

# Blue Essentials<sup>SM</sup>, Blue Advantage HMO<sup>SM</sup>, Blue Premier<sup>SM</sup> and MyBlue Health<sup>SM</sup> - Provider Manual

**Please  
Note**

Throughout this provider manual there will be instances when there are references unique to **Blue Essentials, Blue Advantage HMO, Blue Premier** and **MyBlue Health**. These plan/network specific requirements will be noted with the plan/network name. If a plan/network name is not specifically listed or plan/network is referenced, the information will apply to all HMO products.

## Table of Contents

| Section   | Topic  | Page  |
|---|--|-------|
| <b>Welcome to the Blue Essentials, Blue Advantage HMO, Blue Premier and MyBlue Health Provider Networks</b> | Health Care Providers Affiliated with a Capitated IPA/Medical Group Important Note | 16    |
|   | Proprietary Information Note   | 16    |
|   | Information Provided in this Manual  | 17    |
|   | Modifications  | 17    |
| <b>Support Services</b>   | Overview   | A – 3 |
|   | Support Areas  | A – 3 |
|   | Commitment   | A – 3 |
|   | Products & Benefit Plans   | A – 4 |
|   | Network Management Department Objective  | A – 4 |
|   | Network Management Representatives   | A – 5 |
|   | Network Management Regional Office Locations                                       | A – 5 |
|   | Medical Directors & Medical Advisory Committees                                    | A – 5 |
|   | Limited Provider Network Selection   | A – 6 |
|   | Selection of a Primary Care Provider (PCP) for Limited Provider Network            | A – 6 |
|   | Referrals in a Limited Provider Network  | A – 7 |
|   | Capitated Medical Groups - Important Note  | A – 7 |
|   | Changing Primary Care Physicians   | A – 7 |
|   | <b>Blue Essentials Only</b> Away From Home Care                                    | A – 8 |
|   | Member Training  | A – 8 |
|   | Provider Orientation/Training  | A – 9 |
|   | Online Provider Directory/Website Information                                      | A – 9 |
| Blue Review Newsletters   | A – 9  |       |

# Blue Essentials, Blue Advantage HMO, Blue Premier and MyBlue Health - Provider Manual

## Table of Contents, cont.

| Section                           | Topic  | Page       |
|-----------------------------------|--|------------|
| <b>Support Services,</b><br>cont. | Secure Server Policy   | A — 10     |
|                                   | Provider Accessing & Servicing Strategy (PASS)                             | A — 10     |
|                                   | Education Opportunities  |            |
|                                   | Provision of Contract Copies   | A — 11     |
|                                   | Request a Sample of Maximum Allowable Fees                                 | A — 11     |
|                                   | Provider Customer Service  | A — 12     |
| <b>Roles and Responsibilities</b> | <b>Networks and IDs (a)</b>  |            |
|                                   | Overview   | B (a) — 2  |
|                                   | Capitated Medical Groups - Important Note                                  | B (a) — 2  |
|                                   | ID Card Information and Use  | B (a) — 2  |
|                                   | Important Information Indicated on Member ID Card                          | B (a) — 3  |
|                                   | Texas Department of Insurance Requirements                                 | B (a) — 4  |
|                                   | Check and Eligibility  | B (a) — 4  |
|                                   | <b>Blue Essentials</b> Information   | B (a) — 5  |
|                                   | <b>Blue Essentials</b> ID Card Sample                                      | B (a) — 5  |
|                                   | <b>Blue Advantage HMO</b> Information                                      | B (a) — 6  |
|                                   | <b>Blue Advantage HMO</b> ID Card Sample                                   | B (a) — 7  |
|                                   | <b>Blue Advantage HMO Plus</b> ID Card Sample                              | B (a) — 8  |
|                                   | <b>Blue Premier</b> Information  | B (a) — 9  |
|                                   | <b>Blue Premier</b> ID Card Sample   | B (a) — 10 |
|                                   | <b>Blue Premier Access</b> ID Card Sample                                  | B (a) — 11 |
|                                   | <b>Blue Premier</b> Additional Information and Use                         | B (a) — 12 |
|                                   | <b>MyBlue Health</b> Information   | B (a) — 13 |
|                                   | <b>MyBlue Health</b> ID Card Sample  | B (a) — 14 |
|                                   | <b>Eligibility and Benefits (b)</b>  |            |
|                                   | Eligibility and Benefits Overview  | B (b) — 2  |
|                                   | Capitated Medical Groups - Important Note                                  | B (b) — 2  |
|                                   | Checking Eligibility and Benefits  | B (b) — 2  |
|                                   | Eligibility Statement  | B (b) — 3  |
|                                   | Newborns   | B (b) — 3  |
|                                   | Premium Payments for Individual Plan                                       | B (b) — 3  |
|                                   | Covered Services   | B (b) — 4  |
|                                   | Verification   | B (b) — 4  |
|                                   | Verification Procedure   | B (b) — 4  |
|                                   | <b>Blue Essentials</b> Only Delegated Entity Responsible for Claim Payment | B (b) — 5  |



