

# BLUEREVIEW<sup>SM</sup>

For Contracting Institutional and Professional Providers

April 2008

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## We're Helping Members Make Informed Health Care Decisions

### Enhancements to BlueCard® Doctor and Hospital Provider Finder

Blue Cross and Blue Shield Plans, which are independent licensees of the Blue Cross Blue Shield Association (BCBSA), are committed to helping our members take charge of their health care by providing them with improved tools and resources. These resources give the 100 million members nationwide more information to make informed decisions regarding the selection of their health care providers, and assist them with choosing providers that best meet their needs.

BCBSIL helps members choose the right health care provider through the Provider Finder® tool on our Web site at [www.bcbsil.com](http://www.bcbsil.com). BCBSA is now making this information available for members belonging to National Accounts and to those traveling to other states. In January 2008, BCBSA launched an enhanced national

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## More BCBSIL Members are "Experiencing Wellness Everywhere"

Have you wanted to do more to help your patients live a healthier lifestyle? For your patients with a Blue Cross and Blue Shield of Illinois (BCBSIL) health insurance plan, that is now possible. The mission of our **Experience. Wellness. Everywhere.™** Campaign is to promote the health and wellness of our members and communities through accessible, cost-effective, quality health care, and this can mean a real difference for you and your patients.

Beginning January 1, 2008, **Tobacco Cessation, Weight Management, and Worksite Wellness** programs were introduced as the newest features of Blue Care Connection®, our medical management program. Our group of disease management and wellness programs provides BCBSIL members access to outreach, educational resources and health advocacy services. Designed to help members achieve their individual health goals, these Blue Care Connection services are just one more benefit provided to BCBSIL members.

### Features of the New Wellness Programs:

- Behavioral counseling and personal coaching from licensed Wellness Coaches\*
- Secure e-mail motivational support
- Health information resources
- Web-based nutrition, fitness plans and advice
- Motivational toolkit for eligible members
- 24/7 Nurseline support and AudioHealth Library®\*
- Blue Points<sup>SM</sup> when members use the online wellness management programs, and for other activities completed in the Personal Health Manager
- BlueExtras<sup>SM</sup> discounts through the Complementary Alternative Medicine program

\* PPO members only

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## View Managed Care Updates Online

### HMO and BlueChoice Updated Policies and Procedures on Web

On a monthly basis, we post updated policies and procedures on our Web site under "Updates." Go to [www.bcbsil.com/provider](http://www.bcbsil.com/provider) to view the updated policies.

### HMO and BlueChoice Appointment/ Reappointment Report on Web

On a monthly basis, we post a report of the Appointed and Reappointed providers on our Web site. To access this report, go to [www.bcbsil.com/provider](http://www.bcbsil.com/provider). Select "Appointed/Reappointed PCPs/PSPs" under the Credentialing/Contracting section. The cumulative data is updated by the third Wednesday of each month.

### BlueChoice Updated Depart List

A listing of all specialists no longer participating in the network for the BlueChoice product can be found at [www.bcbsil.com/provider/securedpage.htm](http://www.bcbsil.com/provider/securedpage.htm).

Note: You can find participating specialists for the BlueChoice product on our Provider Finder® at [www.bcbsil.com](http://www.bcbsil.com).

## Medical Policy Disclosure Statement

New or revised Medical Policies will be posted in the "Pending Policies" section of the Medical Policy site on the BCBSIL Web site. The new or revised policies will be available on the first day of each month. The specific effective or implementation date will be noted for each policy that is posted.

To review these policies, visit our Web site at [www.bcbsil.com/provider](http://www.bcbsil.com/provider) and select "Medical Policies." After reading the Medical Policies Disclaimer, click on "I Agree." The policies that are awaiting implementation can be found in the "Pending Policies" section of the Medical Policy site.

## 2008 Federal Employee Program (FEP) Benefit Highlights

We value your participation in the Blue Cross and Blue Shield Service Benefit Plan for federal employees. FEP offers a fee-for-service plan (Standard and Basic Option) through our BCBSIL PPO, which is sponsored by the Blue Cross and Blue Shield Association and participating BCBS Plans. This article will feature highlights of the program for 2008.

