review the credentials of new providers being credentialed and of established providers who are undergoing recredentialing. They are the Texas Medical Advisory Committee (TMAC) and the Texas Peer Review Committee (TPRC). The TMAC and TPRC members are practicing physicians and other health care providers who also participate in networks serving subscribers of BCBSTX health programs.

The committees are chaired by the Medical Director, Health Care Quality and Policy. Other medical directors who are assigned responsibilities in the credentialing and recredentialing process also sit on the committees. The staff for both committees includes representatives from Core Provider Services, Professional Provider Network and the nurses who perform utilization data (U/D) review and analysis. Each committee meets monthly. Meetings are conducted by telephone conference call to accommodate the statewide distribution of the committee membership.

In addition to peer review of credentialing and recredentialing, the committees provide oversight of the quality of care process and as requested provide review and feedback on clinical matters such as clinical practice guidelines, utilization review criteria and quality improvement initiatives.

Continued on next page

BCBSTX Support Services, continued

Employer/ Employee Training

Employer/employee training is emphasized in the BlueChoice network. BCBSTX provides employers and employees with educational materials and training to better understand the program and the benefits of seeking care from BlueChoice network Physicians and other Professional Providers.

Physician and other Professional Providers Orientation/ Training

BCBSTX provides a Welcome letter to each BCBSTX Physician and other Professional Provider participating in the BlueChoice Managed Care network. The welcome letter includes the participating Physician's and other Professional Provider's effective date, as well as the name and phone number of the local Professional Provider Network office.

BCBSTX recommends that all Physicians and other Professional Providers and their office personnel become familiar with each section of this Provider Manual.

How to Obtain a Provider Directory

BCBSTX provider directories are provided upon request by contacting your local Professional Provider Network office.

On-line Provider Directory/ Web site Information

BCBSTX participating Physicians and other Professional Providers can be identified through the Internet on the online Provider Directory, **Provider Finder**. The online Provider Directory is updated bi-monthly. To view the online Provider Directory, visit the BCBSTX Provider Web site at www.bcbstx.com/provider, and select **Provider Finder**.

Blue Review Newsletters

Blue Review newsletters are available on the BCBSTX Provider Web site. Participating Physicians and other Professional Providers will be notified quarterly by a postcard when new *Blue Review* newsletters have been posted on the Web site. The postcard will indicate some of articles featured in the quarterly newsletter. To view the entire newsletter online, visit the BCBSTX Provider Web site at www.bcbstx.com/provider.

Continued on next page

BCBSTX Support Services, continued

Provider Access & Servicing Strategy (PASS) Workshops

The BCBSTX Provider Access and Servicing Strategy (PASS) Group offers complimentary workshops and education sessions to all BCBSTX participating Physicians and other Professional Providers. PASS is committed to providing workshops and education sessions that will maximize your effectiveness and satisfaction in the BCBSTX networks.

Our workshops and education sessions promote efficiency through agenda topics that include:

- Eligibility and benefit inquiries, including out-of-area Blue subscribers
- Out-of-area claims processing (BlueCard)
- National Provider Identifier (NPI)
- Consumer Driven Health Plans (CDHP), including *BlueEdge*
- What's New at Blue
- Clear Claim Connection
- iEXCHANGE
- And much more

Notification of these workshops is located on the BCBSTX Provider Web site at www.bcbstx.com/provider.

Provision of Contract Copies

BCBSTX shall provide a copy of its contract with a particular Participating Physician or other Professional Provider (including without limitation a contract with a Physician Organization or a Physician Group in which such Participating Physician or other Professional Provider participates) to such Participating Physician or other Professional Provider, upon receipt by BCBSTX of a written request by such Participating Physician or other Professional Provider to provide such copy, except in circumstances where BCBSTX is restricted from providing a Participating Physician or other Professional Provider with a copy of BCBSTX' contract with a Physician Organization or Physician Group specifically because of terms contained in that contract.

