



BLUE REVIEWSM

A newsletter for contracting institutional and professional providers

June 2017

Our 2016 Social Responsibility Report Told Through Video and Picture Stories

As the largest insurer in the state, Blue Cross and Blue Shield of Illinois (BCBSIL) understands that commitment to our local communities – where we live, work and play – is invaluable. We demonstrate our commitment through a variety of efforts focused on expanding access to care, increasing health equity and improving population health.

We have a fresh new look and feel for our [2016 Illinois Social Responsibility Report](#), emphasizing storytelling through more videos and pictures. Stories from people like Jahmal Cole, who wants to change the national conversation about Chicago through his organization [My Block My Hood My City](#). Cole said, “The national news story about Chicago is always about gun violence. And oftentimes it’s explained in terms of gangs and guns. Very rarely, if ever, has there been a national discussion about the root causes of violence – which are poverty, joblessness, under-resourced schools, divested communities of color.” In 2016, BCBSIL saw the same need and expanded our grant program to support programs, such as Cole’s, that help address those causes of violence and safety issues.

In addition, more than 2,300 BCBSIL employees gave over 46,000 hours of their time and countless donations, in addition to our grant and sponsorship programs, providing support to more than 1,200 nonprofit organizations across the state. The 2016 Illinois Social Responsibility Report showcases our community giving and volunteerism, our programs related to promoting wellness, diversity and inclusion, environmental sustainability and our focus on ethics and compliance in the workplace.

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Why Chicago's Gun Violence Is a Health Issue We Should All Care About

A City Challenged by Violence

Jahmal Cole wants to change the national conversation about Chicago. Cole is the founder of [My Block My Hood My City](#). His organization takes teens from under-resourced communities on explorations around Chicago – giving them new experiences and exposing them to the possibilities beyond their own neighborhoods. He started My Block My Hood My City after volunteering with teens at the Cook County Juvenile Detention Center. “To me it was tragic that they didn’t feel a part of something larger outside the radius of a few blocks.”

In January 2017, Cole was invited to participate in [“The Messy Truth,”](#) a Town Hall Discussion on CNN. He said, “The national news story about Chicago is always about gun violence. And oftentimes it’s explained in terms of gangs and guns. Very rarely, if ever, has there been a national discussion about some of the root causes of violence – which are poverty, joblessness, under-resourced schools, divested communities of color.”

In 2016, Blue Cross and Blue Shield of Illinois (BCBSIL) saw the same need and expanded our grant program to support programs, such as Cole’s, that help address some of the causes of violence and safety issues. View the full [2016 Illinois Social Responsibility Report](#). “We want to do our part to elevate Chicago and all of Illinois as a safe and healthy place to live and work,” said Maurice Smith, BCBSIL President. BCBSIL is paving a new path in the insurance industry – becoming an early leader in treating violence as a public health issue.

Violence and Health

We’re not alone. The Chicago Department of Public Health’s [Healthy Chicago 2.0](#) identified preventing violence as a top health priority. Healthy Chicago 2.0 is an action plan that aims to ensure that every child raised in Chicago, regardless of neighborhood and background, has the resources and opportunities to live a healthy life. And back in 1979 a report from the Surgeon General of the United States – [Healthy People: The Surgeon General’s Report on Health Promotion and Disease Prevention](#) – identified violence as one of the 15 priority areas for the nation. It stated that violence can be prevented and should not be ignored in the effort to improve the nation’s health. That report came out 38 years ago. Clearly, more work needs to be done.

To help address the relationship between violence and health, in 2016 BCBSIL invested nearly \$500,000 in programs run by experienced and innovative human service partners who are committed to improving health equity for communities impacted by violence – all violence, not just the kind that grabs headlines. By empowering communities so that they can intervene and interrupt the factors that may lead to violence, BCBSIL believes the communities will be buoyed so that they can produce, thrive, give back and be self-sufficient.

The following are a few of the partners, along with My Block My Hood My City, BCBSIL has proudly supported:

The Juvenile Justice Collaborative – Up to 50 young people will be referred to the Collaborative to receive appropriate mental health and other services, instead of spending time in the juvenile justice system. This is a partnership between Strengthening Chicago’s Youth at Ann & Robert H. Lurie Children’s Hospital of Chicago, the Cook County Juvenile Probation Department, Treatment Alternatives to Street Crime, the Illinois Collaboration on Youth and 10 community-based service providers.

