



**Independence
Blue Cross**

2011 Provider Publication Cumulative Index

Partners in Health UPDATE
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AN INTER-PLAN PROGRAMS PUBLICATION

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INSIDE THIS ISSUE

- Blue Distinction® Center designations**
Learn about the various designations awarded to qualifying Blue-participating facilities.
- Medical policy and precertification requirements for out-of-area members**
Find coverage requirements for out-of-area Home Plans using the Health® web portal.
- Glossary of BlueCard® Program terms**
Familiarize yourself with terms commonly used for BlueCard-related business.
- Mental health and substance abuse benefits changes for FEP members**
Understand the new changes in effect for certain FEP mental health and substance abuse benefits.

Administering injectable infusion therapy drugs in the office and home settings page 8

October is breast cancer awareness month page 12

ICD-10 readiness for IBC-participating facilities page 7

2011 provider satisfaction survey results
Read about improvements to our overall satisfaction score for the BlueCard® program.

The importance of the Coordination of Benefits Questionnaire
Understand how using the COB Questionnaire can streamline claims processing and prevent denials related to COB.

Preparing for ICD-10: Update for facility providers
See what steps facility providers should take to prepare for the switch to ICD-10 on October 1, 2013.

Expediting medical record requests from the Host Plan

When a Host Plan receives a request for medical records from a Home Plan, it is very important that the records be sent in a timely manner to ensure that the provider is reimbursed and the services rendered by the out-of-area member are covered appropriately.

To expedite the handling for Host Plan medical record requests, please adhere to the following tips and guidelines:

- Medical records are processed quickest when they are submitted by fax or email.
- Only the medical records that have been requested should be sent.
- Unrequested medical records cannot be forwarded to another plan by IBC.

Host Plan medical records can be sent in any of the following ways:

- Fax.** Medical records can be securely faxed to 215-238-7915.
- Email.** Medical records can be emailed to filerequests@medicalrecords@ibc.com.
- Mail.** If you do not have access to fax or email, you can send medical records by mail on a CD or in hardcopy. Please mail the medical records to:
Host Medical Records Department
1500 Spring Garden Street
Philadelphia, PA 19130

Note: This information does not apply to medical record requests directly from a Home Plan or to appeals.

Independence Blue Cross offers products directly, through its subsidiaries Keystone Health Plan East and OCC Insurance Company, and with Highmark Blue Shield — independent licensees of the Blue Cross and Blue Shield Association.

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Note: Partners in Health Update articles are specific to a provider type. The audience is identified by the following indicators:

- P – Professional
- F – Facility
- A – Ancillary

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ADMINISTRATIVE

Attention: Changes to the Provider Automated System postponed until mid-December December 2011	P, F, A
Changes in notification of approved peer-to-peer determination letters for NaviNet-enabled providers April 2011	F
Changes to AIM request submission options September 2011	P
Changes to referral requirements for certain nutrition counseling services November 2011	P
ClaimCheck[®] upgrade and edit clarification May 2011 December 2011	P
Cost-sharing for preventive and nonpreventive services September 2011	P, F, A
Get important information delivered through email May 2011 <i>Reminder article was posted in:</i> <i>June 2011</i> <i>July 2011</i> <i>September 2011</i> <i>October 2011</i> <i>November 2011</i>	P, F, A
Health Risk Partners – A new vendor for Medicare Advantage HMO and PPO member medical chart review May 2011	P
Help us keep health care costs down May 2011	P, F, A
Hospital/physician pay-for-performance webinar April 2011 <i>Reminder article was posted in:</i> <i>May 2011 (IBC Pay-for-Performance webinar)</i>	P, F
IBC to introduce new Medicare Advantage HMO product August 2011	P, F, A
Information about Keystone 65 Select HMO available online December 2011	P, F, A

ADMINISTRATIVE (CONTINUED)

