



# Blue Choice PPO<sup>SM</sup> and Blue High Performance Network<sup>®</sup> Provider Manual

## Section A Support Services Information

**Important Note:** Throughout this provider manual there will be instances when there are references unique to Blue Choice PPO, Blue High Performance Network, Blue Edge<sup>SM</sup>, EPO and the Federal Employee Program<sup>®</sup>. These specific requirements will be noted with the plan/network name. If a plan/network name is not specifically listed or the "Plan" is referenced, the information will apply to all products.

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## 1 Support Services Overview

The Blue Choice PPO<sup>SM</sup> and Blue High Performance Network<sup>®</sup> Provider Manual for Blue Cross and Blue Shield of Texas is updated and reviewed periodically and contains information to assist your office with day-to-day business operations involving BCBSTX and its members.

Included in this section is information on Network Management's role and how to access information about our plans.

## 2 Commitment

Our mission calls for us to respond to our customers with promptness, sensitivity, respect, and dignity. In support of this mission, BCBSTX encourages appropriate utilization decisions; it does not sanction or encourage decisions based on inappropriate compensation. Health care providers and/ or BCBSTX staff do not receive compensation or anything of value based on the number 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.

## 3 Product and Benefit Plans

The following commercial or retail products and benefit plans for fully insured and/or Administrative Services Only members are included in this manual:

- Blue Choice PPO<sup>SM</sup>
- Blue Edge<sup>SM</sup>
- Blue High Performance Network<sup>®</sup> (BlueHPN)
- Exclusive Provider Organization (EPO)
- Federal Employee Program (FEP<sup>®</sup>)
- Indemnity Traditional (ParPlan)

BCBSTX also administers the **Blue Cross Medicare Advantage PPO** plan. In addition to referring to this manual, providers should reference the [Blue Cross Medicare Advantage PPO<sup>SM</sup> Supplement](#) located on the provider website.

## 4 Support Areas within BCBSTX

BCBSTX provides support to its health care providers through:

- Provider Customer Service
- Network Management
- Health Care Management
- Medical Directors and peer review committees (Texas Medical Advisory Committee and Texas Peer Review Committee)

## 5 Network Management Department

Network Management is responsible for developing and supporting relationships between health care providers and BCBSTX to ensure our members access to cost-efficient medical care by providing:

- Valuable health information on BCBSTX plans and contract information
- Claims enhancement programs
- Continuing education
- Accessibility to our staff through visits, telephone communication and email
- Continuous enhancements to our various communication technologies
- Guidance for your office staff on policies and procedures
- Assuring accurate information in claims payment systems (e.g., tax identification, NPI number, address, panel status)

- Compliance with state and federal regulatory requirements

The Network Management Department is available to provide information, answer questions, address concerns and assist in resolving any issues you or your staff may have. You may contact them by email, telephone or postal mail. Please provide the Tax Identification Number, NPI, and if applicable, Medicare Numbers for your provider when contacting Network Management. For contact information, refer the [Contact Us](#) page on the provider website.

## 6 Secure Service Policy

BCBSTX staff will accept and open emails from its Business Associates and other providers sent via their own Secure Server technology when the emails contain Protected Health Information, Sensitive Personal Information, and/or Business Confidential Information.

Any emails not containing PHI, SPI, and/or BCI should not be sent via Secure Server technology. Rather, to allow for more efficient and productive exchanges (with documentary email trail), BCBSTX will encourage external parties to send emails that do not contain PHI, SPI, and/or BCI via regular unencrypted email.

## 7 Provider Tools and Training

We are committed to providing support to physician practices. We've designed useful tools for health care providers. In addition to below, refer to our [Provider Tools](#) and [Provider Training and Continuing Education](#) pages on the provider website for detailed information.

### 7.1 Provider Website and Orientation

The [BCBSTX provider website](#) provides a comprehensive resource to providers on how to join, claims and eligibility information, provider education and training, clinical resources as well as standards and requirements.

The Plan will send a welcome letter to each participating health care provider. The welcome letter includes the participating health care provider's effective date, a link to the BCBSTX Network Management office locations, as well as pertinent information on participating in the network. In addition, for more detail, there is an online [Provider Orientation](#) available for review and providers can also request a visit by their [Provider Network Representative](#).

The Plan recommends that all health care providers and their office personnel become familiar with their provider contract and each section of this Provider Manual, and other resources available on the BCBSTX provider website at [bcbstx.com/provider](http://bcbstx.com/provider).

