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Reminder...

Sign up to receive IBC news and announcements via email



If you and your office staff would like to receive email providing you with the latest information of interest to participating IBC providers, including *Partners in Health Update* and breaking news alerts, simply complete the sign-up form located on our website.

Email sign-up: www.ibx.com/providers/email

All requests are processed within 48 hours. To prevent your firewall from marking our email messages as spam, please add IBC (provider_communications@ibx.com) to your email address book and provide your information services or information technology contacts with the domains and IP addresses listed on our website.

For professional providers only

Additionally, the IBC Network Medical Directors recently launched a new physician-to-physician email platform intended to provide direct and succinct messaging to assist physicians in providing quality care to our members. Future email topics may include policy and billing changes, important upcoming mailings (e.g., QIPS), and more.

Participating professional providers are encouraged to join the Network Medical Directors Physician-to-Physician email list.

Physician-to-physician email sign-up: www.ibx.com/providers/physician_email

We respect your privacy and will not make your email address available to third parties. For more information about our privacy policy, go to www.ibx.com/privacy.

*Partners in Health Update*SM is a publication of Independence Blue Cross and its affiliates (IBC), created to provide valuable information to the IBC-participating provider community. This publication may include notice of changes or clarifications to administrative policies and procedures that are related to the covered services you provide in accordance with your participating professional provider, hospital, or ancillary provider/ancillary facility contract with IBC. This publication is the primary method for communicating such general changes. Suggestions are welcome.

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Personal Choice[®], Keystone 65 HMO, and Personal Choice 65SM PPO have an accreditation status of *Excellent* from the National Committee for Quality Assurance (NCQA).

Keystone Health Plan East has an accreditation status of *Commendable* from NCQA.

For articles specific to your area of interest, look for the appropriate icon:

- P** Professional
- F** Facility
- A** Ancillary



New Provider Automated System is now live

Now when you call the Provider Automated System through 1-800-ASK-BLUE, you will reach our updated, interactive system. The new system makes it easier for you to obtain the information you need quickly and efficiently.

You now have the option to “speak” with our automated service 24 hours a day, 7 days a week, through enhanced voice-recognition. The following self-service capabilities are available through the new Provider Automated System:

- **Provider authorization inquiry.** The following functions are available for authorization inquiries:

- search for existing authorizations by date or reference number;
- search by single date or entire month;
- search 60 days in the past and 180 days in future.

Please note that authorizations may be retrieved only by the provider associated with the authorization. Also, behavioral health inquiries should continue to be directed to Magellan Behavioral Health, Inc.

- **Claims.** Search member claims within two years from the current date.
- **Member eligibility and benefits.** The phone service continues to offer this information.
- **Referral and encounter submissions.** Submit referrals and encounters using the member ID number located on his or her member ID card.
- **Referral inquiry.** Search for existing referrals within 90 days from the current date.

Before you call, please be sure to have your NPI, corporate ID number, and last four digits of your tax ID number ready in order to complete the transactions listed above.

For more tips and information about the Provider Automated System, a guide is available on our website at www.ibx.com/providerautomatedsystem.

Magellan Behavioral Health, Inc., an independent company, manages mental health and substance abuse benefits for most IBC members.

New hospitals join Keystone 65 Select HMO network



Hahnemann University Hospital, Montgomery Hospital, Albert Einstein Medical Center, and their respective affiliate physicians have recently joined the Keystone 65 Select HMO network.

IBC is now offering Keystone 65 Select HMO to Medicare Advantage members. The Keystone 65 Select HMO product, which became effective January 1, 2012, does not include all hospitals or providers participating in our current Medicare Advantage HMO network.

A full list of participating Keystone 65 Select acute care hospitals is available online at www.ibx.com/providers/k65select.

Please note that if a participating IBC hospital does not appear on this list, it means the hospital is not participating in the Keystone 65 Select network and members who enroll in the Keystone 65 Select HMO should not be referred to these hospitals for non-emergency services.

Note: For mental health/substance abuse services, please contact Magellan Behavioral Health, Inc. at 1-800-688-1911 for the Behavioral Health Network.

ICD-10 Spotlight: Know the codes

ICD | 10

More codes • More detail • Improved accuracy™

There are a number of significant changes involved with the transition to ICD-10. In addition to ensuring that systems and processes are updated to be ICD-10-compliant by the mandated implementation date of October 1, 2013, providers and office staff must become familiar with the new ICD-10 codes to ensure accurate clinical documentation.