# Blue Essentials, Blue Advantage HMO, Blue Premier and MyBlue Health - Provider Manual

## Table of Contents, cont.

| Section                                     | Topic   | Page      |
|---|---|-----------|
| <b>Roles and Responsibilities,</b><br>cont. | <b>Eligibility and Benefits (b) - cont.</b>         | B (b)— 5  |
|   | Required Elements to Initiate a Verification        | B (b)— 5  |
|   | Declination   | B (b)— 6  |
|   | Additional Fees Charged By Health Care Providers    | B (b)— 7  |
|   | Beyond Copayment and Coinsurance                    |           |
|   | Notification of Obstetrical and Newborn Care        | B (b)— 8  |
|   | Recommended Clinical Review Requests                | B (b)— 8  |
|   | <b>Blue Advantage HMO</b> Only Routine Vision       | B (b)— 9  |
|   | Benefits  |           |
|   | <b>Blue Advantage HMO Only</b> Dental Coverage and  | B (b)— 9  |
| Services                                    |   |           |
|   | Room Rate Updates Notification                      | B (b)— 9  |
|   | <b>Roles and Responsibilities (c)</b>               | B (c)— 2  |
|   | Roles and Responsibilities Overview                 | B (c)— 2  |
|   | Important Notes                                     | B (c)— 2  |
|   | Definition of Primary Care Physician/Provider (PCP) | B (c)— 2  |
|   | Role of the Primary Care Physician (PCP)            | B (c)— 2  |
|   | Back Up PCPs  | B (c)— 6  |
|   | Referrals to Specialty Care Physicians or           | B (c)— 6  |
|   | Professional Providers                              |           |
|   | Role of the Specialty Care Physician or             | B (c)— 7  |
|   | Professional Provider                               |           |
|   | Specialist as a Primary Care Physician              | B (c)— 10 |
|   | Role of OBGyn as a Specialty Care Physician         | B (c)— 11 |
|   | Notification of Obstetrical and Newborn Care        | B (c)— 12 |
|   | Provider Complaint Procedure                        | B (c)— 13 |
|   | Failure to Establish Health Care Provider Patient   | B (c)— 14 |
|   | Relationship – Performance Standard                 |           |
|   | Failure to Establish Health Care Provider Patient   | B (c)— 15 |
|   | Relationship – Procedures                           |           |
|   | Failure to Establish Provider Patient Relationship  | B (c)— 17 |
|   | Sample Letter                                       |           |
| Panel Closure                               | B (c)— 18   |           |
| Affordable Care Act                         | B (c)— 19   |           |
| Premium Payments for Individual Plans       | B (c)— 20   |           |

# Blue Essentials, Blue Advantage HMO, Blue Premier and MyBlue Health – Provider Manual

## Table of Contents, cont.

| Section                                     | Topic  | Page       |
|---|--|------------|
| <b>Roles and Responsibilities,</b><br>cont. | <b>Outpatient Lab and Radiology Guidelines (d)</b>   |            |
|   | Capitated Medical Groups - Important Note  | B (d) — 2  |
|   | Outpatient Lab and Radiology Overview  | B (d) — 2  |
|   | Laboratory Services  | B (d) — 2  |
|   | Prior Authorization for Certain Outpatient Lab Services  | B (d) — 2  |
|   | Outpatient Diagnostic Radiology Services   | B (d) — 3  |
|   | <b>How to Join (e)</b>   |            |
|   | <b>How to Join Overview</b>  | B (e) — 2  |
|   | Provider Onboarding Process  | B (e) — 2  |
|   | Provider Onboarding Process -Notes   | B (e) — 3  |
|   | Case Status Checker  | B (e) — 3  |
|   | How to Join <b>Plan Networks</b>   | B (e) — 4  |
|   | Change in Status or Changes Affecting Your BCBSTX Provider Record ID   | B (e) — 6  |
|   | Termination of Unused Provider Record  | B (e) — 7  |
|   | <b>Credentialing (f)</b>   | B (f) — 2  |
|   | Credentialing Overview   | B (f) — 2  |
|   | Credentialing Process for Office Based Physicians or Professional Providers  | B (f) — 2  |
|   | Hospital Privileges  | B (f) — 2  |
|   | Expedited Credentialing Process for Office Based Physicians & Professional Providers   | B (f) — 3  |
|   | Initial Credentialing Process for Office Based Physicians and Professional Providers   | B (f) — 4  |
|   | Getting Started with CAQH  | B (f) — 5  |
|   | Credentialing Process for Ancillary/Hospital Providers   | B (f) — 6  |
|   | Hospitals or Facilities Credentialing Process  | B (f) — 7  |
|   | Credentialing Updates  | B (f) — 8  |
|   | Recredentialing  | B (f) — 10 |
|   | Medical Advisory Committee   | B (f) — 11 |
|   | Credentialing Review Requests Process  | B (f) — 11 |
|   | <ul style="list-style-type: none"> <li>• Who Can Submit a Review Request?</li> <li>• Submitting Review Requests</li> <li>• Credentialing Review</li> </ul> |            |
|   | Provider Termination Process   | B (f) — 12 |

