

# BLUE CHOICE PPO<sup>SM</sup> AND BLUE HIGH PERFORMANCE NETWORK<sup>®</sup> (BLUEHPN<sup>®</sup>) PROVIDER ORIENTATION

## WELCOME!

**Blue Cross and Blue Shield of Texas wants to thank you for becoming a participating provider in our network(s).**

**Please take this opportunity to get familiar with the following information that will assist in servicing your patients, our members:**

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## BLUE CHOICE PPO AND BLUEHPN

### PROVIDER ORIENTATION

You can hyperlink to any **blue** text below or copy and paste using the weblinks located on pages 7-9 listed in alpha order

#### What should you know about Blue Choice PPO and BlueHPN?

#### Network Highlights

**Blue Choice PPO are managed care programs where members:**

- Must use network providers to receive the highest (network) level of benefits.
- Do not need to select a primary care provider and referrals are not required.
- Some services may require prior authorization based on the member's benefit plan
- Can receive out-of-network services at a reduced benefit level.

**BCBSTX also has the following plans that utilize the Blue Choice PPO network:**

- **Blue Edge** - Consumer driven health plans which may utilize Health Savings Accounts (HSA) or Health Care Accounts (HCA)
- **Blue High Performance Network (BlueHPN)** - a national high-performance network available in certain counties in and near Austin, Dallas-Fort Worth, Houston and San Antonio.
- **EPO** - Exclusive Provider Organization
- **Federal Employee Program (FEP®)** - Available to Federal Employees - Refer to [FEP website](#) for additional details.
- **Teacher Retirement System of Texas** - Refer to [TRS Tools](#) page for additional information.

Health care providers are strongly encouraged to check eligibility and benefits before rendering care to their patients/our members in these plans to make sure their services are eligible and covered.

#### Electronic Options

**Go paperless and get new information as well as submit information electronically! Here's how:**

Be sure that we have your current email address on file! You can submit email addresses and other demographic changes using our Demographic Change Form. A User Guide is available for assistance in completing the form. By providing your email address you will get our Blue Review newsletter monthly in your email. The Blue Review provides timely and relevant messaging related to:

- New products, programs and services available
- Notification of changes as required by contract or other mandates
- Member initiatives and patient resources
- Reminders to make office practices easier

**Availity® Essentials** - Providers can conduct transactions at no charge including eligibility and benefits, authorizations and referrals, claim processing and management. Register and get access to this time-saving, free tool.

- **Eligibility & Benefits** - We strongly recommend providers to check patient eligibility and benefits before every scheduled service. Eligibility and benefit quotes include checking membership, coverage status, prior authorization requirements and determination that the provider is in-network for the patient's policy. It also includes other important information, such as an applicable copayment, coinsurance and deductible amounts. Use Availity to submit these 270 transactions.
- **Authorizations & Referrals** - [Availity's Authorizations & Referrals](#) tool (HIPAA-standard 278 transaction) allows the electronic submission of inpatient admission and select outpatient services for prior authorization or recommended clinical reviews and referral requests handled by BCBSTX. Providers can also check the status of previously submitted requests and/or update applicable existing requests.
- **Electronic Commerce** via EDI, ERA & EFT – Submit claims electronically online via [Electronic Data Interchange](#). Use [Electronic Funds Transfer](#) to get your funds quickly by electronically transferring to your bank accounts. [Electronic Remittance Advice](#) enables your office to receive claim payment and remittance details online and post them to your patient accounting system.

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#### Provider Tools

**Provider Tools** - We provide online tools to identify members and put all of your claim information at your fingertips including claim status, submitting adjustments and refunds and reviewing processing remittances. Many of these tools are available via a single sign-on through Availity.

