

Arkansas Medical Society

12th Annual Insurance Conference

October 1, 2015 - ASU Convocation Center - Jonesboro

October 15, 2015 - Hilton Garden Inn - Fayetteville

October 21st & 22nd, 2015 - Hilton Garden Inn - Little Rock



ARKANSAS BLUE CROSS and **BLUE SHIELD**

An Independent Licensee of the Blue Cross and Blue Shield Association

- **Medi-Pak® Advantage Private Fee-For-Service**
 - Limited Network in 52 counties in Arkansas
- **Medi-Pak® Advantage HMO 2016 Expansion**
 - Central – Cleburne, Lonoke, and Pulaski Counties
 - Southeast – Jefferson County
 - West Central – Franklin, Logan, Scott, and Sebastian Counties
- **Current Medi-Pak® Advantage HMO**
 - Benton, Carroll, Madison, and Washington Counties
- **Current Medi-Pak® Advantage PPO**
 - Craighead, Greene, Poinsett, Lawrence & Cross Counties



- **Centers of Excellence Program**
 - Incentive programs
- **Matrix Medical Network**
 - Home visits with medical exams
 - Information sent to provider
- **Utilization Management Program**
 - Effective January 1, 2016
- **Provider Manual**
 - 2016 updates



- **2016 Transition to BCBS of Michigan**
 - No changes in claims filing
 - No changes in current provider service phone numbers
 - Enhanced provider service option

- **2015 Dates of Service**
 - File claims by March 31, 2016



■ Annual Medicare Compliance Training

- Required by participating providers and all staff
- Sign and date training log and keep 10 years
- One source, one time per year by 12/31
- Information on website and AHIN
 - www.arkbluecross.com/doctors under "Resource Center"
 - AHIN Bulletin Board under *Providers' News*



- **Use Pre-service Organization Determination (POD) Form**
 - Replaces ABN for Advantage Plans
 - Form located on website:
www.arkansasbluecross.com/providers/forms.aspx
- **Annual Preventive Eye Exam**
 - ICD-10 DX codes (Z01.00 or Z01.01)
 - Must bill glaucoma screening (G0117-G0118)
 - Glaucoma ICD-10 DX code (Z13.5)



- **No Changes in Plans for 2016**
 - **Premium** – copays 25/50 apply to office visits; deductible on other services
 - **Classic** – deductible applies to office visits
 - **Basic** - deductible applies to office visits
- **Wellness**
 - PPACA wellness covered 100% all plans



- **Membership Statewide**
 - As of 9/1/15 over 200,000 members
 - Majority are Private Option
 - Terminations and reinstatements
- **Coordination of Benefits**
 - Traditional COB rules apply
- **Prior Authorization for Specialty Medications**
 - Collect current contact information
 - Include on form requesting approval



■ ICD -10 Compliance

- October 1, 2015
- ICD-10 DX codes

■ Provider Resources

- ICD10@arkbluecross.com
- <http://www.arkansasbluecross.com/providers/ICD10ResourceCenter.aspx>



- **Medicaid Members From Other States**
 - Use current BlueCard eligibility tools
 - File claims with AR Blue Cross and Blue Shield
 - Billing guidelines
 - Fee schedule
 - Non-covered services



- **Re-Reviews**

- Prior to appeal
- Submit within 180 days of denial
- Phone, e-mail or Claim Reconsideration Form
- E-mail appropriate customer service area

- **Appeals**

- Re-review is disputed
- 180 days of denial
- Writing or e-mail
- appealscoordinator@arkbluecross.com
- appeals@healthadvantage-hmo.com



■ Top Six Claim Denials

- Mutually exclusive procedure
- Medical information not received
- Duplicates
- Wellness codes
- Medical information requested from another provider
- Past timely filing



- **10 Episodes of Care**

- Hip/Knee, CHF, OB, tonsillectomy, colonoscopy, cholecystectomy, coronary artery bypass, PCI, COPD and asthma
- All preliminary phases complete
- Reports on AHIN
- Quality metrics
 - APIICustomerSupport@arkbluecross.com
 - 866-800-3283



- **Telemedicine**
 - New policy January 2016
- **Category III Codes**
- **Preventive/Non-Preventive Services**
 - Modifier 25
 - Diagnosis pointers
- **Participating Lab Companies**
 - Breach of provider contract



- **Blue Cross and Blue Shield AXIS**
 - Provides cost estimates
 - Benefits providers, employers and members
- **Notification of Provider Changes**
- **Fraud Hotline 1-800-Fraud-21**
 - Confidential
 - Available 24/7
 - All lines of business





Questions?



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