# Blue Essentials, Blue Advantage HMO, Blue Premier and MyBlue Health - Provider Manual

## Table of Contents, cont.

| Section                              | Topic   | Page  |
|--------------------------------------|---|-------|
| <b>Authorization Process</b>         | Capitated Medical Groups - Important Note   | C – 2 |
|                                      | Utilization Management Overview   | C – 2 |
|                                      | What May Require Review   | C – 3 |
|                                      | Prior Authorization Exemptions  | C – 3 |
|                                      | Responsibility for Required Prior Authorizations  | C – 4 |
|                                      | Submitting Referrals, Authorizations and Recommended Clinical Reviews   |       |
|                                      | <ul style="list-style-type: none"> <li>• Availity® Authorizations &amp; Referrals</li> <li>• Carelon MedicalBenefits Management</li> </ul>  |       |
|                                      | FYbYk U`cZ9l ]gh]b[ `Df]cf`5i h\cf]nUh]cb   | C – 5 |
|                                      | BCBSTX Medical Management Appeals   | C – 6 |
|                                      | <ul style="list-style-type: none"> <li>• 9l dYX]hYX`5ddYU`DfcWgg`</li> <li>• GHJbXUfX`5ddYU`DfcWgg`</li> <li>• Dfcj ]XYf`FYei`Ygh`Zcf`7UgY`A UHMX`FYj ]Yk`</li> <li>• Hc`5ddYU`Ub`5Xj`YfgY`8YHf`a ]bUh]cb`Zcf`<br/>A YX]W`BYWgg]hmicf`9l dYf]a`YbhU`#<br/>=bj`Ygh][`Uh]cbU`</li> <li>• 5ddYU`DfcWgg`Zcf`8Yb]U`g`cZCi`H`cZ`<br/>BYhk`cf_`FYei`Yghg`UbX`Bcb!`7cj`YfYX`<br/>6YbYZ]hg`</li> </ul> |       |
| Section                              | Topic   | Page  |
| <b>Referral Notification Program</b> | Referral Notification Overview  | D – 2 |
|                                      | Capitated Medical Groups - Important Note   | D – 2 |
|                                      | Who Requests Referrals?   | D – 2 |
|                                      | When is a Referral Necessary?   | D – 2 |
|                                      | Important Information About the Referral Notification Program   | D – 3 |
|                                      | Information Necessary for Referral Notification   | D – 5 |
|                                      | Notification Procedure Through Availity Authorizations & Referrals  | D – 5 |
|                                      | Notification Procedure by Fax or Phone  | D – 6 |
|                                      | Referrals Out of Network/Plan Procedure Due To Network Inadequacy or Continuity of Care   | D – 7 |
|                                      | <b>Blue Advantage Plus HMO</b> (Point of Service) <b>Only</b> Out-Of-Network Referral When an In-Network Provider Is Available  | D – 7 |

# Blue Essentials, Blue Advantage HMO, Blue Premier and MyBlue Health - Provider Manual

## Table of Contents, cont.

| Section   | Topic  | Page   |
|---|--|--------|
| <b>Prior<br/>Authorizations<br/>&amp; Case<br/>Management</b> | Capitated Medical Groups - Important Note                                | E – 4  |
|   | Utilization Management Overview  | E – 4  |
|   | What Requires Prior Authorization  | E – 5  |
|   | Prior Authorization Exemptions   | E – 6  |
|   | Carelon Prior Authorizations   | E – 6  |
|   | Responsibility for Prior Authorization                                   | E – 6  |
|   | Renewal of Existing Prior Authorization                                  | E – 7  |
|   | When to Prior Authorize  | E – 7  |
|   | Does Observation Require Prior Authorization?                            | E – 7  |
|   | How to Prior Authorize   | E – 7  |
|   | Information Necessary to Prior Authorize                                 | E – 8  |
|   | Important Information About the Prior<br>Authorization Program           | E – 9  |
|   | Accessibility of Utilization Management Criteria                         | E – 10 |
|   | Extension of Care Procedure  | E – 11 |
|   | Extension of Care - Home Health Services                                 | E – 11 |
|   | Extension of Care - Hospice  | E – 11 |
|   | Extension of Care Prior Authorization –<br>Important Note                | E – 12 |
|   | Prior Authorization or Recommended Clinical<br>Review for Inpatient Care | E – 12 |
|   | Urgent/Emergent Admissions Procedure                                     | E – 13 |
|   | Admission on Day of Surgery  | E – 13 |
|   | Information Needed When Requesting an<br>Extension                       | E – 13 |
|   | Concurrent Review of Inpatient Care                                      | E – 13 |
|   | Responsibility for Concurrent Review                                     | E – 13 |
|   | Extension Review Procedure   | E – 14 |
|   | Discharge Planning   | E – 14 |
|   | Case Management Services   | E – 15 |
|   | Case Management Examples   | E – 15 |
|   | Health Care Provider Involvement   | E – 15 |
|   | Referrals to Case Management   | E – 16 |
|   | Evaluation of New Technology   | E – 16 |