### Types of Options

The Standard Option offers benefits for covered services performed by both preferred and non-preferred providers. PPO benefits apply when the member uses a PPO preferred provider. However, if no PPO preferred provider is available, or the member does not use a PPO preferred provider, non-PPO benefits apply. Out-of-pocket expenses, such as coinsurance and copayments, are lower when members use preferred providers.

The **Basic Option** health benefit plan is an **in-network only benefit program** that requires the member to use preferred providers in order to receive benefits, except in emergency situations. Basic Option offers a lower premium than Standard Option, and gives comprehensive coverage with no deductibles or referrals. There is no coverage when a Basic Option member uses a non-PPO provider. The Basic Option plan has a different co-pay for PPO Primary Care Providers and Specialists.

### Standard and Basic Option Plan Changes

In 2008, the following benefits are available:

- Hearing aides, including bone anchored hearing aids, for children up to the age of 22, and bone anchored hearing aids for adults when medically necessary due to traumatic injury or malformation of the external or middle ear. Benefits for these hearing aids are limited to \$1,000 per ear per calendar year.
- Office visits and diagnostic tests related to the treatment of morbid obesity. Previously, benefits were not available for these types of services.
- Inpatient and outpatient hospital care related to the treatment of children up to the age of 22 with severe dental caries.

- Home hospice pre-enrollment visits when provided by a physician employed by the hospice agency. Benefits were not available for this service in the past.
- Ambulance transportation to be paid in full, after a \$50 per day co-payment. Previously, members were responsible for a \$50 per trip co-payment.
- Medically necessary emergency care provided at the scene when ambulance transport is not required. Benefits were not provided for this care in the past.

For additional information and details on both the Standard Option and Basic Option health benefit plans you may visit the FEP Web site at: [www.fepblue.org](http://www.fepblue.org).

### Basic Option Health Insurance Card Identification

		Government-Wide Service Benefit Plan	
Federal Employee Program			
Member Name <b>I M Sample</b>	<a href="http://www.fepblue.org">www.fepblue.org</a>		
Member ID <b>R30048852</b>			
Enrollment Code <b>112</b>	RxGrp <b>65006500</b>		
Effective Date <b>01/01/2008</b>	RxBIN <b>610415</b>		
	RxPCN <b>ABC1234567</b>		

### Standard Option Health Insurance Card Identification

		Government-Wide Service Benefit Plan	
Federal Employee Program			
Member Name <b>I M Sample</b>	<a href="http://www.fepblue.org">www.fepblue.org</a>		
Member ID <b>R30048850</b>			
Enrollment Code <b>105</b>	RxGrp <b>65006500</b>		
Effective Date <b>01/01/2008</b>	RxBIN <b>61415</b>		
	RxPCN <b>ABC1234567</b>		

### Enrollment Codes

- 104 Standard Option – Self Only
- 105 Standard Option – Self and Family
- 111 Basic Option – Self Only
- 112 Basic Option – Self and Family

## We're Helping Members Make Informed Health Care Decisions

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provider directory—BlueCard® Doctor and Hospital Finder—offering National Account members an expanded level of transparency in health care information in one easy-to-use tool on their Web site at [www.bcbs.com](http://www.bcbs.com). This online tool will enable consumers to make better informed choices regarding where to go for care while traveling or living in another state.

### What type of information is being made available?

Based on extensive research with consumers about what information they feel is most valuable, BCBSA collaborated with all BCBS Plans to develop baseline standards. Three basic categories of information about physicians and hospitals that will be integrated into existing provider directories and on the Web include:

**1. Physician Demographics:** The focus in 2008 expands to include the following information:

- Gender
- Name and office address
- Medical school attended
- Is PCP accepting new patients?

- Hospital affiliations
- Medical specialties
- Participation in Quality Initiative (QI) activities
- Board certification

**2. Hospital Patient Experience (Satisfaction):** Enhanced tools will display patient satisfaction information collected by the Hospital - Consumers Assessment of Healthcare Providers and Systems (H-CAHPS) survey.

**3. Hospital Clinical Quality:** Enhanced tools will display clinical quality information (provided by WebMD®).

### Future Plans

Enhancements to the national tool launched in January 2008 will continue to evolve with added features and functionality throughout the year. BCBSIL will communicate new developments, including new metrics, designations or recognitions, new methodologies and changes in presentation of transparency information, before they are made available to the market.