Continued on next page

BCBSTX Support Services, continued

How to Request a Sample of Maximum Allowable Fees

If you would like to request a sample of maximum allowable fees for your specialty, please submit your request in writing to your local area Professional Provider Network office. Please provide the following information on the request form (*see sample fax requisition form on page A-8*):

- **Physician's or other Professional Provider's National Provider Identifier (NPI) Number(s)**
- **Physician's or other Professional Provider's BCBSTX Provider Number(s)**
- **Physician's or other Professional Provider's name**
- **Physician's or other Professional Provider's address**
- **Physician's or other Professional Provider's phone number**
- **Primary Specialty**
- **Office Contact name, phone number & fax number**
- **Product type: BlueChoice, ParPlan or both**
- **Facility or Non-Facility**
- **Requested Fee Schedule's Effective Date**

You can access and submit a copy of this requisition form online from the BCBSTX Provider Web site at

www.bcbstx.com/provider/gri/proffeeschedule.htm.

Continued on next page

BCBSTX Support Services, continued

SAMPLE FEE SCHEDULE REQUISITION FAX FORM

National Provider Identifier (NPI) Number(s) _____

BCBSTX Provider Number(s) _____

Physician/Professional Provider Name _____

Primary Specialty _____

Address _____

City/State/Zip _____

County _____

Phone Number _____

Contact Name _____

Contact Phone _____

Contact Fax _____

Product BlueChoice[®] Fee Schedule Effective Date: _____
 Facility Non-Facility

ParPlan Fee Schedule Effective Date: _____
 Facility Non-Facility

Please fax your request to:

| | | | |
|-----------------------|--------------|---|--------------|
| Austin | 512-349-4851 | Houston, Beaumont & East Texas | 713-663-1250 |
| Corpus Christi | 361-878-1646 | Lubbock, Amarillo | 806-798-6308 |
| Dallas | 972-766-0345 | Midland, Abilene & San Angelo | 432-620-1431 |
| El Paso | 915-496-6611 | San Antonio | 361-878-1646 |

Your request should be completed within 30 days. Please contact your local Professional Provider Network office if you have not received your request within the allotted timeframe.

BCBSTX Support Services, continued

Provider Customer Service

The BCBSTX Provider Customer Service staff is dedicated to serving BlueChoice network Physicians and other Professional Providers. Customer Service Advocates are available to provide prompt inquiry responses concerning:

- Benefits
- Claims
- Verification
- Subscriber eligibility
- Current PCP and SCP information
- General network concerns, including complaints and appeals

Telephone Numbers and Hours

For information or assistance on benefits, checking eligibility, verification or claims, please call Provider Customer Service.

| Subscriber Belongs To | Customer Service Telephone Numbers | Hours Monday - Friday |
|-------------------------------------|---|------------------------------|
| BlueChoice (PPO & POS) | 1-800-451-0287 | 8 a.m. to 8 p.m. (CST) |
| BlueChoice Solutions (PPO & POS) | 1-800-451-0287 | 8 a.m. to 8 p.m. (CST) |
| BlueCard (out of state) | 1-800-676-2583 <i>(for benefits & eligibility)</i> | 7 a.m. to 7 p.m. (CST) |
| | 1-800-451-0287 <i>(for claims status)</i> | 8 a.m. to 8 p.m. (CST) |
| BlueEdge | 1-800-451-0287 | 8 a.m. to 8 p.m. (CST) |
| EPO | 1-800-451-0287 | 8 a.m. to 8 p.m. (CST) |
| Federal Employee Program | 1-800-442-4607 | 9 a.m. to 5 p.m. (CST) |
| HealthSelect (Group 38000 & 038001) | 1-800-451-0287 | 8 a.m. to 8 p.m. (CST) |
| Indemnity (ParPlan) | 1-800-451-0287 | 8 a.m. to 8 p.m. (CST) |
| TRS-ActiveCare (085000) | 1-800-451-0287 | 8 a.m. to 8 p.m. (CST) |