- [Availity Attachment Tool](#) – Providers can quickly submit recommended clinical review requests, medical records, itemized billing statements and other forms to assist with more efficient and timely responses.
- [Availity Claim Status Tool](#) - Provides the equivalent of an Explanation of Benefits, including line item breakdowns and detailed denial descriptions.
- [Electronic Refund Management](#) (eRM) - eRM is a method of simplifying overpayment processing.
- [Clear Claim Connection](#) - Clear Claim Connection (C3) is a free online reference tool, that mirrors the logic behind our code-auditing software ClaimsXten™. Use C3 to help determine how coding combinations on a claim may be evaluated during the adjudication process.
- [Fee Schedules via Availity](#) - Allows in-network professional providers to electronically request a range of up to 20 procedure codes and immediately receive the contracted price allowance for the patient services you perform.
- [Patient Care Summary](#) - Uses claim-based information to provide you with a view of a patient's health care history at the point of care. This electronic health record can help you identify gaps in care, missed prescription refills and possible drug interactions, and other "clinical flags" and treatment opportunities.
- [Patient Cost Estimator](#) - Online member liability estimator that can help professional and institutional providers estimate a patient's potential out-of-pocket costs in real-time for office, inpatient and outpatient services.
- [Patient ID Finder](#) – This tool allows providers to obtain the BCBSTX patient ID number and group number by entering patient-specific data elements.
- [Provider Correspondence Viewer](#) - Allows providers to view, download and/or save specific documents related to the NPI and Tax ID associated with your Availity registration
- [Provider Data Management](#) - Allows professional providers to quickly update, validate and attest to the accuracy of their information on file with BCBSTX.

#### Provider Website

The [BCBSTX Provider Website](#) is an important tool to get up to date information on being a provider with BCBSTX. Use the following navigation menus to access the most current information available:

[HOME](#) - Find important links to navigate the site. Get quick link to New and Updates, Government Programs, Provider Finder, Policies, Employees Retirement System of Texas (ERS), Teacher Retirement System of Texas (TRS) and Training Opportunities.

[Network Participation](#) – Learn about our various products, how to join additional networks, credentialing and recredentialing **and** how to update your information.

[Claims & Eligibility](#) – Get information on servicing members from checking eligibility and benefits, determining prior authorization requirements to our electronic options, claim tips, claim adjustments and BlueCard®.

[Education & Reference](#) – Learn how to use our tools, find forms, view [ID card samples](#), get new updates in our News and Updates and **Blue Review** newsletter.

[Clinical Resources](#) – Learn about authorization vendors, understand our behavioral health program, as well as taking advantage of preventive guidelines and quality improvement initiatives including HEDIS® Tip Sheets.

[Pharmacy Program](#) – Locate information about our primary Pharmacy Benefit Manager, Prime Therapeutics L.L.C. and details about our covered drug lists, dispensing limits, specialty drug programs and the Step Therapy Program.

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### Provider Website (cont.)

[Standards & Requirements](#) – Find Disclosure Notices and Clinical Payment and Coding Policies and Medical Policies. Under General Reimbursement Information section, you can locate the provider manuals, request fee schedules and find detailed fee schedule information.

**Note:** For more detailed information in the General Reimbursement section, you will need to enter our secure area via a password. You can obtain the password from your local Network Management Office Location located on the [Contact Us](#) page.

[Reference Guides and Quick Links](#) — Bookmark the Reference Guides and Quick Links page for quick links to important information throughout our provider website and our handy Quick Reference Guides by network under the Quick Reference Guides link that provides general claim, eligibility/benefits, prior authorizations and behavioral health information.

Our Provider Manual is a detailed source of information regarding these networks. You can locate the manual under the **Standards and Requirements** tab, select [Manuals](#), then select the **Blue Choice PPO and BlueHPN Provider Manual**. Below is a summary of the information provided in each section:

- **Support Services (Section A)** - Contact information when you have questions.
- **Physician and other Professional Provider Roles and Responsibilities (Section B)** including:
  - Various PPO plans
  - Referral requirements
  - Patient share
  - How to identify members
  - Laboratory services
  - Radiology services - Be sure to check benefits to determine if the services rendered are applicable to:
    - Prior authorization or RCR through Carelon for advanced imaging services
- **Utilization Management (Prior Authorization and Recommended Clinical Review) – Sections C, D and E.** Review to determine what services may require prior authorization or are applicable to recommended clinical reviews and how to submit requests. Information is also available related to appealing decisions.
- **Filing Claims (Section F)** - Learn about how to submit claims, timely filing guidelines, check claim status, how to handle refunds, recoupments and adjustments including proper forms to submit.
- **Pharmacy Services (Section G)** - Learn about the specifics of our pharmacy benefit manager, Prime Therapeutics as well as details on other Pharmacy programs.
- **Federal Employee Program (FEP) (Section H)** - Our FEP Program has a special section to describe items that are specific to this plan.
- **Behavioral Health Services (Section I)** - This section details the behavioral health components as well as how to submit prior authorization requests, claim filing information as well as contacts.