## New Account Groups



Group Name: **Baxter**  
 Group Number: **022258**  
 Alpha Prefix: **BXE**  
 Product Type: **PPO(Portable)**  
 Group Number: **022259-61**  
 Alpha Prefix: **BXQ**  
 Product Type: **CMM**  
 Effective Date: **Apr. 1, 2008**  
 BC ● BS ●

Group Name: **Integrus**  
 Group Number: **651322**  
 Alpha Prefix: **NYG**  
 Product Type: **PPO(Portable)**  
 Group Number: **651321**  
 Alpha Prefix: **NGJ**  
 Product Type: **CMM**  
 Group Number: **651323-25**  
 Alpha Prefix: **NYG**  
 Product Type: **CDHP**  
 Effective Date: **Apr. 1, 2008**  
 BC ● BS ●

Group Name: **UPS**  
 Group Number: **028733**  
 Alpha Prefix: **UPA**  
 Product Type: **PPO(Portable)**  
 Effective Date: **Apr. 1, 2008**  
 BC ● BS ●

## "Experiencing Wellness Everywhere"

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In addition, the **Tobacco Cessation Program** provides resources and support for smokers who want to quit, and includes an online smoking cessation tool. The **Weight Management** and **Worksite Wellness Programs** provide guidance, support, online weight management tools and resources for members who want to lose weight, including BlueExtras<sup>SM</sup> discounts at Jenny Craig and Curves.

### On-site Health Education and Screenings

To raise awareness and ensure that our members are consistently engaged, we have collaborated with employers. Our team of Health Educators visits employer group sites with 50 or more employees to conduct health education classes and health fairs that provide educational information on wellness-related topics and services available to members. Topics discussed by our on-site health educators include stress management, fitness, heart health, tobacco cessation, nutrition, preventive health, and specific men's and women's health concerns.

On-site health screenings by health educators include blood pressure, diabetes/glucose, cholesterol (finger stick), biometric screenings (weight/height/BMI), flu vaccines, and an on-site Health Risk Assessment (HRA).

### Which members can access these services?

Any member whose BCBSIL employer group benefits include Blue Care Connection is eligible to participate in these wellness programs, at no additional cost. To verify, have your patient call the toll-free Customer Service number on the back of their BCBSIL ID card. Members can link to the Personal Health Manager online via Blue Access<sup>®</sup> for Members at [www.bcbsil.com](http://www.bcbsil.com) and look for the wellness icons to begin their journey toward a healthier lifestyle. **Encourage your patients to enroll today!**

To help you promote the weight management and tobacco cessation programs to your patients and encourage BCBSIL members to participate, we will soon be providing Wellness posters and pads of tear-off sheets for use in your offices. Refer to the *Blue Review* for additional Blue Care Connection programs available to BCBSIL members.

## Want a customized Billing Service Workshop for your team?

The Provider Affairs Education Team is excited to offer customized on-site workshops for billing services. We will accommodate your needs with a workshop that will help to maximize office efficiencies and increase your satisfaction with BCBSIL.

Do you have staff members in your office who are overwhelmed and trying to stay ahead of the curve? Do you want to know more about the topics listed below?

- CMS-1500 (08/05) Revisions
- BCBSIL Products
- Clear Claim Connection
- National Provider Identifier (NPI)
- BlueCard (Out-of-Area)
- Interactive Voice Response (IVR)
- eSolutions: NDAS Online, Electronic Claim Submission, Electronic Claim Reports

Please send an e-mail to [paet@bcbsil.com](mailto:paet@bcbsil.com) with a contact name and your topics of interest. If there are other topics you would like to learn more about, please include those in your e-mail. We look forward to hearing from you. Remember, our goal at BCBSIL is to do our best to serve you better.



## You're Invited!

### Register online for our provider workshops

The Provider Affairs Education Team at BCBSIL offers a variety of complimentary workshops to help keep you informed.

Here is a partial listing of workshop highlights:

- e-Solutions enhancements
- Web site tutorial information
- Provider Review/Appeals
- Consumer Driven Health Plan (CDHP)
- National Provider Identifier (NPI) Transition
- BlueCard® process improvements

Visit our Web site at [www.bcbsil.com/provider/training.htm](http://www.bcbsil.com/provider/training.htm) to view the agenda and location, and to register for any workshops you are interested in attending.