# Blue Essentials, Blue Advantage HMO, Blue Premier and MyBlue Health - Provider Manual

## Table of Contents, cont.

| Section   | Topic  | Page   |
|---|--|--|
| <b>Prior Authorizations &amp; Case Management,</b><br>cont. | Emergency Care Services Rendered Inside the Service Area   | E – 17   |
|   | Emergency Inpatient Admissions Rendered Outside the Service Area   | E – 17   |
|   | Emergency Hospital Admission   | E – 17   |
|   | Continuity of Care Program Criteria  | E – 18   |
|   | Continuity of Care Program Criteria Procedure  | E – 19   |
|   | Outpatient Diagnostic Imaging  | E – 19   |
| <b>Filing Claims</b>  | <b>General information (a):</b><br>Claims Filing Overview<br>Behavioral Health Note<br>Capitated Medical Groups- Important Note<br>Clinical Payment and Coding Policies<br>Provider Tools<br>How to File Claims<br>Timely Filing Procedures<br>Update Provider Demographics<br>Addresses for Claims Filing and Customer Service<br>Phone Numbers<br><b>Blue Advantage HMO</b> Only Grace Period<br><b>Blue Essentials</b> Only Grace Period<br>Claims Filing Reminders | F (a) – 2<br>F (a) – 2<br>F (a) – 2<br>F (a) – 2<br>F (a) – 2<br>F (a) – 3<br>F (a) – 3<br>F (a) – 4<br>F (a) – 4<br>F (a) – 5<br>F (a) – 5<br>F (a) – 6 |

# Blue Essentials, Blue Advantage HMO, Blue Premier and MyBlue Health - Provider Manual

## Table of Contents, cont.

| Section                        | Topic   | Page   |
|--------------------------------|---|--|
| <b>Filing Claims,</b><br>cont. | <b>Prompt Pay (b)</b><br>Prompt Pay Overview<br>Prompt Pay Legislation - Penalty<br>Prompt Pay Legislation - Definition of Clean Claim<br>Prompt Pay Legislation -Statutory Claim Payment Periods<br>Prompt Pay Legislation -Statutory Penalty Amounts<br>Prompt Pay Legislation -Coordination of Benefits  | F (b) - 2<br>F (b) - 2<br>F (b) - 3<br>F (b) - 4<br>F (b) - 4<br>F (b) - 5   |
|                                | <b>Billing Requirements (c)</b><br>Billing Requirements Overview<br>Capitated Medical Groups- Important Note<br>Coordination of Benefits and Patient's Share<br>Coordination of Benefits/Subrogation<br>Correct Coding<br>Splitting Charges on Claims<br>Services Rendered Directly by Health Care Provider<br>Surgical Procedures Performed in the Physician's & Professional Provider's Office<br>Contracted Health Care Providers Must File Claims<br>Billing for Non-Covered Services<br>Current Procedural Terminology (CPT®) Modifier 50 Bilateral Procedures-Professional Claims Only<br>Proper Speech Therapy Billing<br>Care Coordination Services<br>Urgent Care Center Services Billed using CPT Code S9088<br>National Drug Code (NDC) - Billing Guidelines for Professional Claims | F (c) - 3<br>F (c) - 3<br>F (c) - 3<br>F (c) - 4<br>F (c) - 5<br>F (c) - 5<br>F (c) - 5<br>F (c) - 6<br>F (c) - 6<br>F (c) - 7<br>F (c) - 8<br>F (c) - 9<br>F (c) - 9<br>F (c) - 9<br>F (c) - 10 |



# Blue Essentials, Blue Advantage HMO, Blue Premier and MyBlue Health - Provider Manual

## Table of Contents, cont.

| Section  | Topic   | Page                         |  |
|--|---|------------------------------|--|
| <b>Filing Claims,</b><br>cont.   | <b>Billing Requirements (c),</b> cont.                        |                              |  |
|  | <b>Billing and Documentation Information and Requirements</b> | F (c) – 11                   |  |
|  | Permissible Billing   | F (c) – 11                   |  |
|  | Pass through Billing  | F (c) – 11                   |  |
|  | Under Arrangement Billing                                     | F (c) – 12                   |  |
|  | All Inclusive Billing   | F (c) – 12                   |  |
|  | <b>Other Requirements and Monitoring</b>                      | F (c) – 12                   |  |
|  | CLIA Certification Requirement Review of Codes                | F (c) – 12                   |  |
|  | Limitations and Conditions                                    | F (c) – 13                   |  |
|  | Obligation to Notify BCBSTX of Certain Changes                | F (c) – 13                   |  |
|  | Assignment  | F (c) – 13                   |  |
|  | Fraudulent Billing  | F (c) – 13                   |  |
|  | Providers in Multiple Specialties                             | F (c) – 14                   |  |
|  |   |                              |  |
|  |   | <b>Claim Forms (d)</b>       |  |
| Claim Form Overview  |   | F (d) – 2                    |  |
| Electronic Data Interchange (EDI)  |   | F (d) – 2                    |  |
| CMS-1500 Claim Form Introduction   |   | F (d) – 2                    |  |
| Ordering Paper Claim Forms   |   | F (d) – 2                    |  |
| Required Elements for Clean Claims   |   | F (d) – 2                    |  |
| Return of Paper Claims with Missing Billing NPI  |   | F (d) – 3                    |  |
| CMS-1500 Claim Form  |   | F (d) – 4                    |  |
| CMS-1500 Claim Form Instructions (Key)   |   | F (d) – 5                    |  |
| CMS-1500 Place of Service Codes, Instructions & Examples of Supplemental Information in Item Number 24 and Reminders |   | F (d) – 6                    |  |
| How to Complete the UB-04 Claim Form   |   | F (d) – 7                    |  |
| What Forms are Accepted  |   | F (d) – 7                    |  |
| Sample UB-04 Form  |   | F (d) – 8                    |  |
| Procedure for Completing UB-04 Form (Key)  |   | F (d) – 9                    |  |
|  |   | <b>Electronic Filing (e)</b> |  |
|  | Paperless Claim Processing Overview                           | F (e) – 2                    |  |
|  | Availity® Overview  | F (e) – 2                    |  |
|  | Electronic Remittance Advice (ERA)                            | F (e) – 2                    |  |
|  | Electronic Funds Transfer (EFT)                               | F (e) – 3                    |  |
|  | Electronic Payment Summary (EPS)                              | F (e) – 3                    |  |