The thought of transitioning from approximately 24,000 codes to over 140,000 codes might seem daunting. To help educate providers and office staff about what to expect when coding various diagnoses with the new ICD-10 codes, beginning with this month's edition of *Partners in Health Update*, we will include examples of how ICD-9 codes translate to ICD-10 codes in this new section called "ICD-10 Spotlight: Know the codes." We will present coding examples from different specialties and popular disease categories to demonstrate the granularity that the new ICD-10 code set will provide.

CONDITION: OBESITY

This example of coding obesity demonstrates how many of the new codes may require documentation using ICD-10 Coding Guidelines such as the "code first" guideline.

ICD-10 has a coding convention that requires the underlying or causal condition be sequenced first followed by the manifested condition, which is referred to as the "code first" guideline.

For example, if a patient is on the antidepressant drug Tryptanol (amitriptyline), and this drug is what caused the patient's weight gain, it is considered an adverse effect and is the underlying or causal condition of the patient's obesity. Therefore, diagnosis code T43.015 (adverse effect of tricyclic antidepressants) must be coded first.

ICD-9 coding table*	ICD-10 coding table*	Clinical documentation of diagnosis: Code first
<ul style="list-style-type: none"> ● 278.01 Morbid obesity ● 278.02 Overweight ● 278.03 Obesity hypoventilation syndrome 	<ul style="list-style-type: none"> ● E66.01 Morbid (severe) obesity due to excess calories ● E66.09 Other obesity due to excess calories ● E66.1 Drug-induced obesity ● E66.2 Morbid (severe) obesity with alveolar hypoventilation ● E66.3 Overweight ● E66.8 Other obesity ● E66.9 Obesity, unspecified 	<p>T43.015 Adverse affects of tricyclic antidepressants</p> <p>E66.1 Drug-induced obesity</p>

*Condensed list of codes

For additional questions related to IBC's transition to ICD-10, please visit www.ibx.com/icd10.

Policy notifications posted as of January 20, 2012

All policies are posted prior to their effective date. Below is a listing of the policy notifications that we have posted to our website as of January 20, 2012.

Policy effective date	Policy No.	Notification title	Notification issue date
January 18, 2012	11.14.02i	Trigger Point Injections	December 19, 2011
January 20, 2012	00.01.18b	Reimbursement for Associated Services Performed in Conjunction with Dental Services	December 21, 2011
January 20, 2012	08.01.02	Pegloticase (Krystexxa)	January 10, 2012
January 20, 2012	12.00.03a	Alternative Therapies and Complementary Medicine	December 21, 2011
January 20, 2012	08.00.75d	Erythropoiesis Stimulating Agents (ESAs)	December 21, 2011
January 20, 2012	00.10.21b	Collection and Interpretation of Physiologic Data	December 21, 2011
January 24, 2012	08.00.62d	Abatacept (Orencia®) for injection for intravenous use	October 26, 2011
January 24, 2012	11.08.15m	Reconstructive Breast Surgery	October 26, 2011
February 3, 2012	11.00.13d	Hyperthermic Intraperitoneal Chemotherapy (HIPEC)	January 4, 2012
February 3, 2012	11.08.02e	Reduction Mammoplasty	January 4, 2012
February 3, 2012	11.07.02f	Sentinel Node Biopsy	January 4, 2012
February 3, 2012	05.00.60d	Pressure Reducing Support Surfaces	January 4, 2012
February 16, 2012	06.02.09e	Human Immunodeficiency Virus (HIV) Genotyping and Phenotyping	January 17, 2012
February 16, 2012	05.00.30f	Noninvasive Respiratory Assist Devices (RADs): Continuous Positive Airway Pressure (CPAP) Devices and Bi-Level Devices	January 17, 2012
February 17, 2012	11.08.19j	Prophylactic Mastectomy	January 18, 2012
March 7, 2012	08.09.11n	Medicare Part B vs. Part D Crossover Drugs	January 6, 2012
March 20, 2012	11.08.03h	Lipectomy and Liposuction	December 21, 2011
March 21, 2012	10.01.01i	Cardiac Rehabilitation and Intensive Cardiac Rehabilitation	January 18, 2012
April 4, 2012	11.17.06h	Surgical and Minimally Invasive Treatments for Urinary Outlet Obstruction due to Benign Prostatic Hyperplasia (BPH)	January 5, 2012
April 4, 2012	10.06.01e	Speech Therapy	January 5, 2012
April 4, 2012	07.13.07e	Corneal Pachymetry Using Ultrasound	January 5, 2012

continued on the next page

MEDICAL

Policy notifications posted as of January 20, 2012 (continued)

