

Update is a bimonthly provider newsletter that contains up-to-date information about Blue Cross and Blue Shield of Nebraska (BCBSNE) for health care providers. It also offers important details about BlueCard providers and the Federal Employee Program. It is published by the Health Network Services (HNS) and Communications Departments.

If you are a contracting BCBSNE health care provider, this newsletter serves as an amendment to your agreement and affects your contractual relationship with us. You are encouraged to file every issue of the Update within your BCBSNE Policies and Procedures manual and reference it often. You may also view the current manual in the Provider section at nebraskablue.com/providers.

As a service for Blue Cross and Blue Shield members, we also make this newsletter available to nonparticipating Nebraska providers.

We also publish each issue online in the Provider section at: nebraskablue.com/providers.

You may print a copy of this Update to file within your BCBSNE Policies and Procedures Manual. To request permission to reprint the material published in this Update for any other purpose, you must email the editor, Michelle Tanga, at: michelle.tanga@nebraskablue.com

If you would like to receive an email each time a new issue of this newsletter is posted on the website, go to bit.ly/updatenewslettersignup. You can view the newsletter and request online notifications of special announcements about workshops, resources and other information from BCBSNE.

Blue Cross and Blue Shield of Nebraska is an Independent Licensee of the Blue Cross and Blue Shield Association.



Mark your calendar: June 4, 2018

We are excited to be hosting our next Regional Provider Conference on June 4 in North Platte. Please join BCBSNE leaders and subject matter experts to obtain the most up-to-date information on topics* that include:

- Claims
- Customer service
- Medical policy
- Preauthorization
- Credentialing
- NaviNet
- Billing

The conference is scheduled for:
Monday, June 4, 2018
8:30 a.m. - 12:30 p.m.

Holiday Inn Express
300 Holiday Frontage Road
North Platte, NE
Breakfast will be served.

We have reserved a block of 18 rooms for our guests at the Holiday Inn Express at a special rate of **\$109.95/night + tax**. Your room request must be booked by May 10, 2018, at 4 p.m. by calling the Holiday Inn Express at 308-532-9500. Any requests made after this date and time will be based upon availability; however, the reduced rate of \$109.95/night will be honored when you mention that you are attending the Blue Cross and Blue Shield of Nebraska Provider Conference. Reservations can be cancelled without penalty before 6 p.m. the day of the reservation.

Please register and get more information at Eventbrite.com.

**Topics subject to change without prior notice*

In this issue → [Click on the headline to jump to the article.](#)

Mark your calendar: June 4, 2018 (Regional Provider Conference)	1
New pharmacy benefit changes effective July 1, 2018	2
Important policy and procedure updates	2
Policies and procedures manual (P&P) - May edition	2
Updated fee schedules effective July 1, 2018	3
Med Policy Blue	3
Blueprint Health offered to more BCBSNE members	3
CMS mass adjustments	4
Modifier -90	4

New pharmacy benefit changes effective July 1, 2018

As part of our effort to provide our members with quality, cost effective health care coverage, we are making a change to prescription benefits for certain medication classes.

Due to the availability of cost effective generic alternatives, starting July 1, 2018, some products in the following medication classes will require preauthorization for BCBSNE insured members:



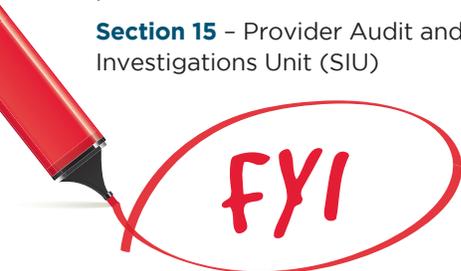
Brand name drug for	Examples of brand name drugs
Gabapentin ER products	Gralise®, Horizant®
Topical antibiotic products	Acanya®, Epiduo® Forte, Onexton™, Ziana®
Topicals - diclofenac/imiquod/5-FU	Carac®, Picato®, Zyclara®
Topical NSAID products	Flector®, Pennsaid®, Voltaren®
Topical doxepin products	Doxepin, Prudoxin®, Zonalon®
Topical lidocaine products	Lidocaine Ointment, Lidocaine Patch

Important policy and procedure updates

Two sections of the P&P manual were reviewed and updated to align with our internal processes. It is important that you review these updates, as you are held accountable for all standards in the P&P. The recently updated sections are:

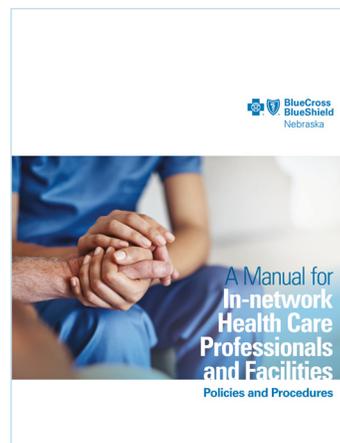
Section 14 - Network termination, appeal and reinstatement, administrative disputes and provider corrective action (CAP)

Section 15 - Provider Audit and Special Investigations Unit (SIU)

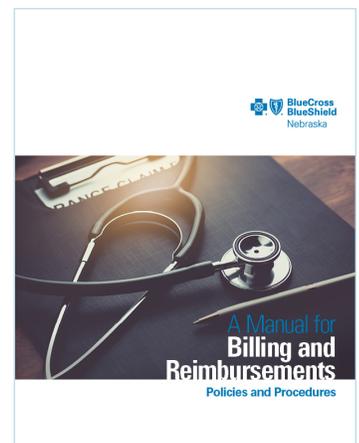


Policies and Procedures Manual (P&P) – May edition

Starting May 25, you will notice that we’ve split the P&P manual into two volumes to make it faster and easier to find the information you need. **Volume 1** contains “**General Provider Guidelines**” and **Volume 2** contains “**Billing and Reimbursements**” policies and procedures. The two manuals will have different covers for ease of identification.



