HAVE YOU SHARED YOUR NPI WITH US?
ACT NOW... Time is running out!

The May 23, 2007, compliance date for implementation of the National Provider Identifier (NPI) is fast-approaching! As mandated by HIPAA regulations, your NPI number(s) becomes the provider identifier that must be used for all standard electronic claim transactions after the compliance date.

Blue Cross and Blue Shield of Illinois (BCBSIL) has established April 15, 2007, as the deadline for receipt of your NPI number(s) to minimize any disruption in our claims payment process.

Why do we need your NPI now?
• NPI implementation directly impacts the claims payment process. We need your NPI number(s) by April 15, 2007, to create crosswalks with your current BCBSIL provider number(s) to prevent reimbursement delays or denials.
• If you do not share your NPI number(s) with us by April 15, 2007, we cannot guarantee that your NPI number(s) will be loaded into our systems, validated and tested in time to assure timely reimbursements.

We recognize other health plans may not be requiring you to submit your NPI number(s) to them at this time; however, BCBSIL has taken a proactive stance in our approach to this mandate, and we are not waiting for NPPES to release NPI data to us.

How to GET your NPI number(s):
• Complete the Online Application at: https://nppes.cms.hhs.gov

Once you GET IT, SHARE IT:
• Complete the NPI Submission Form(s) you received from BCBSIL, and fax the form(s), along with a copy of your confirmation letter or email from NPPES to us at (312) 565-2765.
• If you did not receive an NPI Submission Form, a hard copy version is available on our Web site at www.bcbsil.com/provider/provider_identifier.htm.
• NEW! You may now submit your NPI to us via email. Visit our Web site at www.bcbsil.com/provider/provider_identifier.htm to access the quick and easy-to-use electronic NPI Submission Form.
Effective May 23, 2007:
• Submit claims using the new UB-04 claim form only.
• Claims received on the old UB-92 will be returned.

For additional information on each claim form, visit the following web sites:
• Revised CMS-1500 (08/05) - National Uniform Claim Committee (NUCC) at www.nucc.org,
• New UB-04 – National Uniform Billing Committee (NUBC) at www.nubc.org.

Contact your regular form vendor to order paper claim forms.

Medical Policy Disclosure Statement

New or revised Medical Policies will be posted in the “Pending Policies” section of the Medical Policy site on the Blue Cross and Blue Shield of Illinois 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 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.

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.

The following code ranges, J0128 - J9600, Q0163 - Q9964, P9041 - P9048, S0012 - S0183 will be updated effective March 1, 2007. Please note that not all codes in these ranges will be updated.

Effective January 1, 2007, code J7330 was updated.

Don’t Forget:
We encourage you to work with your practice management system vendors to ensure their NPI-ready product is installed and tested prior to the May 23, 2007, compliance date, and that your billing services and clearinghouses are ready to transmit transactions with the appropriate NPI number(s).

Resources:
For additional NPI information, please visit the following Web sites:
• Centers for Medicare and Medicaid Services (CMS): www.cms.hhs.gov/NationalProviderStand/.
• BCBSIL Web site: www.bcbsil.com/provider. Click on the NPI logo for updated information, NPI Submission Forms, Frequently Asked Questions, an NPI Glossary and more!
• Blue Cross and Blue Shield Association Web site at www.bcbs.com/npi for audio and video NPI webcast sessions.

We’re Surveying HMO Members

The 2007 HMO Member Satisfaction Survey will be mailed to randomly selected members in each Medical Group/IPA (MG/IPA) during the months of March and April 2007.

The primary purpose of this survey is to assess member satisfaction with various attributes at the MG/IPA level, including access, overall service, medical care and services rendered by PCPs and specialists. This survey is performed annually to analyze member satisfaction at each MG/IPA.

The results of this survey are used to determine a MG/IPA’s Blue Ribbon Directory Indicator in the HMO Directory. The results are also used to determine a MG/IPA’s eligibility to receive the Quality Improvement Fund based on overall satisfaction and satisfaction with the referral process for specialists.

What do we need from you?
Please feel free to notify your HMO members* when the survey will be distributed, if you are a PCP or specialist that participates in the HMO network. You may also want to encourage members to promptly complete and return the survey to BCBSIL in the postage paid envelope provided within 5 business days of receipt.

Surveys contain instructions in Spanish for members that are primarily Spanish-speaking and/or reading to request a survey by telephone. A bilingual postage paid postcard is also included in the survey mailing for members to utilize to request a survey in Spanish.

Results from the 2007 HMO Member Satisfaction Survey will be mailed to the MG/IPAs in the Fall 2007.

*HMO Illinois and BlueAdvantage HMO

Visit our Web site at www.bcbsil.com/provider
In an effort to expand the scope of e-prescribing in Illinois, the Illinois Rx Collaborative has begun to facilitate the implementation of a state-wide initiative designed to improve efficiency and advance the availability of e-prescribing throughout Illinois.


