



New Guidelines for Servicing Walmart Associates

Effective Jan. 1, 2010, new ID cards were issued to Walmart Associates insured by the Walmart Associates Medical Plan. BlueAdvantage® Administrators of Arkansas, a division of Arkansas Blue Cross and Blue Shield, is the new third-party administrator for all Walmart Associates nationwide, replacing BCBSIL. Please remember these guidelines when servicing Walmart Associates to help facilitate claim processing:

ID Cards

- The **new alpha prefix** on all Walmart Associates ID cards is **WMW**.
- Obtain a photocopy of this new card for the member's file.

Verifying Eligibility and Benefits

- Check eligibility and benefits by sending an electronic inquiry to BCBSIL (ANSI 270 transaction) via your preferred online vendor portal—**Availity®** (www.availity.com), **NDAS Online (eCare®)** (www.nebo.com), or **RealMed®** (www.realmed.com); or
- Call the BlueCard® Eligibility Line at (800) 676-BLUE (2583).

Pre-certification

- Call the designated telephone number on the back of the patient's ID card for services requiring pre-certification.

Claim Submission / Claim Status

- Continue to file all claims with BCBSIL.
- Claims filed for 2010 dates of service must be billed using the *new* alpha prefix—**WMW**—and ID card number.
- Claims filed for 2009 dates of service must be billed using the *old* alpha prefix—**MRT**.
- Check claim status online via your preferred vendor portal, or by contacting our Provider Telecommunications Center (PTC) at (800) 972-8088.

Behavioral Health Management Changes

BlueAdvantage Administrators of Arkansas, and Arkansas Blue Cross and Blue Shield, have contracted with New Directions® Behavioral Health to perform utilization management services for Walmart Associates requiring behavioral health services.

Eligibility and Pre-certification for Behavioral Health Services

Contact New Directions at (877) 709-6822, or utilize the [New Directions Provider WebPass](http://www.ndbh.com/Apps/ProviderWebPass) (www.ndbh.com/Apps/ProviderWebPass) to:

- Submit pre-certification requests
- Contact New Directions Provider Relations
- Update your online profile

Note: First time WebPass users must obtain a user name and password by downloading the Access Request Form on the [Provider WebPass Login page](http://www.ndbh.com). (To get to the WebPass login page, go to www.ndbh.com and click on "For Providers," then click on "Provider WebPass.")

- Fax completed form to (913) 982-8227, or
- Mail to Network Operations, P.O. Box 6729, Leawood, KS 66206-0729.
- Login information will be e-mailed within two business days.

Outpatient Behavioral Health Services

- Walmart Associates or family members are entitled to (8) eight visits without pre-certification or review.
- Pre-certification is required beginning with the ninth visit. Call (877) 709-6822 and New Directions will respond within 72 hours with authorization or a request for more information.
- Psychiatric medication management does not require authorization.

Inpatient, Partial Hospital and Intensive Outpatient Services

- Call (877) 709-6822; or
- Use [New Directions Provider WebPass](http://www.ndbh.com/Apps/ProviderWebPass) (www.ndbh.com/Apps/ProviderWebPass).
- New Directions will conduct concurrent stay reviews and work with your staff to arrange discharge planning.

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