## BLUE CHOICE PPO AND BLUEHPN PROVIDER ORIENTATION

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### Provider Manual (cont.)

- **Quality Improvements (Section J)** - Learn about best practices and how to improve care to our members and what is required in your medical records to meet BCBSTX and HEDIS® requirements.
- **Disease Management Programs (Section K)** - Get details on disease and condition management services as well as other programs like Special Beginnings® (for OB care), Preventive and Clinical Practice Guidelines.
- **Privacy of Information (Section L)** - Review the BCBSTX Privacy Policies and Procedures including information on minimum necessary protected information and business associate requirements.
- **Blue Distinction (Section M)** - Determine when a member has Blue Distinction benefits and how to identify providers who are recognized for their expertise and quality of care and have been given the Blue Distinction designation.
- **Hospital Acquired Conditions/Serious Reportable Events (Section N)** - See how BCBSTX applies the principles and guidelines of these events to determine provider reimbursements.
- **Rights and Responsibilities (Section O)** - Includes details on member and provider's responsibilities while treating members.

Refer to the [Behavioral Health Program](#) page on the provider website for guidelines. Certain services may require prior authorization and can be submitted using [Availity Authorizations & Referrals](#) or by calling the number on the back of the member's ID card.

[Clinical Payment and Coding Policies](#) serve as a reference to assist providers on reimbursement and coverage information.. Be sure to review the various CPCP's when providing services to our members. Also, watch for periodic updates to the CPCP page.

### Medical Policies and Recommended Clinical Review

[Medical Policies](#) are used to make benefit coverage determinations and are based on data from the peer-reviewed scientific literature, from criteria developed by specialty societies and from guidelines adopted by other health care organizations. Providers can submit an [Optional Recommended Clinical Review](#) when you are not sure about coverage or whether we may or may not consider the service/procedure medically necessary.

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### Provider Finder®

[Provider Finder](#) is a directory of providers participating in the Blue Choice PPO or BlueHPN networks. If you need assistance, review the [Provider Finder User Guide](#).

- Providers use it to locate in-network specialists, ancillary or facility providers to refer members for further treatment or services
- Members use it to find you.
- As part of the Consolidated Appropriations Act, providers are required to verify their provider directory information every 90 days. Refer to the [Verify and Update your Information](#) page for how to submit changes using the [Provider Data Management](#) feature via Availity or using the Demographic Change Form.

### Utilization Management

Utilization Management includes details on prior authorizations, recommended clinical reviews and post-service reviews of services for medical necessity.

- Check for authorization requirements online through Availity or your preferred vendor. Authorizations may be required via BCBSTX UM or external vendor.
- Refer to the [Utilization Management](#) page for additional information including:
  - Lists of services that may require prior authorization or applicable to RCR
  - How to submit requests online and by phone
  - Who to contact for prior authorization or RCR

### Keep Up to Date

**Disclosure Notices** - Notifications posted to the provider website as required by state or federal regulations or contractual requirements. Providers should periodically check the website for [Disclosure Notices](#).

**Blue Review Newsletter** - We post it monthly to the website and can email the [Blue Review](#) newsletter. Make sure we have your current email on file to receive this newsletter electronically in your email box.

**News and Updates** - We want to keep you informed on new changes to BCBSTX as well as provide helpful information while treating patients/members. Be sure to check [News and Updates](#) periodically.

**Want to learn more?** We have free webinars every month on Availity tools such as submitting claims, reviewing remittance advices and checking claim status. We also offer various periodic training and CME/CEU sessions. Check out the [Provider Training](#) page for other tools and the [Provider Training Webinars](#) page for upcoming training sessions.

### Contacts

If you are unable to find the information you need on the provider website or need assistance with eligibility and benefits or claims and are unable to resolve using the electronic options:

**Contact Provider Customer Service at 800-451-0287.**

Utilize [Contact Us](#) on the provider website for contact and mailing information for claims, customer service, utilization management and various external vendors including Alacura, Carelon and Availity. And most importantly, if you have questions regarding this orientation, our networks or your contract, you can locate your local [Network Management Office Location](#) on **Contact Us**.