Vol. 1



Vol. 2

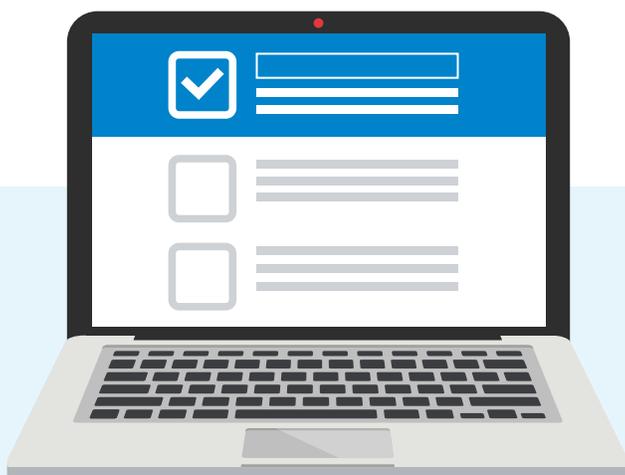
Updated fee schedules effective July 1, 2018

Providers who receive their fee schedule directly from BCBSNE will log into Navinet to obtain this information. This is the same process as last year.

Dental and PHO providers will receive their updated fee schedules via the usual communication method.

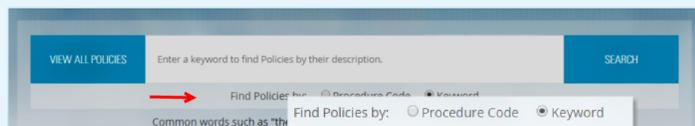


For question on how to access your fee schedules on Navinet, please email ProviderSolutions@nebraskablue.com or call 800-821-4787, option 4.



Med Policy Blue

Over the past several months, we have been working to streamline the preauthorization submission process. Here are a few helpful tips to help improve your experience:



- Search by **procedure code** or **keyword**
 - Make sure you are clicking on the correct “find policies by” button before clicking “Search”
- Make sure you are choosing the correct policy
 - There may be more than one policy pertaining to the code or keyword
 - Choosing the incorrect policy may result in an unnecessary denial
- Attaching medical records will help avoid additional requests

Blueprint Health offered to more BCBSNE members

Blueprint Health is a two-tier regional network that BCBSNE began offering to midsize and large employer groups January 1. We are pleased to announce that starting July 1, we will be offering the Blueprint Health network option to smaller groups of two or more employees.

Blueprint Health is available to companies headquartered in the Omaha/Lincoln and surrounding communities. This includes ZIP codes 680-, 681-, 683-, 684- and 685, as well as Adams, Buffalo, Hall, Kearney and Phelps counties in Nebraska.

To identify members whose plan features the Blueprint Health network, look for the “Regional Network Blueprint Health” on the top right side of the ID card.

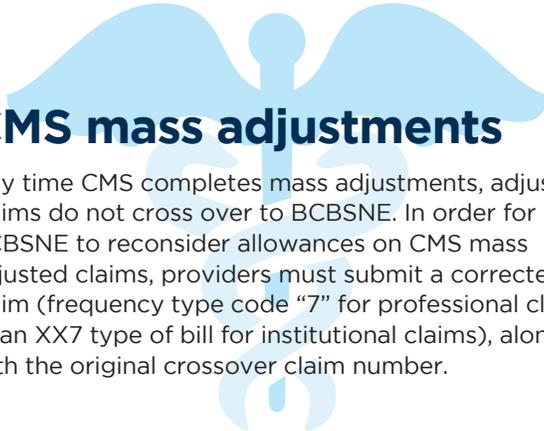
Sample ID Card



Important information to remember:

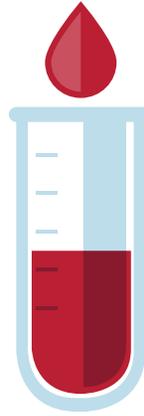
- When referring patients, it is important you make sure the practitioner/facility is part of the Blueprint Health network.
 - This will reduce the member’s out-of-pocket cost.
 - Under the terms of your contract with us, you have agreed that you will refer BCBSNE members to other in-network providers/facilities.
- Under BluePrint Health, there are no mid-tier benefits. Providers are either in network or out of network.
- If you treat a patient whose plan uses the BluePrint Health network and you are not in this network, please note:
 - You will not receive a remit
 - You will not receive the payment – payment will go to the member

Please check your agreement/contract to determine if you are a Blueprint Health provider.



CMS mass adjustments

Any time CMS completes mass adjustments, adjusted claims do not cross over to BCBSNE. In order for BCBSNE to reconsider allowances on CMS mass adjusted claims, providers must submit a corrected claim (frequency type code "7" for professional claims or an XX7 type of bill for institutional claims), along with the original crossover claim number.



Modifier -90

Modifier -90 should only be used by a laboratory that is sending a sample to another lab for testing. Modifier -90 should NOT be used in cases where a practitioner/clinic is sending blood work to a lab for testing. This was updated in the March 2018 posting of the P&P manual.