

**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](http://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](http://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](mailto: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](http://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.

## What's New?

### Ashley Trice joins BCBSNE as a Provider Relationship Manager

Ashley joined BCBSNE June 4, 2018, as a Provider Relationship Manager (PRM) for providers in the 680-zip code region, as well as Boys Town National Research Hospital, Methodist Health System, Ehrling Bergquist, Midwest Surgical Center, Remote Specialty pharmacy and DME providers.

Ashley comes to BCBSNE from Conifer Health Solutions, where she served as the director of patient access for several critical access hospitals across Nebraska.

When not busy working, Ashley enjoys spending time with her husband and their three children.

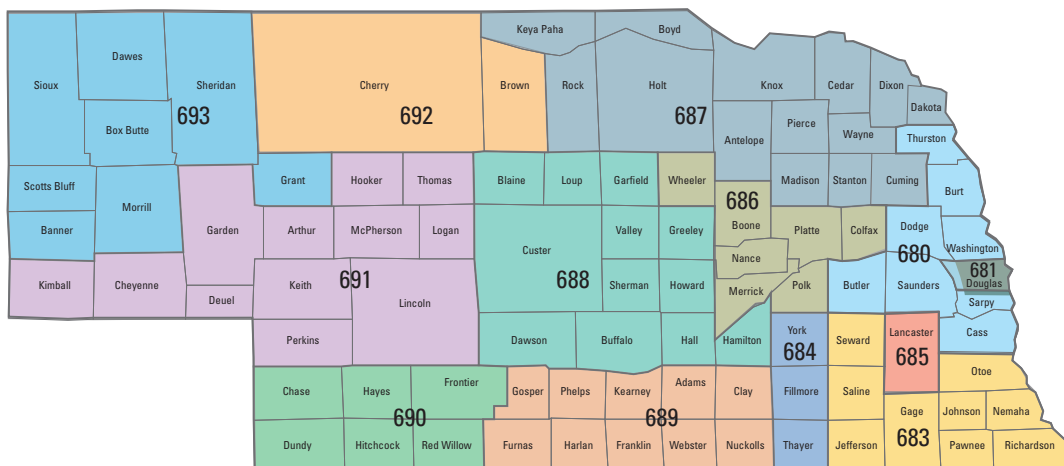
We are happy to welcome Ashley to the Provider Relations team.



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Not sure who your PRM is? Check contact for providers for the PRM map.



Please locate the first three digits of your ZIP code to identify your Provider Relationship Manager. The ZIP code area specified includes all hospitals, facilities and professional providers unless noted.

#### 680 | Ashley Trice •

**Additional Providers and Specialties:** Boys Town National Research Hospital, Methodist Health System, Ehrling Bergquist, Midwest Surgical Center, Remote Specialty Pharmacy and DME within 680 ZIP code

**Phone:** 402-982-8444 or 877-435-7258

**Email:** ashley.trice@nebraskablue.com

PO Box 3248, Omaha, NE 68180-0001

#### 681 | Patricia Cavanaugh •

**Additional Providers and Specialties:** CHI Health, Children's Hospital & Medical Center, Think Whole Person Healthcare and National Laboratories

**Phone:** 402-982-7639 or 877-435-7258

**Fax:** 402-343-3441

**Email:** patricia.cavanaugh@nebraskablue.com

PO Box 3248, Omaha, NE 68180-0001

#### 683-685 | Rhonda Bopp • • •

**Additional Providers and Specialties:** Federal Employee Program, Veterans Administration, Select Specialty Hospital in Omaha/Lincoln, Avesis, One Health, Madonna and DME within 683-685 ZIP codes

**Phone:** 402-458-4806 or 877-435-7258

**Fax:** 402-477-2952

**Email:** rhonda.bopp@nebraskablue.com

1233 Lincoln Mall, Lincoln, NE 68508-2802

#### 688-691 and 693 | Loraine Miller • • • • •

**Additional Providers and Specialties:** Statewide Dialysis, Statewide Hospice and DME within 688-691 and 693 ZIP codes

**Phone:** 402-982-8321 or 877-435-7258

**Fax:** 402-343-3404

**Email:** loraine.miller@nebraskablue.com

PO Box 3248, Omaha, NE 68180-0001

#### 686, 687 and 692 | Deborah Synowicki • • •

**Additional Providers and Specialties:** Ambulance (statewide), Secure Care, Nebraska Medicine, Home Infusion (statewide), Nebraska Health Network and DME within 681; 686; 687; 692 ZIP codes as well as remote DME

**Phone:** 402-982-7820 or 877-435-7258

**Fax:** 402-398-3875

**Email:** deborah.synowicki@nebraskablue.com

PO Box 3248, Omaha, NE 68180-0001

#### Dental Providers Statewide

**Contact:** PRM assigned to your office ZIP code location

**Phone:** 877-435-7258

**Email:** providersolutions@nebraskablue.com

## Risk Adjustment Data Validation Audit

The Centers for Medicare and Medicaid Services (CMS) conducts an annual Risk Adjustment Data Validation (RADV) audit. The RADV audit verifies diagnosis codes submitted for payment, along with the corresponding medical records. BCBSNE began the process to retrieve medical records in June.

