

HMO Blue® Texas Support Services

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HMO Blue® Texas Support Services, continued

Note:

Physicians and other Professional Providers who are contracted/affiliated with a capitated IPA/Medical Group must contact the IPA/Medical Group for instructions regarding referral and precertification process, contracting and claims related questions. Additionally, Physicians or other Professional Providers who are not part of a capitated IPA/Medical Group but who provide services to a member whose PCP is contracted/affiliated with a capitated IPA/Medical Group must also contact the applicable IPA/Medical Group for instructions. Physicians or other Professional Providers who are contracted/ affiliated with a capitated IPA/Medical Group are subject to that entity's procedures and requirements for Physician or other Professional Provider complaint resolution.

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HMO Blue Texas Support Services, continued

HMO Blue Texas Overview

HMO Blue Texas, a subsidiary of 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.

HMO Blue Texas Geographical Regions

HMO Blue Texas 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.

HMO Blue Texas Support Areas

HMO Blue Texas provides support to its Physicians and other Professional Providers through:

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

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

HMO Blue Texas Commitment

HMO Blue Texas is dedicated to serving our customers through the provision of health care coverage and related benefit services. Our mission calls for us to respond to our customers with promptness, sensitivity, respect and dignity.

In support of this mission, HMO Blue Texas encourages appropriate utilization decisions; it does not sanction or encourage decisions based on inappropriate compensation. Physicians, other Professional Providers or HMO Blue Texas 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.

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HMO Blue Texas Support Services, continued

Products and Benefit Plans

HMO Blue Texas offers or administers a variety of products and benefit plans:

- HMO Blue Texas is offered to groups and has traditional HMO features.
- HMO Blue Texas may also provide administrative services to self-funded group health plans (administrative services only).

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HMO Blue Texas Support Services, continued

Professional Provider Network (PPN) Department Objective

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

PPN Representatives

HMO Blue Texas Professional Provider Network Representatives are available to provide information, answer questions, address concerns and offer assistance in resolving any 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:

1001 E. Lookout Dr., B.11
Richardson, TX 75082
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: 713- 663-1149
Fax: 713-663-1227

Corpus Christi Office:

4444 Corona, Ste 120
Corpus Christi, TX 78411
Phone: 800-872-1518, *press 6* or
361-878-1623
Fax: 361-852-0624

Houston Office:

2425 West Loop South, Ste 1000
Houston, TX 77027
Phone: 713-663-1149
Fax: 713-663-1227

San Antonio Office:

17806 IH 10 West, Bldg II, Ste 200
San Antonio, TX 78257
Phone: 800-872-1518, *press 6* or
361-878-1623
Fax: 361-852-0624

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, *press 2*
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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HMO Blue Texas 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 Professional Providers who also participate in networks serving members 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.

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HMO Blue Texas Support Services, continued

Limited Provider Network Selection

Limited Provider Networks are interrelated medical professionals and facilities working together as a group to provide HMO Blue Texas members health care services in a coordinated, timely, efficient and cost-effective manner. Within a Limited Provider Network, each member will select a Primary Care Physician who will coordinate all the member's health care needs and act as the gatekeeper to services within the same Limited Provider Network of Specialty Care Physicians and other Professional Providers and Facilities.

Selection of a Primary Care Physician

To enroll in HMO Blue Texas and receive eligible health care services, the member must select a pediatrician, internist, family physician, or general physician to be listed as his/her Primary Care Physician. The selected Primary Care Physician will be responsible for managing all of the member's health care needs within the Primary Care Physician's Provider Network.

Each member will select the Physician of his/her choice from the list of those participating in the HMO Blue Texas Provider Network. Each eligible family member may choose a different Primary Care Physician.

The HMO Blue Texas member must complete the Enrollment Application correctly and submit it to his/her employer for processing.

Physicians who are not accepting new patients are not eligible for selection, unless the member is an existing patient. If the selected Physician is not accepting new patients the member is notified and provided with a list of participating Physicians who are accepting new patients.

Referrals

Primary Care Physicians (PCPs) must refer HMO Blue Texas members to Physicians and other Professional Providers who are in the same Limited Provider Network as the HMO Blue Texas member's PCP. An alpha/numeric "PORG Code" is used by HMO Blue Texas to identify the PCP's Limited Provider Network. Any referral to a Physician or other Professional Provider outside of the member's Limited Provider Network requires **prior authorization** by HMO Blue Texas (or applicable IPA/Medical Group). The PORG code appears on the HMO Blue Texas membership ID card to the right of the PCP's name.