The Institute for Nonviolence Chicago – Lisa Stephens, chief operating officer of the [Institute for Nonviolence Chicago](#) said, “The work we are doing is a combination of the head and the heart. Having a licensed social worker speaks to the need for culturally responsive clinical expertise to lead the effort in a holistic trauma-informed strategy to end violence. Addressing individual and community level trauma experienced in our most vulnerable and violent neighborhoods, we bring together street and school outreach, victim services, case management, community organizing and nonviolence training to empower our communities to end violence and build Dr. Martin Luther King, Jr.’s vision of the beloved community.”

The Institute for Nonviolence Chicago seeks to replace the cycle of violence by using the teachings and principles of nonviolence to help significantly reduce group violence in the Austin and Back of the Yards communities of Chicago. Through the support of the grant from BCBSIL, the Institute for Nonviolence Chicago has hired a licensed clinical social worker to oversee the nonviolence case management and nonviolence victim services effort, while providing key trauma-informed mental health services.*

Young Men’s Educational Network (YMEN) – Michael Trout, Executive Director of [YMEN](#) said, “There are three essential ingredients to making what we do work – proximity, collaborations and relationships. The grant from BCBSIL makes an intentional effort to be closer to the effort. You cannot change an environment without being close to the people. The support also encourages collaboration. We are able to partner with different organizations and individuals to get resources such as time, skills, wisdom, patience and encouragement. Relationship sustainability – that is the work that builds respect and connectedness which ensures that the work continues.”

YMEN works with Lawndale Amachi Mentoring Program, Lawndale Christian Legal Center and Chicago West Side Christian School to help eradicate violence, build healthy environments and promote peace. Together they are creating four large-scale impact events and bringing more than 50 neighborhood leaders together in a monthly relational-building cohort, called the Lawndale Restorative Justice Hub. The 65 years of combined experience will impact more than 1,000 community residents.

Investing in the Future

In 2017, BCBSIL called out anti-violence in its funding guidelines as an area where the company sees the need to build additional community capacity and expertise. We’re taking the long view. It’s been nearly 40 years since the Surgeon General identified violence as a health problem. But as a company, we’re taking the first steps to invest in safer, healthier communities and our future generations.

*The concept of a *trauma-informed approach* is described on the Substance Abuse and Mental Health Services Administration (SAMHSA) website at <https://www.samhsa.gov/nctic/trauma-interventions>. According to SAMHSA, “A program, organization, or system that is trauma-informed: 1. *Realizes* the widespread impact of trauma and understands potential paths for recovery; 2. *Recognizes* the signs and symptoms of trauma in clients, families, staff, and others involved with the system; 3. *Responds* by fully integrating knowledge about trauma into policies, procedures, and practices; and 4. *Seeks* to actively resist *re-traumatization*.”

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Self-Measured Blood Pressure Monitoring Initiative for FEP Members

The Federal Employee Program[®] (FEP) and the American Medical Association (AMA) are working together to provide physicians with resources designed to help improve health outcomes for FEP members with hypertension or suspected hypertension. This effort supports the goals of the Million Hearts[®] 2022 initiative – the second five-year phase to help prevent a million cardiovascular (CV) events by 2022, co-led by the Centers for Disease Control and Prevention (CDC) and the Centers for Medicare & Medicaid Services (CMS).¹

In support of this effort, FEP initiated a program to provide free blood pressure monitors* to FEP enrollees over age 18 who have a diagnosis of hypertension or have high blood pressure without a diagnosis of hypertension.

FEP members are eligible to receive a free blood pressure monitor if:

- The member completes the [Blue Health Assessment \(BHA\)](#);
- The member reports on the BHA that they have high blood pressure;
- The member has a claim processed in prior 12 months with a reported diagnosis of hypertension;
- The member brings the letter they received from CVS Caremark (explaining the free blood pressure monitor program) to their provider for documentation of the member's most recent blood pressure reading and identification of appropriate blood pressure monitor size; and
- The member and their provider discuss home monitoring.