Jefferson Health System joins IBC's new Keystone 65 Select network October 2011	P, F, A
New Delaware chiropractic mandate June 2011	P
Provider self-service requirements effective September 15, 2011 August 2011 <i>Reminder article was posted in:</i> <i>September 2011</i>	P, F, A
Provider self-service requirements now in effect October 2011 <i>Reminder article was posted in:</i> <i>November 2011</i> <i>December 2011</i>	P, F, A
Register our maternity members for Baby BluePrints[®] to ensure early outreach February 2011	P
Reminder: Sign up for Electronic Funds Transfer May 2011	P, F, A
Request for medical records January 2011	P, F
Request your office supplies online April 2011	P, F, A
Upcoming changes to the Provider Automated System October 2011 <i>Reminder article was posted in:</i> <i>November 2011</i>	P, F, A
Upcoming provider self-service requirements June 2011 <i>Reminder article was posted in:</i> <i>July 2011</i>	P, F, A
Upcoming webinar: Electronically request precertification for your Independence Administrators patients May 2011	P, F, A
Update your provider information with us March 2011	P, F, A

ADMINISTRATIVE (CONTINUED)

Webinar coming in September: Understanding the QIPS Professional & Outpatient Cost Management report P
 July 2011
Reminder article was posted in:
 August 2011

ANNOUNCEMENTS

2010 Cumulative Index now available P, F, A
 February 2011

Get involved this year and help us stop diabetes P, F, A
 August 2011
Reminder article was posted in:
 September 2011

IBC network medical directors launch physician-to-physician email platform P
 December 2011

The Provider Satisfaction Survey is in the mail P
 August 2011

BILLING

Are you ready?: HIPAA 5010 transition P, F, A
 June 2011

Billing guidelines for surgery claims P
 February 2011

Claims Preprocessing Edits Claims Resolution Document updated for HIPAA 5010 P, A
 November 2011

Claims submission procedures for participating home health care providers with Medicare Advantage PPO host claims A
 March 2011

Clarification regarding the mental health and substance abuse benefits changes for Federal Employee Program F
 January 2011

Copayments relative to allowed amount for Managed Care products P, F
 January 2011

BILLING (CONTINUED)

HIPAA 5010 FAQ now available January 2011	P, F, A
HIPAA 5010 go-live date change April 2011	P, F, A
Procedures for billing multiple services August 2011	P, A
Professional Injectable and Vaccine Fee Schedule updates effective April 1, 2011 March 2011	P, F, A
Professional Injectable and Vaccine Fee Schedule updates effective July 1, 2011 June 2011	P, F, A
Professional Injectable and Vaccine Fee Schedule updates effective October 1, 2011 September 2011	P, F, A
Professional Injectable and Vaccine Fee Schedule updates effective January 1, 2012 December 2011	P, F, A
Reporting services using modifier -50 January 2011	P
Surgery modifier usage January 2011	P
Updated payer ID grids now available January 2011 April 2011 May 2011 July 2011 September 2011	P, F

BLUECARD[®]

Change to mass adjustments for outpatient fee schedule changes for IBC member claims December 2011	F, A
Spring 2011 edition of <i>Inside IPP</i> now available April 2011	F, A

BLUECARD[®] (CONTINUED)

Summer 2011 edition of *Inside IPP* now available F, A
 August 2011

CONSUMERISM

Introducing IBX Mobile and IBX Healthy Steps, our free smartphone applications for members P, F, A
 October 2011

CREDENTIALING

Reminder: New email address replaces the network credentialing support services hotline P
 September 2011

HEALTH AND WELLNESS

2011-2012 *Clinical Insights* now available P
 November 2011

2011-2012 *Clinical Practice Guideline Summary* now available P
 November 2011

Avoid scheduling elective inductions and repeat cesarean sections before 39 weeks gestation P, F
 May 2011

Case management: Help for your patients when they need it P
 May 2011
 July 2011
 September 2011
 December 2011