# Blue Essentials, Blue Advantage HMO, Blue Premier and MyBlue Health - Provider Manual

## Table of Contents, cont.

| Section                                    | Topic   | Page       |
|--|---|------------|
| <b>Filing Claims, cont.</b>                | <b>Electronic Filing (e) cont.</b>  |            |
|  | Electronic Claim Submission & Response Report   | F (e) – 3  |
|  | Payor Response Reports  | F (e) – 4  |
|  | System Implications   | F (e) – 4  |
|  | What are the Benefits of Electronic Media Claims (EMC) and Electronic Data Interchange (EDI)?   | F (e) – 5  |
|  | Payer Identification Code   | F (e) – 5  |
|  | What Claims Can be Filed Electronically?  | F (e) – 6  |
|  | Availity Authorizations & Referrals Confirmation Number   | F (e) – 6  |
|  | How Does Electronic Claim Filing Work?  | F (e) – 7  |
|  | Submit Secondary Claims Electronically  | F (e) – 7  |
|  | Duplicate Claims Filing is Costly   | F (e) – 7  |
|  | Submit Encounter Data Electronically  | F (e) – 8  |
|  | Providers with Multiple Specialties   | F (e) – 10 |
|  | <b>Ancillary Services (f)</b>   |            |
|  | Ancillary Services Overview   | F (f) – 3  |
|  | Capitated Medical Group - Important - Note Prior Authorizations and Recommended Clinical Review | F (f) – 3  |
|  | Diabetic Education  | F (f) – 4  |
|  | Durable Medical Equipment (DME)   | F (f) – 5  |
|  | DME Benefits  | F (f) – 5  |
|  | Custom DME  | F (f) – 5  |
|  | Repair of DME   | F (f) – 6  |
|  | Replacement Parts   | F (f) – 6  |
|  | DME Rental or Purchase  | F (f) – 6  |
|  | DME Prior Authorization   | F (f) – 6  |
|  | Prescription or Certificate of Medical Necessity  | F (f) – 6  |
|  | Life-Sustaining DME   | F (f) – 7  |
|  | Life Sustaining DME List  | F (f) – 8  |
|  | Home Infusion Therapy (HIT)   | F (f) – 9  |
|  | Services Incidental to Home Infusion and Injection Therapy Per Diem                             | F (f) – 11 |
|  | Home Infusion Therapy Schedule  | F (f) – 12 |
|  | Imaging Centers   | F (f) – 13 |
|  | Imaging Prior Authorization or Prenotification  | F (f) – 13 |
|  | Imaging Center Tests Not Typically Covered  | F (f) – 14 |
|  | Independent Laboratory Claims Filing  | F (f) – 15 |
|  | Independent Laboratory Providers  | F (f) – 15 |
|  | Prior Authorization for Certain Outpatient Lab Services   | F (f) – 15 |
| Independent Laboratory Policy              | F (f) – 16  |            |
| Independent Laboratory – Non Covered Tests | F (f) – 17  |            |