### 7.2 Provider Directory

Plan participating health care providers can be identified through the internet on the online provider directory, [Find a Doctor or Hospital](#) also known as Provider Finder®. The online provided directory is updated daily. To view Provider Finder, visit the BCBSTX [provider website](#) and scroll down to Provider Directory under Resources.

The federal **Consolidated Appropriations Act** requires providers to verify directory information **every 90 days**. Refer to the [Verify and Update Your Information](#) page on the provider website to learn more about how to update your information.

### 7.3 Blue Review Newsletter

The Blue Review is a provider which provides pertinent day to day information for your practice. The newsletter is produced monthly. To view the most current Blue Review newsletter or archived versions online, visit the BCBSTX [provider website](#) under Education and Reference select Blue Review or go directly to the [Blue Review](#) page.

The Blue Review will be emailed to you and your team members if we have your current email address. You can submit email addresses using the form on the Blue Review page.

### 7.4 Provider Access and Servicing Strategy (PASS) Education Opportunities

The PASS Group offers customized instructions to all BCBSTX participating health care providers. PASS is committed to offering focused and educational opportunities to maximize effectiveness and satisfaction in the BCBSTX networks. Education options include:

#### Comprehensive Education

- BlueCard (Out of State Subscribers)
- ClaimsXten and Clear Claim Connection (C3) Web-based auditing reference tool
- Electronic Funds Transfer, Electronic Remittance Advice and Electronic Payment Summary
- Fully Funded vs. Administrative Services Only Groups
- Recommended Clinical Review
- Provider Website Tour
- Refund & Recoupment Process

#### Self-Service Education

- Availity® for checking patients' eligibility, benefits, claims status, prior authorizations and more
- Electronic Refund Management (eRM)
- Interactive Voice Response System – Guided assistance to include FAX Back functionality
- Availity Authorizations & Referrals for Inpatient and Select Outpatient Prior Authorization, RCR and Referral Authorizations

This information is posted on the BCBSTX provider website. Go to the Education & Reference menu and select Provider Training, then select Provider Training and Continuing Education Webinars.

### 7.5 Provider Customer Service

Provider Customer Service staff is dedicated to serving Plan network health care providers. Customer Service Advocates are available to provide prompt inquiry responses concerning:

- Benefits
- Claims
- Verification of benefits
- Member eligibility
- Current Primary Care Provider and Specialty Care Provider information
- General network concerns, including complaints and appeals

To contact Provider Customer Service, refer to the numbers listed below or on the member's ID card:

- Blue Choice **PPO 800-451-0287** Hours Monday - Friday 8 a.m. - 8 p.m. CST
- Blue High Performance Network **800-451-0287** 8 a.m. - 8 p.m. CST
- BlueCard (out of state) **800-676-2583** (for benefits & eligibility) 7 a.m. - 7 p.m. CST 8 a.m. - 8 p.m. CST or **800-451-0287** (for claims status)
- BlueEdge **800-451-0287**
- EPO **800-451-0287** 8 a.m. - 8 p.m. CST 8 a.m. - 8 p.m. CST
- Federal Employee Program **800-442-4607** 9 a.m. - 5 p.m. CST
- Indemnity (ParPlan) **800-451-0287** 8 a.m. - 8 p.m. CST

## 8 Provision of Contract Copies

The Plan shall provide a copy of its contract with a particular participating health care provider (including without limitation a contract with a Physician Organization or a Physician Group in which such participating health care provider participates) to such participating health care provider, upon receipt by BCBSTX of a written request by the participating health care provider, except in circumstances where the Plans are restricted from providing a participating health care provider with a copy of the Plan's contracts with a Physician Organization or Physician Group specifically because of terms contained in that contract.

## 9 Request Sample Maximum Allowable Fees

Participating\* providers can request samples of the maximum allowable fees for your specialty as follows:

- Online using the [Availity Fee Schedule](#) tool. You can request up to 20 codes per request and get immediate fee schedule results.
- Online using the [Fee Schedule Request Form](#) located on the Provider website under Standards & Requirements/ General Reimbursement Information.

You will need the following information to request a fee schedule:

- Health Care Provider's NPI Number(s)
- Health Care Provider's name
- Health Care Provider's address
- Health Care Provider's phone number
- Health Care Provider's email address
- Primary Specialty
- Office Contact name, phone number & fax number
- Network or Product type: Blue Choice PPO or BlueHPN
- Facility or Non-Facility
- Requested Fee Schedule's Effective Date

\* Dental (DDS) providers, contracted with the Dental Network of America (DNOA), must email DNOA for reimbursement related questions or fee schedule requests. For non-contracting provider reimbursement, contact Provider Customer Service at **800-451-0287** for reimbursement information.

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.

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