### Upcoming workshops include:

**Workshop:** HMO Spring Administrative Forum  
**Date:** April 9, 2008  
**Location:** BCBSIL

**Workshop:** Ancillary Workshop - DME  
**Date:** May 15, 2008  
**Location:** Apria Health Care, Schaumburg, Illinois

**Workshop:** Labor Group Webinar  
**Date:** April 16, 2008  
**Location:** Online

**Workshop:** Ancillary Workshop - DME  
**Date:** June 4, 2008  
**Location:** Memorial Hospital, Springfield, Illinois

**Workshop:** Managed Care Roundtable  
**Date:** April 16, 2008  
**Location:** BCBSIL

**Workshop:** Ancillary Workshop - CHC/HIT/Hospice  
**Date:** June 10, 2008  
**Location:** Apria Health Care, Schaumburg, Illinois

**Workshop:** Ancillary Workshop - DME  
**Date:** April 24, 2008  
**Location:** Walgreens Home Care, Tinley Park, Illinois

**Workshop:** New PPO Provider Workshop  
**Date:** June 12, 2008  
**Location:** Little Company of Mary, Evergreen Park, Illinois

**Workshop:** Blue News You Can Use  
**Date:** April 30, 2008  
**Location:** LaRabida Children's Hospital, Chicago, Illinois

**Workshop:** Ancillary Workshop - CHC/HIT/Hospice  
**Date:** July 23, 2008  
**Location:** Memorial Hospital, Springfield, Illinois

**Workshop:** Blue News You Can Use  
**Date:** May 5, 2008  
**Location:** Evanston Hospital, Evanston, Illinois

**Workshop:** Ancillary Workshop - SNF  
**Date:** August 7, 2008  
**Location:** Memorial Hospital, Springfield, Illinois

**Workshop:** Blue News You Can Use  
**Date:** May 7, 2008  
**Location:** Northern Indiana Education Foundation, Michigan City, Indiana

## Announcing the Blue Distinction® Centers for Complex and Rare Cancers<sup>SM</sup>

As part of ongoing efforts to raise the overall quality of health care in America, the Blue Cross and Blue Shield Association (BCBSA) is expanding the Blue Distinction® designation. Today, Blue Cross and Blue Shield members have access to more than 80 Blue Distinction Centers for Complex and Rare Cancers across 33 states. With this expansion, more than 780 Blue Distinction Centers<sup>SM</sup> are available to members, providing quality care in the areas of cardiac care, bariatric surgery, transplants, and complex and rare cancers.

The expansion of the Blue Distinction designation to include the treatment of complex and rare cancers will help a very specific patient population in need of skilled and dedicated facilities that treat these complicated cancers. Complex and rare cancers comprise approximately 15 percent of new cancer cases each year, making it difficult for consumers to locate or research an oncologist or surgical team that is experienced in treating these specific malignancies.

Designation of Blue Distinction Centers for Complex and Rare Cancers focuses on comprehensive inpatient and outpatient cancer care delivered by multidisciplinary teams treating most of the following types of cancers:

• Acute leukemia (inpatient/non-surgical)	• Liver cancer
• Bladder cancer	• Ocular melanoma
• Bone cancer	• Pancreatic cancer
• Brain cancer – primary	• Rectal cancer
• Esophageal cancer	• Soft tissue sarcomas
• Gastric cancer	• Thyroid cancer – medullary or anaplastic
• Head and neck cancers	

### National Comprehensive Cancer Network Collaboration

The program selection criteria were based on objective, evidence-based standards for clinical care and were developed in collaboration with the National Comprehensive Cancer Network (NCCN), along with input from leading clinicians and professional organizations.

All Blue Distinction Centers for Complex and Rare Cancers feature:

- Multidisciplinary team input, including sub-specialty trained teams for complex and rare cancers and demonstrated depth of expertise across cancer disciplines in medicine, surgery, radiation oncology, pathology and radiology
- Ongoing quality management and improvement programs for cancer care
- Ongoing commitment to using clinical data registries and providing access to appropriate clinical research for complex and rare cancers
- Sufficient volume of experience in treating rare and complex cancers

Looking ahead, Blue Cross and Blue Shield companies anticipate expanding the list of facilities designated as Blue Distinction Centers for Complex and Rare Cancers, as well as developing future designations for facilities that treat more common forms of cancer.