# Blue Essentials, Blue Advantage HMO, Blue Premier MyBlue Health - Provider Manual

## Table of Contents, cont.

| Section                      | Topic   | Page       |
|------------------------------|---|------------|
| <b>Filing Claims</b> , cont. | Prosthetics & Orthotics   | F (f) – 18 |
|                              | Prosthetics & Orthotics – Non-Covered   | F (f) – 18 |
|                              | Radiation Therapy Center Claims Filing  | F (f) – 23 |
|                              | <b>Facility Services (g)</b>  |            |
|                              | Facility Claims Overview  | F (g) – 3  |
|                              | Capitated Medical Group - Important Note  | F (g) – 3  |
|                              | Revenue Code, Current Procedural Terminology (CPT®) and Healthcare Common Procedure Coding System (HCPCS) Codes | F (g) – 3  |
|                              | Room Rate Update Notification   | F (g) – 4  |
|                              | Outpatient Admission Type Hierarchy   | F (g) – 4  |
|                              | Hospital Claims – Filing Instructions - Inpatient   | F (g) – 4  |
|                              | Type of Bill (TOB)  | F (g) – 5  |
|                              | National Provider Identifier (NPI)  | F (g) – 5  |
|                              | Patient Status  | F (g) – 5  |
|                              | Occurrence Code/Date  | F (g) – 5  |
|                              | Late Charges/Corrected Claims   | F (g) – 5  |
|                              | Diagnosis Related Groups (DRG) Facilities   | F (g) – 6  |
|                              | Preadmission Testing  | F (g) – 7  |
|                              | Pre-Op Tests  | F (g) – 7  |
|                              | Mother & Baby Claims  | F (g) – 7  |
|                              | Clinic Charges  | F (g) – 7  |
|                              | Diabetic Education  | F (g) – 7  |
|                              | Trauma  | F (g) – 7  |
|                              | Provider Based Billing  | F (g) – 8  |
|                              | Provider Based Billing Example  | F (g) – 9  |
|                              | Treatment Room Claim  | F (g) – 12 |
|                              | Treatment Room Claims Examples  | F (g) – 12 |
|                              | Non-Weighted DRG's  | F (g) – 13 |
|                              | Filing UB-04 Claims for Ancillary Providers and Facilities  | F (g) – 14 |
|                              | <ul style="list-style-type: none"> <li>• Ambulatory Surgery Centers (ASC)/ Outpatient</li> </ul>                | F (g) – 14 |
|                              | <ul style="list-style-type: none"> <li>• Freestanding Cardiac Cath Lab Centers</li> </ul>                       | F (g) – 15 |
|                              | <ul style="list-style-type: none"> <li>• Dialysis</li> </ul>  | F (g) – 16 |
|                              | <ul style="list-style-type: none"> <li>• Freestanding Emergency Centers (FEC)</li> </ul>                        | F (g) – 16 |
|                              | <ul style="list-style-type: none"> <li>• Home Health Care</li> </ul>  | F (g) – 17 |
|                              | <ul style="list-style-type: none"> <li>• Non-Skilled Service Examples for Home Health Care</li> </ul>           | F (g) – 18 |
|                              | <ul style="list-style-type: none"> <li>• Hospice</li> </ul>   | F (g) – 19 |
|                              | <ul style="list-style-type: none"> <li>• Radiation Therapy Center</li> </ul>                                    | F (g) – 19 |
|                              | <ul style="list-style-type: none"> <li>• Skilled Nursing Facility</li> </ul>                                    | F (g) – 20 |
|                              | <ul style="list-style-type: none"> <li>• Rehab Hospital</li> </ul>  | F (g) – 20 |

# Blue Essentials, Blue Advantage HMO, Blue Premier and MyBlue Health - Provider Manual

## Table of Contents, cont.

| Section                                      | Topic  | Page       |
|--|--|------------|
| <b>Filing Claims,</b><br>cont.               | <b>Claim Review Process (h)</b>                        | F (h) - 2  |
|  | Claim Review Process Overview                          | F (h) - 2  |
|  | Capitated Medical Group - Important Note               | F (h) - 2  |
|  | Claim Review Process                                   | F (h) - 2  |
|  | Proof of Timely Filing                                 | F (h) - 3  |
|  | Claim Reviews, Dispute Types & Timeframes for Requests | F (h) - 4  |
|  | Recoupment Process                                     | F (h) - 5  |
|  | Sample PCS Recoupment                                  | F (h) - 7  |
|  | Professional Claim Summary Field Explanations          | F (h) - 8  |
|  | Refund Policy  | F (h) - 9  |
|  | Refund Letters   | F (h) - 12 |
|  | Provider Refund Form                                   | F (h) - 13 |
|  | Provider Refund Form Instructions Electronic           | F (h) - 14 |
|  | Refund Management (eRM)                                | F (h) - 15 |
| How to Gain Access to eRM Availability Users | F (h) - 15   |            |

# Blue Essentials, Blue Advantage HMO, Blue Premier and MyBlue Health - Provider Manual

## Table of Contents, cont.

| Section                            | Topic  | Page   |
|------------------------------------|--|--------|
| <b>Quality Improvement Program</b> | Quality: A Key Concept with the Networks   | G – 3  |
|                                    | Objective Goals of the Quality Improvement Program   | G – 3  |
|                                    | Quality Initiatives  | G – 5  |
|                                    | Support Provided to the Quality Improvement Program  | G – 7  |
|                                    | Medical Director Involvement   | G – 7  |
|                                    | Quality Improvement Committee  | G – 8  |
|                                    | Texas Medical Advisory Committee & Texas Network Management Rep Involvement                                  | G – 10 |
|                                    | On-Site Physician Office Review (POR) Nurses Responsibilities of the Quality Improvement Programs Department | G – 11 |
|                                    | Responsibilities of Providers  | G – 11 |
|                                    | Patient Appointment Access Standards   | G – 12 |
|                                    | Patient Appointment Access Standards – Access Measure Definitions  | G – 12 |
|                                    | Physician Office Review Program  | G – 14 |
|                                    | Goals of the Office Review Program   | G – 15 |
|                                    | Safety and Environment Component   | G – 15 |
|                                    | Laboratory Services Component  | G – 15 |
|                                    | Radiology Services Component   | G – 15 |
|                                    | Medical Recordkeeping Practice Component   | G – 16 |
|                                    | Medical Record Documentation Component   | G – 16 |
|                                    | Performance Goals  | G – 16 |
|                                    | Frequency of the Office Visit  | G – 16 |
|                                    | Feedback to Physicians on the Office Review  | G – 17 |
|                                    | Sample Physician Office Review Worksheet   | G – 18 |
|                                    | Principles of Medical Record Documentation Introduction  | G – 20 |
|                                    | What is Documentation and Why is it Important?   | G – 20 |
|                                    | How Does the Documentation in Your Medical Record Measure Up?  | G – 20 |
|                                    | Principles of Documentation  | G – 21 |
|                                    | Sample Medical Record Review and Medical Record Keeping Documentation Worksheet                              | G – 22 |
|                                    | Frequently Asked Questions About the On-Site Office Review   | G – 23 |