Changes to the SMART[®] Registry from the ConnectionsSM Program P
 January 2011

ConnectionsSM Health Management Program: Supporting your patients, our members P
 January 2011 April 2011 August 2011
 February 2011 May 2011 November 2011
 March 2011 June 2011

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ConnectionsSM Program Provider Satisfaction Survey available November 4 November 2011	P
ConnectionsSM Program Provider Satisfaction Survey coming in November October 2011	P
Don't miss opportunities to administer recommended vaccines May 2011	P
Encourage overall fitness with yoga April 2011	P, F
Encourage your older adult patients to take a walk May 2011	P, F
Essential tools for atypical antipsychotics monitoring April 2011	P, F, A
Expanded infant sleep guidelines from the AAP December 2011	P
Get moving on National Walk@Lunch Day[®] April 2011	P, F, A
Health Coaches offer support for patients who need diabetic eye care June 2011	P
Help is available for your patients with prostate cancer April 2011	P
IBC launches new advanced illness support program for Medicare Advantage HMO and PPO members September 2011	P, F
Major changes included in the August 2011 release of the SMART[®] Registry from the ConnectionsSM Program August 2011	P
IBC launches new advanced illness support program for Medicare Advantage HMO and PPO members September 2011	P, F
Managing bladder control problems December 2011	P
Major changes included in the August 2011 release of the SMART[®] Registry from the ConnectionsSM Program August 2011	P

HEALTH AND WELLNESS (CONTINUED)

New ACIP guidelines for pertussis vaccine December 2011	P
New car safety seat guidelines from the AAP April 2011	P, F, A
New tip sheets available for attention deficit/hyperactivity and adult bipolar disorders October 2011	P
October is breast cancer awareness month October 2011	P
On the road with SilverSneakers[®] August 2011	P
Overview guides available for substance-use disorders, depression, and suicide September 2011	P, F, A
Resolution solution: The SilverSneakers[®] Fitness Program December 2011	P
Revised guidelines for perinatal screening and prophylaxis of Group B Strep January 2011	P, F
Seasonal flu vaccine recommendations and labeling changes for Tamiflu[®] October 2011	P
Serving up healthy eating and exercise habits September 2011	P
Silver Sneakers[®]: Helping Baby Boomers stay active July 2011	P
The ConnectionsSM Health Management Programs 2011 Annual Update is now available September 2011 <i>Enclosure – Connections Health Management Programs 2011 Annual Update</i>	P
Toolkit offers help for a successful flu vaccine campaign November 2011	P
Using spirometry in COPD diagnosis September 2011	P

HIPAA 5010

Are you ready?: HIPAA 5010 transition July 2011	P, F, A
HIPAA 5010 Companion Guides now available August 2011	P, F, A
HIPAA 5010 go-live date change September 2011	P, F, A
IBC follows CMS lead with HIPAA 5010 90-day enforcement grace period December 2011	P, F, A

ICD-10

ICD-10 readiness for IBC-participating facilities December 2011	P, F, A
Now available: ICD-10 Frequently Asked Questions September 2011	P, F, A
The transition to ICD-10 and the impact on providers November 2011	P, F, A

MEDICAL

Administering injectable/infusion therapy drugs in the office and home settings April 2011	P, F, A
Capitation guidelines and the importance of specialty subcontractor arrangements January 2011 <i>Reminder article was posted in:</i> <i>April 2011</i>	P, F
Change in reimbursement for assistant-at-surgery services September 2011	P
Change to anesthesia claims payment methodology calculation May 2011 <i>Reminder article was posted in:</i> <i>December 2011</i>	P
Clinical criteria used for utilization management determinations June 2011	P

MEDICAL (CONTINUED)