### Designated Blue Distinction Centers for Complex and Rare Cancers in the BCBSIL service area are:

- Loyola University Medical Center, Maywood, Illinois
- Robert H Lurie Comprehensive Cancer Center at Northwestern University, Chicago, Illinois
- Evanston Northwestern Healthcare, Chicago, Illinois

For a complete listing of Blue Distinction Centers for Complex and Rare Cancers or for more information on all designated Blue Distinction Centers for bariatric surgery, cardiac care and transplants, go to [www.bcbs.com/bluedistinction](http://www.bcbs.com/bluedistinction) or call 1-800-810-BLUE.

## We want to remain "ahead of the pack"

Your opinion matters and we are grateful for the input provided by those physicians, clinical and administrative staff who took the time to respond to our 2007 Provider Communications Survey. As promised in our last *Blue Review*, here is a summary of survey results:

### Here's "who" responded:

- Over half of survey respondents were Physicians
- The majority of respondents practice in the Chicagoland area
- Nearly 80 percent of respondents have been in practice greater than 5 years

### Here are some of the things you told us:

- "You are ahead of the pack!"
- 87 percent of respondents were satisfied overall with the provider communications made available by BCBSIL
- The *Blue Review* serves as the best resource of information about BCBSIL for providers
- Your use of the BCBSIL Provider Web site is on the rise
- You want information to be "straightforward: simple, concise, direct, and to-the-point"
- You want decreased hold times when calling our Provider Telecommunications Center
- You want more free online resources, and less paperwork
- You want the Provider Web site to be easier to navigate

### Here's a sampling of our improvement initiatives:

- You will see ongoing articles in the *Blue Review* regarding free online provider resources currently available on our Provider Web site
- Your specific requests for online enhancements have been routed to a new project team that will be working toward making our Provider Web site more relevant, efficient, and user friendly
- Web site enhancements will be announced in the *Blue Review*
- We'll continue to offer Provider Focus Groups so you can participate in a brainstorming session with our Communications team
- Transition to providing more online resources, and less printed materials

We'll follow-up with another survey later this year to assess how you feel we're doing. Meanwhile, if you have ideas for articles or other ways we can improve this newsletter, our Provider Web site, and other provider communications, or if you would like to participate in a Provider Focus Group, please drop us a line at [blureview@bcbsil.com](mailto:blureview@bcbsil.com).

## Fairness In Contracting

In an effort to comply with Fairness In Contracting Legislation and keep our contracting providers informed, BCBSIL has designated a column in the Blue Review to notify you of any changes to the physician fee schedules. Be sure to review this area each month.

Effective February 18, 2008, the fee for code S9088 was updated.

The following codes were updated March 1, 2008: A9576, A9577, A9578, A9579, J0180, J0215, J0585, J0587, J0725, J0800, J1070, J1080, J1260, J1438, J1440, J1441, J1595, J1645, J1720, J1785, J1825, J1830, J2323, J2503, J2794, J3110, J3240, J3487, J7193, J7300, J7302, J7323, J7507, J7517, J8520, J8521, J9001, J9015, J9170, J9178, J9201, J9214, Q3026, S0088, S0122, S0126, S0128, S0146 and S0156.

Effective April 1, 2008, immunization, vaccines and toxoids in the range 90287 - 90735 were updated. Please note that not all codes in this range will be updated.

Providers can request fees by downloading the Fee Schedule Request Form at [www.bcbsil.com/provider/forms.htm](http://www.bcbsil.com/provider/forms.htm).

## HPV Vaccination Series Reminder:

The HPV Vaccination series (referenced as CPT code 90649) should be supplied by the physician's office and not a free-standing pharmacy.



## NPI Corner

### Take advantage of the testing window before May 23, 2008

As we announced in our March *NPI Times*, the *NPI Only* phase at BCBSIL will begin May 23, 2008, to coincide with the date the Centers for Medicare and Medicaid Services (CMS) will lift its enforcement-leniency policy, and fines will begin to be imposed for non-compliance. As of this critical date, all claims must be submitted using only your NPI as the single provider identifier. Claims received with only a BCBS provider number, and claims received with dual identifiers (BCBS provider number and NPI), will be rejected after May 23, 2008.