# Blue Essentials, Blue Advantage HMO, Blue Premier and MyBlue Health - Provider Manual

## Table of Contents, cont.

| <b>Section</b>   | <b>Topic</b>  | <b>Page</b>   |       |
|--|---|---|-------|
| <b>Disease Management Programs, Case Management Program and Clinical Practice Guidelines</b> | Condition Management/Disease Management Program Overview        | H – 2   |       |
|  | Program Goals – Condition Management/Disease Management Program | H – 2   |       |
|  | Condition Management/Disease Management Program and Compliance  | H – 2   |       |
|  | Physician Collaboration   | H – 3   |       |
|  | Gap Closure   | H – 4   |       |
|  | Case Management Program Overview and Compliance                 | H – 5   |       |
|  | Outcome Measures  | H – 6   |       |
|  | Women and Family Health   | H – 7   |       |
|  | Clinical Practice Guidelines Overview                           | H – 8   |       |
|  | Preventive Care Guidelines                                      | H – 9   |       |
|  | Clinical Practice Guidelines                                    | H – 9   |       |
|  | <b>Behavioral Health Services</b>                               | Behavioral Health Services Overview                                 | I – 3 |
|  |   | Coordination of Care With Physicians & Other Medical Care Providers | I – 4 |
| Coordination of Care Process   |   | I – 4   |       |
| Quality Improvement Program  |   | I – 5   |       |
| Telehealth and Telemedicine Services   |   | I – 5   |       |
| Behavioral Health Program Managed by Magellan Health Care® (Magellan)                        |   | I – 6   |       |
| Magellan Service Access  |   | I – 6   |       |
| Magellan Telephone Number and Hours  |   | I – 6   |       |
| Magellan Benefit Management Responsibilities   |   | I – 6   |       |
| Magellan Member Appointment Access Standards   |   | I – 7   |       |
| Magellan Prior Authorization Requirement   |   | I – 7   |       |
| Magellan and Emergency Care  |   | I – 7   |       |
| Magellan Referral Procedures   |   | I – 8   |       |
| Magellan Care Management Program   |   | I – 8   |       |
| Magellan Limitations and Exclusions  |   | I – 9   |       |
| Magellan Quick Reference Guide   |   | I – 10  |       |
| Behavioral Health Program Managed by BCBSTX Medical Management                               |   | I – 11  |       |
| Integrated Behavioral Health Program   |   | I – 11  |       |
| Behavioral Health Program Components   |   | I – 12  |       |
| Focused Outpatient Management Program  |   | I – 14  |       |
| Psychological/Neuropsychological Testing Program   |   | I – 14  |       |
| Clinical Screening Criteria  |   | I – 15  |       |
| BCBSTX Managed Prior Authorization Requirements for Behavioral Health Services               |   | I – 16  |       |

# Blue Essentials, Blue Advantage HMO, Blue Premier and MyBlue Health - Provider Manual

## Table of Contents, cont.

| Section   | Topic  | Page   |
|---|--|--------|
| <b>Behavioral Health Services, cont.</b>                          | Responsibility for Prior Authorization                     | I – 17 |
|   | Prior Authorization Process for Behavioral Health Services | I – 18 |
|   | Renewal of an Existing Prior Authorization                 | I – 19 |
|   | Failure to Prior Authorize                                 | I – 19 |
|   | Appointment Access Standards                               | I – 20 |
|   | HEDIS Indicators   | I – 20 |
|   | Continuity and Coordination of Care Forms                  | I – 21 |
|   | Behavioral Health Contacts                                 | I – 22 |
|   | Provider Claims Filing Information                         | I – 22 |
|   | Behavioral Health Contacts Updates                         | I – 23 |
|   | Behavioral Health Clinical Appeals                         | I – 23 |
| <b>Other Information Overview</b>                                 | Member Satisfaction Survey Introduction                    | J – 2  |
|   | Questions Asked on Survey                                  | J – 2  |
|   | Member Rights and Responsibilities                         | J – 3  |
|   | Common Exclusions  | J – 6  |
|   | Member Complaints  | J – 7  |
|   | TDI Complaint Notice Posting                               | J – 8  |
|   | Emergency Care   | J – 9  |
|   | Continuity of Care   | J – 9  |
|   | Non-Retaliation  | J – 10 |
|   | Privacy of Health Information Overview                     | J – 10 |
|   | Corporate Privacy Policies                                 | J – 12 |
| Provider Inquiry and Complaint Resolution                         | J – 19   |        |
| <b>Hospital Acquired Conditions and Serious Reportable Events</b> | Overview   | K – 2  |
|   | Policy   | K – 2  |
|   | Hospital Acquired Conditions Serious                       | K – 3  |
|   | Reportable Events  | K – 3  |
|   |  |        |