## BLUE CHOICE PPO AND BLUE HIGH PERFORMANCE NETWORK (BLUEHPN) PROVIDER ORIENTATION WEBLINKS

TOPIC	WEBLINK:
<b>Availity</b>	<a href="http://www.availity.com">www.availity.com</a>
<b>Availity Authorizations &amp; Referrals</b>	<a href="https://www.bcbstx.com/provider/education/education/tools/availity-authorizations">https://www.bcbstx.com/provider/education/education/tools/availity-authorizations</a>
<b>Availity Attachment Tool</b>	<a href="https://www.bcbstx.com/provider/education/education/tools/availity-attach-submit-predet-bene-req-online">https://www.bcbstx.com/provider/education/education/tools/availity-attach-submit-predet-bene-req-online</a>
<b>Availity Claim Status Tool</b>	<a href="https://www.bcbstx.com/provider/claims/claims-eligibility/claim-status">https://www.bcbstx.com/provider/claims/claims-eligibility/claim-status</a>
<b>Behavioral Health Program</b>	<a href="https://www.bcbstx.com/provider/clinical/clinical-resources/behavioral-health">https://www.bcbstx.com/provider/clinical/clinical-resources/behavioral-health</a>
<b>Blue Choice PPO and BlueHPN Provider Manual</b>	<a href="https://www.bcbstx.com/provider/standards/standards-requirements/manuals/bluechoice-manual">https://www.bcbstx.com/provider/standards/standards-requirements/manuals/bluechoice-manual</a>
<b>Blue Review Newsletter</b>	<a href="https://www.bcbstx.com/provider/education/education/bluereview">https://www.bcbstx.com/provider/education/education/bluereview</a>
<b>Demographic Change Form</b>	<a href="https://hcscproviderintake.secure.force.com/txDemographUpdate">https://hcscproviderintake.secure.force.com/txDemographUpdate</a>
<b>Claims &amp; Eligibility</b>	<a href="https://www.bcbstx.com/provider/claims/claims-eligibility/claims">https://www.bcbstx.com/provider/claims/claims-eligibility/claims</a>
<b>Clear Claim Connection</b>	<a href="https://www.bcbstx.com/provider/claims/claims-eligibility/submit/clear-claim-connection">https://www.bcbstx.com/provider/claims/claims-eligibility/submit/clear-claim-connection</a>
<b>Clinical Payment &amp; Coding Policies</b>	<a href="https://www.bcbstx.com/provider/standards/cpcp.html">https://www.bcbstx.com/provider/standards/cpcp.html</a>
<b>Clinical Resources</b>	<a href="https://www.bcbstx.com/provider/clinical/clinical-resources/clinical">https://www.bcbstx.com/provider/clinical/clinical-resources/clinical</a>
<b>Contact Us</b>	<a href="https://www.bcbstx.com/provider/contact-us">https://www.bcbstx.com/provider/contact-us</a>
<b>Disclosure Notices</b>	<a href="https://www.bcbstx.com/provider/standards/standards-requirements/disclosures">https://www.bcbstx.com/provider/standards/standards-requirements/disclosures</a>
<b>Education &amp; Reference</b>	<a href="https://www.bcbstx.com/provider/education/education/education">https://www.bcbstx.com/provider/education/education/education</a>
<b>Electronic Commerce</b>	<a href="https://www.bcbstx.com/provider/claims/claims-eligibility/edi-commerce">https://www.bcbstx.com/provider/claims/claims-eligibility/edi-commerce</a>
<b>Electronic Data Interchange</b>	<a href="https://www.bcbstx.com/provider/claims/claims-eligibility/edi-commerce/edi-transactions">https://www.bcbstx.com/provider/claims/claims-eligibility/edi-commerce/edi-transactions</a>
<b>Electronic Funds Transfer &amp; Electronic Remittance Advice</b>	<a href="https://www.bcbstx.com/provider/claims/claims-eligibility/edi-commerce/era">https://www.bcbstx.com/provider/claims/claims-eligibility/edi-commerce/era</a>