If you have already received your "Congratulations" post card from BCBSIL, we strongly encourage you to take the plunge and begin submitting NPI-only electronic claims now.\* If you submit claims electronically and have not received your "Congratulations" postcard, please wait to receive your postcard prior to submitting NPI-only electronic claims to BCBSIL. Providers who submit paper claims exclusively and who have shared their NPI with BCBSIL may continue to submit NPI-only paper claims, without waiting for a "Congratulations" postcard. By submitting NPI-only claims, you can help us help you identify any issues or problems that could impact your business operations after May 23, 2008.

If you need assistance regarding how to transition to submitting NPI-only claims, contact your Provider Network Consultant. Remember: you must be conducting all standard transactions using only your NPI as of May 23, 2008.

**\*Important Note:** BCBSIL medical groups/clinics must continue to send their State License Number for the Rendering provider in addition to the Rendering provider's NPI through mid-April, 2008, when a Warning edit will be implemented to discourage continued dual-identifier use. (After May 23, 2008, claims including the State License Number will be rejected.) The state license number may be entered in field 24j on the CMS-1500 and within Locator 74 on the UB-04 paper claim form. For details on electronic claim submission, please refer to the NPI 201 – Claims Filing Requirements in the NPI Educational Resources section of our Provider Web site.

### Using Your NPI in the Interactive Voice Response (IVR) System

During our IVR implementation, BCBSIL has noticed that many providers are defaulting to other identifiers to navigate the system when calling to obtain member eligibility, benefits, or claim status information. If you encounter problems with the system recognizing your NPI, do not default to your Tax ID or any other identifier. After May 23, 2008, the IVR system will only recognize your NPI. Now is the time to use your NPI and ensure it works for you!

You may access the IVR by calling 1-800-972-8088. Hours of availability are: Monday through Friday, 6 a.m. – 11:30 p.m. (Central), and Saturday, 6 a.m. – 3 p.m. (Central). Please visit our Provider Web site for a quick reference guide about IVR if you need additional information.

**Remember:** our special *NPI Times* bulletin, sent to you on a monthly basis, is also archived in the NPI section of our Provider Web site. Please continue to rely on the *NPI Times* and our Provider Web site for the most up-to-date information as we move into the final months of the NPI transition.

## AIM Radiology Quality Initiative (RQI) Program 2008 Holiday Schedule

In 2006, BCBSIL contracted with American Imaging Management, Inc. (AIM) to implement a statewide utilization management and quality improvement program for the management of outpatient diagnostic imaging services. All BCBSIL PPO and BlueChoice Select members are included in the Radiology Quality Initiative (RQI) program for elective, outpatient, high-tech imaging services.

Ordering physicians can access AIM's ProviderPortal<sup>SM</sup> to obtain a RQI number for non-emergency outpatient diagnostic imaging procedures. AIM's ProviderPortal is available 24 hours a day, 7 days a week, and helps ordering physicians and staff quickly and efficiently submit and verify RQI requests for BCBSIL members at any time on their Web site at [www.americanimaging.net](http://www.americanimaging.net).

If you are unable to use the Portal, you can call AIM's RQI Department toll-free at 1-866-455-8415 Monday through Friday, 8:30 a.m. to 6:00 p.m. (CST).

AIM will observe the following holiday schedule, during which their offices will be closed. If you must request services or assistance and are unable to access the Web site, please contact AIM the next business day.

Memorial Day	May 26, 2008
Independence Day	July 4, 2008
Labor Day	September 1, 2008
Thanksgiving	November 27, 2008
Day after Thanksgiving	November 28, 2008
Christmas	December 25, 2008

## Make sure your paper claims get through the door...

Use this checklist to help prevent returned or delayed paper claims:

### Provide readable originals

- ✓ Use only the original, standard red-ink claim form. This form is printed with a special red ink to ensure proper scanning. If the form is not scanned properly, errors or processing delays could occur.
- ✓ Do NOT submit claims that are partially legible, too light, or too dark.