The [BHA](#) is a health-risk assessment and the first step in the FEP Wellness Incentive Program. In addition to the free blood pressure monitor, FEP members can earn financial incentives for completing the [BHA](#) and for achieving goals related to a healthy lifestyle. FEP members can go to feppure.org for more information.

Additionally, the AMA's Improving Health Outcomes: Blood Pressure Program has information designed to help you and your office staff engage your patients in the self-measurement of their own blood pressure.² According to a 15-member task force appointed by the CDC, when physicians and their office staff engage their patients in the self-measurement of their own blood pressure combined with additional support (i.e., patient counseling, education or Web-based support), self-measured blood pressure monitoring may become effective and cost efficient.³

For more information, you may contact FEP Customer Service at 800-972-8382.

¹About Million Hearts, <https://millionhearts.hhs.gov/about-million-hearts/index.html>

²American Medical Association Practice Improvement Strategies, Steps Forward Program, <https://www.stepsforward.org/>

³Cardiovascular Disease: Self-Measured Blood Pressure Monitoring Interventions for Improved Blood Pressure Control – When Used Alone, June 2015, <http://www.thecommunityguide.org/cvd/RRSMBP.html>

*The blood pressure monitors were selected by the Blue Cross and Blue Shield Association. The AMA does not endorse any particular brand or model of blood pressure monitor.

The above material is for informational purposes only and is not intended to be a substitute for the independent medical judgment of a physician. Physicians and other health care providers are encouraged to use their own best medical judgment based upon all available information and the condition of the patient in determining the best course of treatment.

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Provider Learning Opportunities

Blue Cross and Blue Shield of Illinois (BCBSIL) offers complimentary educational workshops and webinars with an emphasis on electronic options that can help create administrative efficiencies for the independently contracted providers who conduct business with us. A snapshot of upcoming training sessions is included below. For additional information, refer to the [Workshops/Webinars page](#) in the Education and Reference Center on our website at bcbsil.com/provider.

BCBSIL WEBINARS		
<i>To register now for a webinar on the list below, click on your preferred session date.</i>		
Descriptions:	Dates:	Session Times:
BCBSIL Back to Basics: 'Availity™ 101' <i>Join us for a review of electronic transactions, provider tools and helpful online resources.</i>	June 13, 2017 June 20, 2017 June 27, 2017	11 a.m. to noon
Introducing Remittance Viewer <i>Have you heard? This online tool offers providers and billing services a convenient way to retrieve, view, save or print claim detail information.</i>	June 20, 2017	10 to 11 a.m.
iExchange® Training: New Enrollee Training <i>Learn how to gain access to and begin using our online benefit preauthorization/predetermination of benefits tool.</i>	June 13, 2017	11 a.m. to 12:15 p.m.

BCBSIL PROFESSIONAL PROVIDER WORKSHOPS			
<i>Register via the Workshops page in the Education and Reference Center on our Provider website.</i>			
Description:	Locations:	Dates:	Questions? Contact:
<p><i>Our Provider Network Relations team is offering specialized training with a question-and-answer session to discuss current areas of interest pertaining to independently contracted BCBSIL providers.</i></p> <p>The session time for each workshop is 9:30 a.m. to noon. Check-in will be held from 9 to 9:30 a.m.</p> <p>To register online: Visit the Workshops page in the Education and Reference Center on our Provider website. <i>Be sure to sign up by the registration deadline so that we can be prepared to accommodate all attendees.</i></p>	New Lenox Silver Cross Hospital 1900 Silver Cross Blvd New Lenox, IL 60451	June 22, 2017 Registration deadline: June 16, 2017	Aaron Nash aaron_nash@bcbsil.com 312-653-3274
	Aurora Rush-Copley Heart Institute 2088 Ogden Ave. Aurora, IL 60504	June 27, 2017 Registration deadline: June 23, 2017	Kathy Barry kathleen_barry@bcbsil.com 312-653-4247
	Arlington Heights Northwest Community Hospital, Auditorium 800 W. Central Rd. Arlington Hts., IL 60005	July 19, 2017 Registration deadline: July 14, 2017	Gina Plescia gina_plescia@bcbsil.com 312-653-4733
	East Peoria Par-A-Dice Hotel 21 Blackjack Blvd. East Peoria, IL 61611	Sept. 14, 2017 Registration deadline: Sept. 8, 2017	J'ne Erlenbush jerlenbush@bcbsil.com 217-698-5125

AVAILITY WEBINARS

Availity also offers free webinars for their registered users. For a current listing of webinar topics, dates and times, registered Availity users may log on to the secure Availity provider portal – the Live Webinar Schedule is located under the Free Training tab. Not yet registered with Availity? Visit their website at availity.com for details; or call Availity Client Services at 800-AVAILITY (282-4548) for assistance.