Guidelines for contraception in women with medical problems June 2011	P
Important information about the upcoming Clinical Care Report July 2011	P, F
More news about NCQA's PCMH program February 2011	P
New guide available for submitting chemotherapy/infusion or home infusion authorizations January 2011	P, F, A
New policy on inpatient hospital readmissions September 2011	F
Patient-Centered Medical Home™ resource section added to NaviNet® Plan Central April 2011	P
Policy notifications posted as of December 20, 2010 January 2011	P, F, A
Policy notifications posted as of January 19, 2011 February 2011	P, F, A
Policy notifications posted as of February 21, 2011 March 2011	P, F, A
Policy notifications posted as of March 24, 2011 April 2011	P, F, A
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Policy notifications posted as of October 27, 2011 November 2011	P, F, A
Policy notifications posted as of November 23, 2011 December 2011	P, F, A
Policy on Modifier 52 October 2011	P, F, A
Policy on X-rays associated with fractures in the office setting June 2011	P
Policy reminder regarding utilization review decisions October 2011	P
Precertification process change for certain infusion therapy drugs December 2011	P
Precertification requirement changes and updated lists available in July July 2011	P, F, A
Precertification requirement changes for Medicare Advantage HMO and PPO members October 2011	P, F, A
Reminder: Capitation guidelines and the importance of specialty subcontractor arrangements April 2011	P, F
Reminder: Choosing the most appropriate site of service January 2011	P, F
Reminder: Referrals not needed for services provided through Direct Access OB/GYNSM January 2011	P, F
Reminder: Use updated precertification requirements lists September 2011	P, F, A
Revised InterQual[®] guidelines for 2011 May 2011	P, F, A

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Specialists needed to assist in developing medical policies November 2011	P
Three hyaluronate acid products designated as preferred brands for treatment of osteoarthritis of the knee May 2011 <i>Reminder article was posted in:</i> June 2011	P
Transitioning select infusion therapy drugs from the outpatient setting to the office or home setting September 2011	P, F, A
Upcoming changes to precertification requirements June 2011	P, F, A
Updated InterQual[®] guidelines for 2011 June 2011	P, F, A
Updated procedures for requesting precertification for pain management, DME, and home health providers August 2011	P, F, A
Verify copayment amounts for preventive services May 2011	P

NAVINET[®]

Coming soon: The new Clinical Care Report March 2011 <i>Reminder article was posted in:</i> April 2011	P
How the Clinical Care Report can help with pre-visit planning October 2011	P
NaviNet Plan Transactions menu options to change November 2011	P, F, A
New user guides now available on NaviNet August 2011	P, F, A

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<i>Reminder article was posted in:</i>	
February 2011	
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April 2011	
Reminder: Authorization submission requirements through NaviNet	P, F, A
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Reminder: The Clinical Care Report will be available this month	P, F
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Responsibilities of a NaviNet Security Officer	P, F, A
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The Clinical Care Report is now available	P, F
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Updates made to the <i>NaviNet Chemotherapy/Infusion and Home Infusion Authorizations Guide</i>	P, F, A
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Annual Synagis[®] (palivizumab) distribution program	P, F, A
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Brand Lipitor[®] available to members through May 2012	P
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Prescription mail order service transition	P, F, A
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Benefits changes and clarifications for commercial members	P, F, A
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BlueExtraSM – Our new freestanding supplemental plan	P, A
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Clarification: Medicare Advantage HMO and PPO benefits changes	P, F, A
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Discontinuation of the adultBasicSM plan	P, F, A
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<i>Reminder article was posted in:</i>	
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New options available for Blue Solutions[®] product portfolio	P, F, A
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Reminder: New maximum out-of-pocket limit for Medicare Advantage HMO and PPO members	P, F
February 2011	
Reminder: The new Blue Cross[®] Blue Shield[®] Medicare Advantage PPO Network Sharing program is now available	P, F, A
March 2011	
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QUALITY MANAGEMENT

Member notification of utilization review decisions	P, A
February 2011	

REIMBURSEMENT

Reminder: 2011 performance incentive program revisions for PCPs January 2011 <i>Reminder article was posted in:</i> February 2011	P
Updates to the QIPS Program Manual February 2011	P

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BlueExchange[®]: Enhancing the BlueCard business process
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Glossary of BlueCard[®] Program terms
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