Example: PCP Paul Smith xxxx xxx-xxx-xxxx
(PORG) (PCP's phone #)

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HMO Blue Texas Support Services, continued

Changing Primary Care Physicians

The HMO Blue Texas member may change their Primary Care Physician by calling or writing the Customer Service Department for HMO Blue Texas members or by obtaining a **Change Request Form** from his/her employer. The member completes the Change Request Form and sends it to the HMO Blue Texas Customer Service Department for processing.

After the Change Request Form is processed, the member is sent a new member ID card showing the name of the new Primary Care Physician.

The change is effective the first day of the month following receipt of the Change Request Form.

The HMO Blue Texas member may not select or change a Primary Care Physician more than once in any 30-day period.

Away From Home Care

The following information defines Away From Home Care:

- Away From Home Care (AFHC) is an out-of-area program sponsored by the Blue Cross and Blue Shield Association that is available to members of participating Blue Cross and Blue Shield (BCBS) sponsored HMOs. The program enables members to receive Guest Membership benefits from other participating BCBS HMOs while traveling outside of their HMO service area.
 - Guest Membership is defined as courtesy membership for members who are temporarily residing outside of the Home HMO service area. Members receive a courtesy enrollment in a participating Host HMO and have access to a comprehensive range of benefits, including routine and preventive services.
 - AFHC is reimbursed on a fee-for-service basis.
 - The AFHC Program remains committed to serving BCBS HMOs by providing members with access to quality care whenever they area away from home.
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HMO Blue Texas Support Services, continued

Employer/ Employee Training

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

Physician and other Professional Providers Orientation/ Training

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

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

Online Provider Directory/ Website Information

HMO Blue Texas 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 bcbstx.com/provider, select **Provider Finder**.

Blue Review Newsletters

Blue Review newsletters are available on the BCBSTX Provider website. The *Blue Review* newsletter is produced on a monthly basis. Participating Physicians and other Professional Providers that have provided BCBSTX with an email address will be sent monthly newsletters. To view the most current *Blue Review* newsletter or archived versions online, visit the BCBSTX Provider website at bcbstx.com/provider, under the News & Updates area, go to Related Resources for the Blue Review Newsletter offering.

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HMO Blue Texas Support Services, continued

Provider Access & Servicing Strategy (PASS) Workshops, Education Sessions & Training Modules

The BCBSTX Provider Access and Servicing Strategy (PASS) Group offers complimentary workshops, education sessions and training modules 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:

- Availity[®]
- BlueCard (Out of State Members)
- Clear Claim Connection
- EFT ERA EPS (*Electronic Funds Transfer, Electronic Remittance Advice, Electronic Payment Summary*)
- Electronic Refund Management (eRM)
- Fax Back
- Fully Funded vs. ASO Groups
- iEXCHANGE Administrative Functions
- iEXCHANGE Staff Functions
- Interactive Voice Response (IVR) System
- Obstetrics & Gynecology
- Predeterminations
- Provider Website Tour
- Refund & Recoupment
- And much more

Notification of these workshops is located on the BCBSTX Provider website at bcbstx.com/provider, under Education & Reference Center, scroll down to Training.

Provision of Contract Copies

HMO Blue Texas 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 HMO Blue Texas is restricted from providing a Participating Physician or other Professional Provider with a copy of HMO Blue Texas' contract with a Physician Organization or Physician Group specifically because of terms contained in that contract.

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HMO Blue Texas 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 FAX form (*see sample requisition FAX form on page A — 12*):

- **Physician's or other Professional Provider's National Provider Identifier (NPI) 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: HMO Blue Texas**
- **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 website at bcbstx.com/provider. Under the Standards & Requirements tab, scroll down to the General Reimbursement Information offering, enter password, and under Reimbursement Schedules & Related Information, go to Professional and click on Schedule Request.

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HMO Blue Texas Support Services, continued

HMO Blue Texas Customer Service

The HMO Blue Texas Customer Service staff is dedicated to serving HMO Blue Texas Physicians and other Professional Providers. Customer Service Advocates are available to provide prompt inquiry responses concerning:

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

To contact HMO Blue Texas Customer Service, call:

877-299-2377

For employees and dependents of Blue Cross and Blue Shield of Texas, call:

888-662-2395