Under the terms of your contract with us, health care professionals and facilities agree to submit medical records requested by BCBSNE in a timely manner at no cost to the patient or BCBSNE. Patients have consented to release medical records to us. An additional release is not required for this audit. All information resulting from the review is confidential.



## Final Provider Conference of 2018

BCBSNE will be hosting the final provider conference of the year on October 10th, 2018. The conference will be held at the Embassy Suites in the Omaha/LaVista area from 8:30-12:30. Please watch the September Update newsletter for registration details.



# Medicare Advantage Providers

## Claims Reprocessing due to the Bi-Partisan Budget Act 2018



On February 9, 2018, Congress passed the Bipartisan Budget Act of 2018. This law extends several recently expired Medicare legislative provisions affecting payment to providers. It also repealed the outpatient therapy cap. As a result, CMS revised Medicare fee schedules for physicians, ambulance, home health and anesthesia retroactive to January 1, 2018. Depending on the terms of the provider contract, claims may need to be reprocessed.

### What does this mean for you?

Applicable Medicare Advantage claims originally processed between January 1, 2018 and April 1,

2018 that meet the criteria will be reprocessed using the new fee schedules in June. New EOPs will be sent.

Medicare Advantage claims processed April 1, 2018 and after were subject to the revised fee schedules, and therefore will not be a part of this reprocessing effort.

For Medicare Supplement claims, providers will need to submit the corrected Explanation of Medicare Benefits (EOMB) to us directly once claims have been adjusted.

Please contact 1-888-488-9850 with questions.

## Prior Authorizations for Medicare Advantage HMO and HMO-POS plans

Effective September 1, 2018, prior authorization will be required for the following services for Blue Cross and Blue Shield of Nebraska members covered under our Medicare Advantage HMO and HMO-POS plans:

### High Tech Radiology & Cardiac Imaging

- Computed tomography (CT), including CTA
- Magnetic resonance imaging (MRI), including MRA, MRS, MRM, fMRI
- Nuclear Cardiology
- Positron emission tomography (PET)
- Stress Echocardiology (SE)
- Resting Transthoracic Echocardiology (TTE)
- Transesophageal Echocardiology (TEE)

**Radiation Therapy** (Intensity-modulated radiation therapy / stereotactic body radiation therapy)

- Intensity Modulated Radiotherapy (IMRT)
- Stereotactic Radiosurgery (SRS)
- Stereotactic Body Radiation Therapy (SBRT)
- Brachytherapy

- 2D/3D Conformal (EBRT)
- Proton Beam Therapy
- Image Guided Radiation Therapy (IGRT)
- Fractionation in radiotherapy for whole breast, non-small cell lung cancer, and bone metastases\*
- Associated codes including special treatment procedure and physics consult codes\*

*\*Utilization review only*

### Interventional Pain Management

- Epidural Injections (Interlaminar/Caudal and Transforaminal)
- Facet Joint Injections/ Medial Branch Blocks
- Facet Joint Radiofrequency Nerve Ablation
- Implanted Spinal Cord Stimulators
- Regional Sympathetic Blocks
- Sacroiliac Joint Injections

### Spinal fusion

Prior authorization requests will be submitted via the AIM portal at [www.aimspecialtyhealth.com](http://www.aimspecialtyhealth.com).

A letter outlining the process and requirements was mailed to all Medicare Advantage providers in late June.

Please contact 1-888-488-9850 with questions.



# Featured



## Air Ambulances

We want to make sure our members use in-network providers whenever possible. Many times when ambulance services are required, there is not time to determine if a provider is in network; however, there are situations in which (air) ambulance services are medically necessary for a non-emergent transport. \*\*

Below is a current list of contracting (in-network) air ambulances. \*

All hospital-owned air ambulances when the hospital is in-network

- Air Methods Corporation
- AirMed
- Black Hills Life Flight
- EagleMed LLC
- Lifenet Air Medical Services
- LifeTeam
- Med Trans Corporation Air Link
- Medical Air Rescue Co
- Midwest Medical Transport Company (includes all locations in NE and the location in Missouri Valley IA)
- Rocky Mountain Holdings LLC
- Starcare