Policy effective date	Policy No.	Notification title	Notification issue date
April 4, 2012	10.04.01j	Pulmonary Rehabilitation	January 5, 2012
April 4, 2012	11.08.12g	Surgery for Gynecomastia	January 5, 2012
April 4, 2012	05.00.09e	Bone Growth Stimulators	January 5, 2012
April 4, 2012	05.00.37d	Compression Garments	January 5, 2012
April 5, 2012	07.03.09h	Electromyography (EMG) Studies: Needle EMG, Surface EMG (SEMG)	January 6, 2012
April 5, 2012	07.03.18g	Nerve Conduction Studies (NCS) and Related Electrodiagnostic Studies	January 6, 2012

To view the policy notifications, go to www.ibx.com/medpolicy, select *Accept and Go to Medical Policy Online*, and click on the *Policy Notifications* box. You can also view policy notifications using the NaviNet® web portal by selecting *Reference Tools* from the Plan Transactions menu, then *Medical Policy*. Once these policies are in effect, they will be available by using the Search box on the Medical Policy homepage. Be sure to check back often, as the site is updated frequently.

PHARMACY



Closed formulary option for Medicare Part D members

For plans effective January 1, 2012, Medicare Part D members could choose a closed formulary prescription drug option through the Keystone 65 Select HMO plan. Unlike an open formulary, where all Part D-eligible drugs are covered, a closed formulary is a cost-effective option with a limited selection of prescription drugs. The drugs covered under the closed formulary are carefully chosen by our Pharmacy and Therapeutics Committee for their medical effectiveness, safety, and value.

Prior to prescribing medication to a Medicare Part D member, please be sure to verify coverage for the medication. Many Medicare Part D members who had an open formulary for 2011 have migrated to a closed formulary for their 2012 benefits.

Drug-specific coverage information can be found at www.ibxmedicare.com by selecting the *Prescription Drugs* header and then *Formulary*.

REIMBURSEMENT



Upcoming professional fee schedule changes for 2012

IBC will be adjusting reimbursement rates for certain services effective July 1, 2012. These adjustments will apply to IBC's standard professional fee schedules for Pennsylvania, Delaware, and Maryland professional providers. To the extent you are impacted by these changes, more detailed communications about the fee schedule changes will be mailed to you in April.

New screening and vaccination recommendations for children

Several new screening and vaccine recommendations for HIV, cholesterol, and human papillomavirus (HPV) have been released for the pediatric population.

HIV screening

The American Academy of Pediatrics (AAP) published new recommendations for screening children for HIV. The new recommendations include routine screening for adolescents in areas where HIV prevalence in the patient population exceeds 0.1 percent and in emergency departments and urgent care facilities in high-prevalence areas. Visit <http://pediatrics.aappublications.org> for more information.

Cholesterol screening

The National Institutes of Health recommend that children be routinely screened for high cholesterol to identify early risks of developing heart disease in adulthood. The new guidelines, supported by the AAP, also include recommendations to optimize cardiovascular health, beginning with breastfeeding and protecting children from tobacco smoke. The complete list of recommendations is available at www.nhlbi.nih.gov/guidelines/#current.

HPV vaccination

New recommendations from the Centers for Disease Control and Prevention call for administering the HPV vaccine to male children as young as nine years. The recommendations define eligible age groups and the type of HPV vaccine that should be administered (bivalent or quadrivalent). Visit www.cdc.gov/vaccines/programs/vfc/downloads/resolutions/10-11-1-hpv.pdf for more information.

Case management Help for your patients when they need it



Sometimes members need extra support. Registered nurse case managers and social workers from IBC are available to provide telephone support and information to your patients who are experiencing complex health issues or are facing challenges in meeting health care goals. Consider making a referral to case management if any of your patients need help with the following:

- ▶ wound care
- ▶ cancer treatment education
- ▶ complications of pregnancy
- ▶ adherence to treatment plan
- ▶ community resource information
- ▶ coordination of home care services
- ▶ complex pediatric medical conditions
- ▶ socioeconomic support (medications)
- ▶ investigation of benefits for medical equipment
- ▶ chronic condition with multiple comorbid conditions

The case manager or social worker will work with your office to find out how best to support the member in following your treatment plan.

To refer a patient to case management, call 1-800-313-8628, or complete an online referral form at www.ibx.com/case_mgmt_ref_form.

Members can help prevent heart disease with SilverSneakers®



February is American Heart Month, and with heart disease continuing to rank as the number one cause of death among Americans, adopting heart-healthy habits is smart.