### Use the proper version of the claim form

- ✓ Submit your Professional provider claims on the revised version of the CMS-1500 (08/05) claim form. BCBSIL is no longer accepting the old version of the CMS-1500 (version 12/90).
- ✓ Submit your Institutional claims on the new UB-04 claim form. BCBSIL is no longer accepting the UB-92 claim form.

### Always include required identification information

- ✓ Group Policy Number
- ✓ Alpha Prefix Identification Number

- ✓ NPI (in all required fields)

NOTE: If you have already shared your NPI with BCBSIL, you are encouraged to begin submitting NPI-only paper claims now in order to prepare for the start of the *NPI Only* phase, which begins May 23, 2008.\*

- ✓ Taxpayer Identification Number
- NOTE: Your NPI does NOT replace your TIN, which is still required for tax reporting purposes.

Paper claims that are rejected will be returned to you with a cover letter explaining the reason for the return. Follow the instructions on the form to properly resubmit the claim.

**\*Remember: May 23, 2008, marks the end of the dual-identifier acceptance phase at BCBSIL.** As of this critical date, all claims must include only your NPI as your provider identifier, per the federal regulation. Beginning May 23, 2008, claims including a BCBSIL provider number in any field will be rejected.

## Availity Transition Updates

### Uniform Payment Plan (UPP) Notice

With the migration of the 835 to Availity, the weekly ANSI reconciliation report was discontinued effective March 21, 2008. It is in a non-HIPAA compliant format. The UPP Text file will continue to be distributed weekly.

### 90-Day Retention Notice for Electronic Remittance Advice (ERA) & Electronic Payment Summary (EPS) Electronic Files

Additionally, with the migration of our ERA and the EPS files to Availity, the retention period for reinserts/reloads will be 90 days. We are encouraging you to download your electronic files and save/store them in a safe place for recall, as files older than 90 days will no longer be available.

If you have any questions, please contact the E-Commerce Center at 1-800-746-4614.

## Transparency Pilot to be Launched in April 2008

In an effort to provide our members better access to information on provider cost and quality, BCBSIL is launching a Transparency Pilot Program in 2008. The pilot, which is limited to Illinois PPO physician and hospital data, will allow a very limited number of BCBSIL PPO members access to quality and cost efficiency information based on the results summarized in the 2007 PPO Practitioner Profile. That profile was mailed in December 2007 to over 3,200 physicians in the PPO Network. The specialties which were profiled included Internal Medicine, Family Practice, Pediatrics, OB/GYN, Mixed Specialty Groups, Cardiology, Orthopedics, General Surgery, and Ophthalmology. The profiles were based on each practice (defined as all practitioners using the same BCBSIL provider number) that had claims volumes large enough to meet BCBSIL reporting thresholds.

For a Transparency Program to be successful, we believe that it has to be based on clear, apparent, consensus-based quality metrics that are meaningful to both consumers and providers. We expect that this pilot, starting in April, will continue to evolve as additional physician and member input is received. We will continue to explore opportunities to involve participating providers in our contracting provider networks to further enhance the quality of the pilot. Look for progress updates in future issues of the *Blue Review*.

Visit us online at [www.bcbsil.com/provider](http://www.bcbsil.com/provider)

## Have an idea for an article?

We want to hear from you! Let us know if the *Blue Review* continues to meet your standards.

**Does this publication address your needs?  
What topics would you like to read about?**

BCBSIL's success is dependent on your business as a contracting provider. The *Blue Review* has been created to communicate tools, updates and tips to support your health care practice. Think of the *Blue Review* as a canvas for your Blue Cross and Blue Shield business information.

We invite you to submit your feedback and suggestions for improvements via e-mail, to [bluereview@bcbsil.com](mailto:bluereview@bcbsil.com).

*Blue Review* is a monthly newsletter published for Institutional and Professional Providers contracting with Blue Cross and Blue Shield of Illinois. We encourage you to share the content of this newsletter with your staff. The *Blue Review* is located on our Web site at [www.bcbsil.com/provider](http://www.bcbsil.com/provider).

The editors and staff of the *Blue Review* welcome letters to the editor. Address letters to:

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Web site: [www.bcbsil.com/provider](http://www.bcbsil.com/provider).

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