## BLUE CHOICE PPO AND BLUEHPN PROVIDER ORIENTATION WEBLINKS

TOPIC	WEBLINK:
Electronic Refund Management	<a href="https://www.bcbstx.com/provider/claims/claims-eligibility/edi-commerce/erm">https://www.bcbstx.com/provider/claims/claims-eligibility/edi-commerce/erm</a>
Federal Employee Program	<a href="https://www.fepblue.org/">https://www.fepblue.org/</a>
ID Card Samples	<a href="https://www.bcbstx.com/provider/education/education/id-card-samples">https://www.bcbstx.com/provider/education/education/id-card-samples</a>
Medical Policies	<a href="https://medicalpolicy.bcbstx.com/disclaimer?corpEntCd=TX">https://medicalpolicy.bcbstx.com/disclaimer?corpEntCd=TX</a>
Network Participation	<a href="https://www.bcbstx.com/provider/network/network/network-participation">https://www.bcbstx.com/provider/network/network/network-participation</a>
News & Updates	<a href="https://www.bcbstx.com/provider/education/education/news">https://www.bcbstx.com/provider/education/education/news</a>
Patient Care Summary	<a href="https://www.bcbstx.com/provider/education/education/tools/careprofile">https://www.bcbstx.com/provider/education/education/tools/careprofile</a>
Patient Cost Estimator	<a href="https://www.bcbstx.com/provider/claims/claims-eligibility/carecost-estimator">https://www.bcbstx.com/provider/claims/claims-eligibility/carecost-estimator</a>
Patient ID Finder	<a href="https://www.bcbstx.com/provider/education/education/tools/patient-id-finder">https://www.bcbstx.com/provider/education/education/tools/patient-id-finder</a>
Pharmacy Program	<a href="https://www.bcbstx.com/provider/pharmacy/pharmacy-program/pharmacy">https://www.bcbstx.com/provider/pharmacy/pharmacy-program/pharmacy</a>
Provider Data Management	<a href="https://www.bcbstx.com/provider/education/education/tools/provider-data-mgmt">https://www.bcbstx.com/provider/education/education/tools/provider-data-mgmt</a>
Provider Finder	<a href="https://www.bcbstx.com/find-a-doctor-or-hospital">https://www.bcbstx.com/find-a-doctor-or-hospital</a>
ProviderFinderUser Guide	<a href="https://www.bcbstx.com/docs/provider/tx/network/provider-finder-user-guide.pdf">https://www.bcbstx.com/docs/provider/tx/network/provider-finder-user-guide.pdf</a>
Provider Tools	<a href="https://www.bcbstx.com/provider/education/education/tools">https://www.bcbstx.com/provider/education/education/tools</a>
Provider Training Webinars	<a href="https://www.bcbstx.com/provider/education/education/training/provider-education">https://www.bcbstx.com/provider/education/education/training/provider-education</a>
Provider Website	<a href="https://www.bcbstx.com/provider">https://www.bcbstx.com/provider</a>
Quick Reference Guides	<a href="https://www.bcbstx.com/provider/training/product_group_ref.html">https://www.bcbstx.com/provider/training/product_group_ref.html</a>
Recommended Clinical Review Option	<a href="https://www.bcbstx.com/provider/claims/claims-eligibility/um/rcr-option">https://www.bcbstx.com/provider/claims/claims-eligibility/um/rcr-option</a>



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TOPIC	WEBLINK:
Reference Guides and Quick Links	<a href="https://www.bcbstx.com/provider/education/education/training/reference-guide">https://www.bcbstx.com/provider/education/education/training/reference-guide</a>
Standards & Requirements	<a href="https://www.bcbstx.com/provider/standards/standards-requirements/standards">https://www.bcbstx.com/provider/standards/standards-requirements/standards</a>
TRS Tools	<a href="https://www.bcbstx.com/provider/education/education/trs-tools">https://www.bcbstx.com/provider/education/education/trs-tools</a>
Utilization Management	<a href="https://www.bcbstx.com/provider/claims/claims-eligibility/um">https://www.bcbstx.com/provider/claims/claims-eligibility/um</a>

Carelon Medical Benefits Management is an independent company that has contracted with BCBSTX to provide utilization management services for members with coverage through BCBSTX.

Availity is a trademark of Availity, LLC, a separate company that operates a health information network to provide electronic information exchange services to medical professionals. Availity provides administrative services to BCBSTX.

Alacura Medical Transportation Management, LLC, is an independent company that has contracted with Blue Cross and Blue Shield of Texas to provide utilization management services for members with coverage through BCBSTX.

BCBSTX makes no endorsement, representations or warranties regarding any products or services provided by third party vendors.

Please note that checking eligibility and benefits, and/or the fact that a service or treatment has been prior authorized or has a recommended clinical review is not a guarantee of payment. Benefits will be determined once a claim is received and will be based upon, among other things, the member's eligibility and the terms of the member's certificate of coverage applicable on the date services were rendered. If you have questions, contact the number on the member's ID card.