The informal e-prescribing collaborative initiative is the first of its kind in Illinois, facilitating insurers, technology vendors, pharmacies and other organizations involved in the prescription process to work together to promote the use of e-prescribing in the state. Initial implementation costs for approximately 500 physicians are expected to be funded by Blue Cross and Blue Shield of Illinois (BCBSIL) with technology and training to be provided by an independent third party.

According to Dr. Stan Borg, Chief Medical Officer for BCBSIL, “this unique program creates value to all parties in the prescription process, including patients, physicians, pharmacies, employers and health plans. Through e-prescribing, we hope to take significant steps to help improve the overall quality of care and manage health care costs by reducing medication errors and increasing efficiencies in the prescription process.”

Access to the PDA or desktop software allows physicians to check eligibility, co-payment and formulary information at the point of care. Access to patient drug history will assist physicians as they prescribe medications by providing available allergy and drug interaction information for certain drugs. Generic utilization would also be increased, along with prescribing drugs on the formulary, as a result of cues displayed by the program that would inform the physician of alternatives to brand name drugs. Prescriptions will also be sent directly to the pharmacy, reducing patient waiting time and callbacks to physicians for changes or clarifications.
Visit Us Online
Stay connected with BCBSIL on the Web

Visit Us Online at www.bcbsil.com/provider to access updated information on:

Electronic Commerce
• EDI Transactions
• EDI Format Specs
• EFT/ERA
• Clearinghouse Enrollment
• Nebo/NDAS Online
• RealMed
• HIPAA

Credentialing/Contracting
• Receive Credentialing Updates
• Update your demographic information
• Request a Contract Application

Provider Library
• BlueCard Program
• Blue Review archives
• Forms
• BlueChoice and HMO Resources
• Medical Policies
• Refund/Payment Recovery Program
• Provider manuals/reference guides
• PTC Phone Navigation Guides

UM/QI/Medical Management
• QI Order Forms
• Quality Improvement Programs
• HEDIS Reports
• BlueChoice Tiering
• Clinical Quality Indicators

Provider Tools
• Radiology Quality Initiative (ROI) Program
• Obesity Management Tool Kit
• Hospital Comparison Tool
• BlueStar Hospital Report

Pharmacy Management
• Drug Formulary Changes
• Rx Benefit Management

Workshop Schedule
• Online registration for free workshops

What’s New
• Find out about new initiatives

All of this information is just a “click” away. We encourage you to visit our Web site to become familiar with the information available and access the web-based applications you need to better service our members and your patients. If you have suggestions on how we can further improve the Provider Web site, or just want to share your feedback, please email us at bluereview@bcbsil.com.

Our Automated Information System (AIS) will be undergoing some exciting changes this spring. In fact, it will not just be an automated information system but now will be an Interactive Voice Response (IVR) system. By using speech recognition technology, all you will need to do is speak your request!

No more complex menus! No more waiting to press the next button!
Just listen and verbally respond to the questions and you will be able to quickly obtain the information you need!
The new IVR system will be easy to use. Simply follow these steps:
1. Call the Provider Telecommunications Center at (800) 972-8088.
2. You will be prompted to speak your BCBSIL provider number (National Provider Identifier after May 23, 2007).
3. Then just say what you need – “eligibility and benefits” or “claim status” – and you’ll be on your way.
4. Make sure you have the member’s group and identification number and date of birth ready.
5. If you have a question about a specific claim which has completed processing, make sure you have the claim number from the Provider Claim Summary in order to expedite your call.
6. After obtaining information on one member, you can easily obtain information on the next one. There is no limit to the number of members for which you can request information within the system.
7. A new feature will give us the ability to automatically transfer your call to the appropriate pre-authorization vendor after obtaining benefits (if you so choose).
8. Should you need assistance with where to go next, just say “Help”.

The IVR will provide detailed benefits information as well as specific details on claim status. If further clarification is needed or you have an additional question, all you need to say is “Customer Advocate” and your call will be transferred at that time.

IVR Hours of Availability
Monday – Friday 6 a.m. – 11:30 p.m. CST
Saturday 6 a.m. – 3 p.m. CST
Customer Advocates are available Monday – Friday from 7:30 a.m. – 5:30 p.m. CST

Managed Care Web Updates

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 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. Select “Appointed/Reappointed PCPs/PSPs” under the Credentialing/Contracting section. The data provided is cumulative and is updated by the 3rd Wednesday of each month.

Use of the SU Modifier

The Health Care Common Procedure Coding System (HCPCS) manual contains a list of Modifiers, one of which is “SU” to designate “Performed in Physicians Office”.

Claims are adjudicated and reimbursed based on the Place of Service. The CMS-1500 Claim Form contains a specific field (24-B) for Place of Service. Place of Service for “Office” or Physicians Office is “11”. Although item 24-D contains a space allotment for modifier use, no special consideration is given to the SU modifier; it is redundant to the numeric listed under the place of service column.

Surgical Procedures

It is inappropriate to bill the surgical procedure CPT code on a separate line item, listing modifier “SU” and listing multiple units intended to cover the costs of surgical supplies.

The Relative Value Units for the CPT procedure codes used to bill for the services rendered include the costs of running an office (practice expense). The medical supplies are included in the global allowance for each surgical procedure. Applicable HCPCS “J” codes (drugs administered other than oral) may also be billed separately.