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Additional Benefit Categories Contained in Automated Phone System

Our May 2017 *Blue Review* included a list of the common benefit categories contained within the Blue Cross and Blue Shield of Illinois (BCBSIL) Interactive Voice Response (IVR) phone system. Beginning June 19, 2017, the list will be expanded to include additional common benefit categories. The IVR quotes the same level of eligibility and benefit information as a Customer Advocate provides. Our Customer Advocates will continue to be available for more complex benefit quotes.

An updated IVR benefit containment list is included below. This list outlines those categories that were effective starting on Dec. 12, 2016, along with the additional categories to be implemented June 19, 2017. As a reminder, this information is continually reviewed and may vary across different BCBSIL networks, products and/or group policies. There are no other benefit categories being added to the Federal Employee Program (FEP) IVR-Contained Benefits list at this time. To view the separate containment list for FEP members, [refer to the article in the May 2017 *Blue Review*](#).

Note: The information listed is not applicable to government programs (Medicare Advantage and BCBSIL Medicaid) member policies. For government programs eligibility and benefits requests via phone, refer to the number on the member's BCBSIL ID card.

IVR-Contained Benefit Categories Effective Dec. 12, 2016	Additional IVR-Contained Benefit Categories Effective June 19, 2017
<ul style="list-style-type: none"> • Allergy • Colonoscopy • Consultations • Coordinated Home Care • Electrocardiogram (EKG) • Extended Care Facility • Hospital • Inhalation Therapy • Laboratory • Mammogram • Office Services • Office Visit • Pap Smear • Physical Exam • Preventive Care • Private Duty Nursing • Ultrasound • X-ray 	<ul style="list-style-type: none"> • 23-hour Observation • Air Ambulance • Anesthesia • Assistant Surgeon • CAT Scan • Dialysis • Ground Ambulance • Hospice • Medical Supplies • MRI • Pathology • PET Scan • Prosthetics • Prostate-specific Antigen (PSA) • Sterilization

As a reminder, checking eligibility and benefits electronically through AvailityTM or your preferred Web vendor is the quickest way to access information for BCBSIL members. To learn more about online solutions, refer to the [Education and Reference Center/Provider Tools section](#) of our Provider website.

Checking eligibility and/or benefit information is not a guarantee of payment. Benefits will be determined once a claim is received and will be based upon, among other things, the member's eligibility and the terms of the member's certificate of coverage applicable on the date services were rendered. If you have questions, please call the number on the member's ID card.

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Government Programs: Overpayment Recovery Process Reminders

A new overpayment recovery process was implemented for Blue Cross Medicare AdvantageSM and Blue Cross Community OptionsSM, or BCBSIL Medicaid, claims processed after Jan. 1, 2017. Here are some important reminders, related to this change:

- The Electronic Refund Management and Claim Inquiry Resolution tools on AvailityTM are no longer available for government programs claims.
- Request for refund letters are sent **by mail** when overpayments are identified on government programs claims.
- Please review your request for refund letter closely and remit your payment to the address indicated on the letter. *Include a copy of your refund request letter along with your payment.*
- If you identify an overpayment and wish to send a **voluntary** refund, please proceed as noted below. *Include appropriate documentation to identify your request (e.g., a copy of your Provider Claim Summary, or the Explanation of Benefits).*

For claims paid **prior to Jan. 1, 2017**, or if you are unsure of the original claim payment date, send your refund payment to:

Health Care Service Corporation
25718 Network Place
Chicago, IL 60673-1257

For claims paid **on or after Jan. 1, 2017**, send your refund payment to:

Health Care Service Claims Overpayment
29068 Network Place
Chicago, IL 60673-1290

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BLUE REVIEWSM

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June 2017

BCBSIL Medicaid Complex Case Management and Disease Management Programs

In an ongoing effort to help promote optimal health outcomes, Blue Cross and Blue Shield of Illinois (BCBSIL) continues to offer its Complex Case Management and Disease Management programs to our Blue Cross Community OptionsSM, or BCBSIL Medicaid members, which include Blue Cross Community MMAI (Medicare-Medicaid Plan)SM, Blue Cross Community Integrated Care Plan (ICP)SM, Blue Cross Community Family Health PlanSM (FHP) and Blue Cross Community Managed Long Term Supports and ServicesSM (MLTSS) members.