# Blue Essentials, Blue Advantage HMO, Blue Premier MyBlue Health - Provider Manual

## Table of Contents, cont.

| Section  | Topic  | Page  |          |
|--|--|---|----------|
| <b>Pharmacy</b>  | Introduction   | L – 2   |          |
|  | Pharmacy Network   | L – 2   |          |
|  | Drug List Evaluation   | L – 3   |          |
|  | Drug List Updates  | L – 3   |          |
|  | Generic Drugs  | L – 4   |          |
|  | Drug Utilization Review (DUR) Overview   | L – 5   |          |
|  | Covered Pharmacy Services  | L – 6   |          |
|  | Non-Covered Pharmacy Services  | L – 6   |          |
|  | Drugs Requiring Prior Authorization  | L – 7   |          |
|  | Specialty Pharmacy Program and Specialty Pharmacy Network  | L – 8   |          |
|  | Specialty Pharmacy Program - Split Fill  | L – 10  |          |
|  | Are You a Provider Billing Unlisted Drug Codes?  | L – 11  |          |
|  | Are You a Provider Billing for Compound Drugs? Forms   | L – 12<br>L – 13  |          |
|  | <b>Employee Retirement System of Texas (ERS) Participants Benefit Plan using Blue Essentials Network</b> | HealthSelect <sup>SM</sup> Employee Retirement System of Texas (ERS) Overview | M – 2    |
| Benefit Options  |  | M – 2   |          |
| ERS Tools  |  | M – 2   |          |
| HealthSelect of Texas ID Card Sample   |  | M – 3   |          |
| Consumer Directed Health Select ID Card Sample   |  | M – 4   |          |
| Sample ID Cards for the HealthSelect of Texas Out-of-State, Consumer Directed Out-of-State and HealthSelect Secondary 65+ HealthSelect |  | M – 5   |          |
| Kelsey Seybold as a PCP  |  | M – 5   |          |
| HealthSelect Customer Service  |  | M – 6   |          |
| Telephone Number and Hours   |  | M – 6   |          |
| Mailing Address  |  | M – 6   |          |
| Prior Authorization Requirements   |  | M – 7   |          |
| How Do I Obtain Prior Authorizations?  |  | M – 7   |          |
| eviCore Prior Authorizations   |  | M – 7   |          |
| Behavioral Health Prior Authorization  |  | M – 8   |          |
| Claims Filing  |  | M – 8   |          |
| Claims Inquiries   |  | M – 8   |          |
| Outpatient Clinical Laboratories   |  | M – 9   |          |
| ERS HealthCare Centers of Excellence   |  | M – 10  |          |
| <b>Appendix</b>  |  | Terms, Definitions and Rules  | Appendix |



# Blue Essentials, Blue Advantage HMO, Blue Premier MyBlue Health - Provider Manual

## Table of Contents, cont.

|  |   |
|--|---|
| <p><b>Health Care Providers Affiliated with a Capitated IPA/Medical Group - Important Note</b></p> | <p>Health care providers who are contracted/ affiliated with a capitated IPA/Medical Group must contact the IPA/Medical Group for instructions regarding referral and prior authorization process, contracting and claims related questions.</p> <p>Additionally, health care providers who are not a part of a capitated IPA/Medical Group but who provide services to a <b>Plan</b> member whose PCP is contracted/affiliated with a capitated IPA/Medical Group must also contract the applicable IPA/Medical Group for instructions. Health care providers who are contracted/affiliated with a capitated IPA/ Medical Group are subject to that entity's procedures and requirements for <b>Plan</b> physician or professional provider complaint resolution</p> |
| <p><b>Proprietary Information</b></p>  | <p><b>The material contained in this Provider Manual is proprietary information and is intended for the exclusive use of participating Blue Essentials, Blue Advantage HMO, Blue Premier and MyBlue Health health care providers. The information is current as of publication but may be amended from time to time, as provided for in the provider agreements.</b></p>  |

# Blue Essentials, Blue Advantage HMO, Blue Premier and MyBlue Health - Provider Manual

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## Information Provided in this Provider Manual

This Provider Manual has been created for network physicians, professional providers, facility and ancillary providers. The member identification (ID) card furnishes information about **Plan** health care providers need to effectively serve their **Plan** members/subscribers. Give special attention to the member/subscriber ID number. Each card has a toll-free number to call for information and assistance. Obtaining the correct information will save your staff time and effort.

This manual will assist you in the day-to-day administration of the **Plan** networks, providing needed information including:

- Characteristics of the health benefit plans
- Instructions for obtaining patient eligibility information
- Referral authorizations
- Select Outpatient Prior Authorizations, and
- Inpatient Admissions

This manual has been developed to provide pertinent information about the **Plans**. Updates to this manual will be provided periodically, when changes occur.

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## Modifications

The **Plans** may amend this Agreement or may modify the Provider Manual where such amendment or modification is materially adverse to physician, other professional provider or medical group and is not required by the applicable laws only upon ninety (90) days prior written notice to physician, other professional provider or medical group. Physician, other professional provider or medical group may terminate this Agreement by giving written notice of such termination to the health care provider or medical group within thirty (30) days of its receipt of such notice of amendment or modification, effective no earlier than the end of such amendment or modification notice period unless within sixty-five (65) days following the date of such amendment or modification notice **Plan** gives written notice to health care provider or medical group that it will not carry into effect such amendment or modification. Health care provider's or medical group's failure to give notice of termination to the **Plan** within thirty (30) days of its receipt of such notice of amendment or modification shall constitute agreement to and acceptance of such amendment or modification by health care or medical group.

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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.

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

BCBSTX makes no endorsement, representations or warranties regarding third party vendors and the products and services they offer.