Licensed Ambulatory Surgical Centers are considered institutional facilities and therefore must be billed on the new Uniform Bill-04 (UB-04), and are reimbursed under their BCBSIL provider number.*

*Effective May 23, 2007 providers must use their National Provider Identifier (NPI).
### 2007 Workshop Schedule

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<thead>
<tr>
<th>Workshop</th>
<th>Date</th>
<th>Location</th>
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</thead>
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<tr>
<td>e-Solutions Workshop</td>
<td>March 14, 2007</td>
<td>St. John’s Hospital, Springfield, IL</td>
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<tr>
<td>What’s New at Blue &amp; BlueCard?</td>
<td>March 21, 2007</td>
<td>Kankakee Community College, Kankakee, IL</td>
</tr>
<tr>
<td>What’s New at Blue &amp; BlueCard?</td>
<td>March 28, 2007</td>
<td>Alexian Brothers Health System, Arlington Heights, IL</td>
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<tr>
<td>Institutional (Facility)</td>
<td>March 29, 2007</td>
<td>In-house – BCBSIL, Chicago, IL</td>
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<tr>
<td>What’s New at Blue &amp; BlueCard?</td>
<td>April 4, 2007</td>
<td>Mercy Hospital and Medical Center, Chicago, IL</td>
</tr>
<tr>
<td>Institutional (Facility)</td>
<td>April 4, 2007</td>
<td>Illinois Valley Community Hospital, Peru, IL</td>
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<tr>
<td>Spring HMO Forum</td>
<td>April 11, 2007</td>
<td>In-house – BCBSIL, Chicago, IL</td>
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<tr>
<td>Institutional (Facility)</td>
<td>April 12, 2007</td>
<td>Holiday Inn, Mount Vernon, IL</td>
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<tr>
<td>What’s New at Blue &amp; BlueCard?</td>
<td>April 12, 2007</td>
<td>Methodist Hospital, Merriville, IN</td>
</tr>
<tr>
<td>What’s New at Blue &amp; BlueCard?</td>
<td>April 18, 2007</td>
<td>CGH Medical Center, Sterling, IL</td>
</tr>
<tr>
<td>New PPO Provider</td>
<td>April 25, 2007</td>
<td>In-house – BCBSIL, Chicago, IL</td>
</tr>
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Make sure to go online at [www.bcbsil.com/provider/training.htm](http://www.bcbsil.com/provider/training.htm) to view the schedule and register for our workshops offered at a site near you.

Are you a Billing Service? Do you use a Billing Service? Want to know more about the topics listed below? The Provider Affairs Education Team is willing to bring a workshop to your facility on one or more of these topics, and customize it to meet your needs. If you are interested, please send an email to paet@bcbsil.com with the contact name and topic selections. If there are other topics you would like to learn more about, include those in your email.

- National Provider Identifier (NPI)
- e-Solutions
- CMS-1500 Revisions
- BCBSIL Products
- BlueCard (Out-of-area)
- Reimbursement
- Valuable Resources
- ClearClaim Connection
Wednesday, March 14, 2007

St. John’s Hospital
Carole Vecchie Women & Children’s Bldg.
800 East Carpenter Street
Springfield, IL 62769
(217) 544-6464 ext. 45500

Registration/Vendor Exhibits: 8:00 a.m. – 9:00 a.m.
General Session: 9:00 a.m. – 9:30 a.m.

PRIZES Awarded

Complimentary Workshop and refreshments

National Provider Identifier (NPI) Information
(Please bring a copy of your NPPES confirmation letter or email)

Breakout Sessions Topics Include:
Hands-on Demo for Online Verification, Eligibility, Benefits, and Claim Status
ERA/EFT/EPS
(Electronic Remittance Advice/Electronic Funds Transfer/Electronic Payment Summary)
Electronic Claim Submission
Claim Confirmation Reports
New UB-04/CMS-1500 Claim Form

Online Verification & Claim Status Benefits:
• No charge
• Reduce phone time
• Longer hours of availability
• Out-of-area inquiries
• Unlimited number of inquiries

Electronic Claim Submission Benefits:
• Timely filing requirements verified
• Improved turnaround on payments
• Increased operational efficiencies
• No paper shuffling
• Electronic confirmation reports

Vendor Exhibits
Various products and services available supporting e-Solutions
Please note we cannot accommodate walk-ins.
Register Online today at www.bcbsil.com

LIVE DEMOS!! HANDS ON!!

VENDORS! VENDORS! VENDORS!
Your views are important to us, and we would like to know if our newly redesigned Blue Review meets your needs.

- **How useful is the information?**
- **Is this publication easier to read?**
- **Are there topics you want us to include in future issues?**

If you have suggestions on how we can further improve the Blue Review, or just want to share your feedback, please email us at bluereview@bcbsil.com.

Remember, the Blue Review is your newsletter, designed to serve you as a contracting provider. You are an integral part of BCBSIL's success as a leader in the health care industry, and we highly value your opinion.

Visit our Web site at www.bcbsil.com/provider