Both programs are member focused with the primary objective of providing BCBSIL Medicaid members with support, education and access to services to help them accomplish their health goals. A dedicated team of medical and behavioral health staff helps to provide care coordination. The physical and behavioral health care coordinators collaborate closely, utilizing a unified strategy, in an effort to provide a holistic approach to help meet the individualized care coordination needs of our MMAI, ICP, FHP and MLTSS members.

We appreciate the care and services you provide to help improve the health and well-being of our members. The BCBSIL Medicaid Complex Case Management and Disease Management Programs are intended to supplement the service and treatment that members receive from their health care providers. To make referrals or to learn more about the above-referenced programs, please contact Care Coordination at 855-334-4780, Monday through Friday between the hours of 7:30 a.m. and 6 p.m.

The BCBSIL Medicaid Complex Case Management and Disease Management Programs are not a substitute for the independent medical judgment of health care providers. Health care providers are instructed to use their own best medical judgment based upon all available information and the condition of the patient in determining a course of treatment.

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BLUE REVIEWSM

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June 2017

A Day in the Life of a Benefits Value Advisor (BVA)

As health care costs continue to rise, our BVAs are specially trained to give members multiple options for their care in just one phone call. Since 2014, the program has helped members save more than \$40 million in out-of-pocket costs. The BVA program, available as an additional service in some group plans with 250 or more subscribers, is designed to show members their options for obtaining quality care at prices that will maximize their benefits. Do you know a BCBSIL member who could benefit from the services of a BVA?

Take a moment to get to know a BVA, Claude Baker Jr., and hear from him what his work entails each day. In [this video](#), Claude shares how his work has made a tangible difference in the lives of our members, including one woman who depended on his guidance to schedule a cost-effective MRI. He was able to tell her how much the procedure costs at nearby providers of the same quality, then assist her in scheduling and obtaining the necessary paperwork.

If you have a patient who you feel could benefit from working with a BVA, the BCBSIL member can call the number on their BCBSIL ID card to confirm their plan includes the BVA service and to speak with a BVA.

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Upcoming 2017 HMO Member Survey

The 2017 HMO Member Survey will be mailed soon to randomly selected HMO Illinois[®], Blue Advantage HMOSM and Blue Precision HMOSM members enrolled in each independently contracted Medical Group/Independent Practice Association (MG/IPA).

The primary purpose of the survey is to assess member satisfaction with various elements at the MG/IPA site level. These factors include access to medical care, coordination of care, satisfaction with services rendered as well as satisfaction with primary care physicians and specialists in the Blue Cross and Blue Shield of Illinois (BCBSIL) HMO networks.

Please notify your members that the survey will be distributed soon and encourage them to complete and return the survey to BCBSIL in the postage-paid envelope provided ***within five business days of receipt.***

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ClaimsXtenTM Quarterly Updates

New and revised Current Procedural Terminology (CPT[®]) and Healthcare Common Procedure Coding System (HCPCS) codes are periodically added to or deleted from the ClaimsXten code auditing tool software by the software vendor on a quarterly basis and are not considered changes to the software version. Blue Cross and Blue Shield of Illinois (BCBSIL) will normally load this additional data to the BCBSIL claim processing system after receipt from the software vendor and will confirm the effective date via the News and Updates section of the BCBSIL Provider website. Advance notification of updates to the ClaimsXten software version also will be posted on the BCBSIL Provider website.

To help determine how coding combinations on a particular claim may be evaluated during the claim adjudication process, you may continue to utilize Clear Claim ConnectionTM (C3). C3 is a free, online reference tool. Refer to the [Clear Claim Connection page](#) in the Education and Reference Center/Provider Tools section of our Provider website for additional information on gaining access to C3, as well as answers to [frequently asked questions](#) about ClaimsXten. Updates may be included in future issues of the [Blue Review](#).

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