As a physician, you know that heart disease and stroke pack a deadly punch, claiming numerous lives every year. The good news is that making lifestyle changes can make a huge difference in your patients' abilities to stave off heart disease and stroke while improving their overall health.

According to the American Heart Association, regular physical activity plays an important role in maintaining good heart health — as little as 30 minutes a day can help reduce the risk of heart disease. Medical experts recommend aerobic exercise for its ability to strengthen the heart and lungs and help the body use oxygen more efficiently.

Adopting an active lifestyle with the Healthways SilverSneakers® Fitness Program is a great way for IBC Medicare Advantage HMO and PPO members to get moving in the fight against heart disease and stroke. These members have access to SilverSneakers at no additional cost, and the program offers them an innovative blend of physical activity, healthy lifestyle direction, and social opportunities.

The benefits of SilverSneakers

SilverSneakers is currently offered at fitness and wellness centers in all 50 states, the District of Columbia, and Puerto Rico — nearly 10,000 participating locations nationwide.

Through the program, IBC Medicare Advantage HMO and PPO members have endless opportunity to exercise heart-healthy habits while having fun and making friends. These members can get the physical activity they need to keep chronic conditions that contribute to heart disease — hypertension, high cholesterol, diabetes, obesity — in check.

Many sites are equipped with treadmills, free weights, and other fitness equipment and also offer the signature SilverSneakers Fitness Program classes, designed specifically for older adults and taught by certified instructors.

As you encourage your IBC Medicare Advantage HMO and PPO patients to adopt heart-smart habits, share with them the benefits of regular physical activity:

- improves circulation and oxygen use
- promotes healthy blood pressure and cholesterol levels
- increases energy and endurance
- improves bone strength and balance
- decreases stress
- improves sleep

For more information about SilverSneakers, visit www.silversneakers.com or call 1-888-423-4632.

Note: SilverSneakers is offered to Keystone 65 HMO and Personal Choice 65SM PPO members at no cost. To enroll in the program, members can simply bring their health plan ID card to any participating SilverSneakers location. For a complete list of locations, members can visit the SilverSneakers website at www.silversneakers.com or call 1-888-423-4632.

This is not a statement of benefits. Benefits may vary based on Federal requirements, Benefits Program (HMO, PPO, etc.), and/or employer groups. Providers should call Customer Service for the member's applicable benefits information. Members should be instructed to call the Customer Service telephone number listed on their ID card.

SilverSneakers is a registered mark of Healthways, Inc., an independent company.



IMPORTANT RESOURCES

Anti-Fraud and Corporate Compliance Hotline	1-866-282-2707 www.ibx.com/antifraud
Care Management and Coordination Case Management	215-567-3570 1-800-313-8628*
Baby BluePrints®	215-241-2198 1-800-598-BABY (2229)*
ConnectionsSM Health Management Programs	
Connections SM Health Management Program Provider Support Line	1-866-866-4694
Connections SM Complex Care Management Program	1-800-313-8628
Credentialing Credentialing Violation Hotline	215-988-1413 www.ibx.com/credentials
Customer Service/Provider Services	
<ul style="list-style-type: none">• Provider Automated System (eligibility/claims status/referrals)• Connections Health Management Programs• Precertification/maternity requests<ul style="list-style-type: none">– Imaging services (CT, MRI/MRA, PET, and nuclear cardiology)– Authorizations	1-800-ASK-BLUE (275-2583)
Provider Services user guide	www.ibx.com/providerautomatedsystem
eBusiness Help Desk	215-241-2305
FutureScripts® (pharmacy benefits)	
Prescription drug prior authorization	1-888-678-7012
Fax	1-888-671-5285
Direct Ship Specialty Pharmacy Program	1-888-678-7012
Fax	1-888-671-5285
Mail order program toll-free fax	1-877-228-6162
Blood Glucose Meter Hotline	1-888-678-7012
Pharmacy website (formulary updates, prior authorization)	www.ibx.com/rx
FutureScripts® Secure (Medicare Part D)	1-888-678-7015
Formulary updates	www.ibxmedicare.com
Mail order program toll-free fax	1-877-344-1318
IBC Direct Ship Injectables Program (medical benefits)	www.ibx.com/directship
Medical Policy	www.ibx.com/medpolicy
NaviNet® portal registration	www.navinet.net
Provider Supply Line	1-800-858-4728 www.ibx.com/providersupplyline

* Outside 215 area code



Visit our website:
www.ibx.com/providercommunications