**\*NOTE:** This list is subject to change.

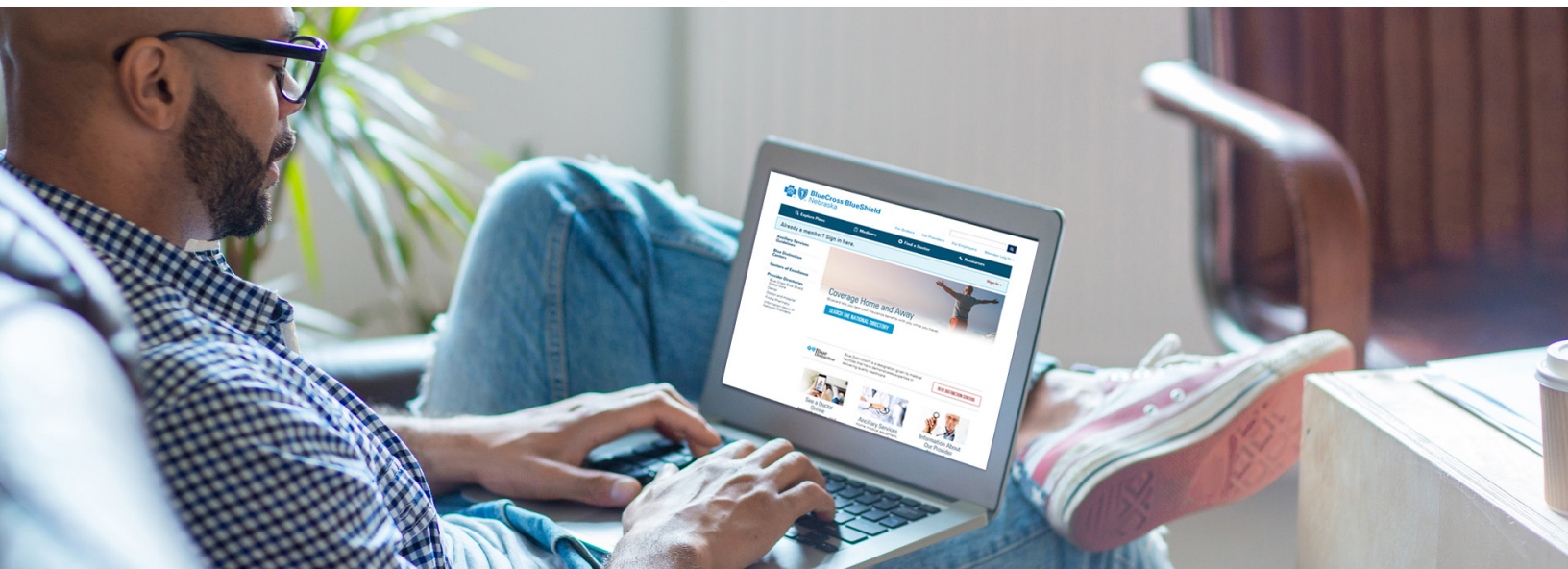
For questions about in-network air ambulance services please contact provider solutions by sending an e-mail to [providersolutions@nebraskabue.com](mailto:providersolutions@nebraskabue.com)

**\*\*REMINDER:** When there is a need for non-emergent air ambulance transport, pre-authorization is required.

# Reminders!

## CPT/HCPCS

When billing for any service(s) or equipment, it is important to use the correct/appropriate CPT/HCPCS codes. Do not use miscellaneous codes when there is an appropriate CPT/HCPCS code for the service(s) or equipment you have provided. This will benefit you by allowing your claim to process more quickly and reduce the likelihood for the need to submit medical records or supporting documentation.

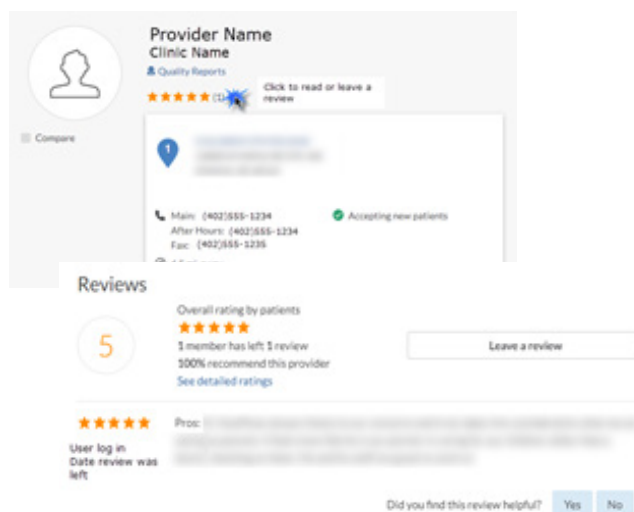


## Consumer Engagement

Word of mouth often helps consumers make purchase decisions, including health care consumers. BCBSNE members can share their patient experiences. They can also read other members' recommendations to help them choose where to get the best care.

To find a review, the member (or provider) will enter a provider's name in the [Doctor Finder tool](#) on nebraskablue. Click on the doctor's name to learn more about him or her. Anyone can look at reviews that have been submitted.

To leave a review, **members must first sign into their BCBSNE member account**. They will then look up the provider and click on "Rate this Doctor." Members are asked if they (or someone in their family) have had a face-to-face visit with the physician. If they indicate they have, they can then leave a review. If they indicate they have not, they are asked to return after their face-to-face visit.



➤ For questions or additional education on how this tool works, please contact Provider Solutions.

Email: [providersolutions@nebraskablue.com](mailto:providersolutions@nebraskablue.com)

Call: 800-821-4787 option 4