

Update is a provider newsletter that contains up-to-date information about Blue Cross and Blue Shield of Nebraska (BCBSNE) for health care providers that is published online every other month. It also offers important details for BlueCard® providers and about the Federal Employee Program (FEP). 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.

Find each issue online in the Provider section at: NebraskaBlue.com/Providers.

To request permission to reprint the material published in this Update for any other purpose, you must email the editor, Loraine Miller, at:

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If you would like to receive an email each time a new issue of this newsletter is posted on the website, go to NebraskaBlue.com/Update. 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 Happening Now



Check our [Happening Now](#) page for current information and updates.

As of the publication of this newsletter, topics published in August and September include:

- UPDATE: Additions to the PLB segment
- Allowed amounts on the 835
- Vaccines and NDC numbers
- Corrected claims, adjustments and reconsideration information



COVID-19

For up-to-date information on our COVID-19 policies, check our [COVID-19 page](#).

As of the publication of this newsletter, articles published in August and September include:

- Waiving member cost-share for COVID-19 treatment
- COVID-19 and telehealth
- COVID-19 testing and treatment referral

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Provider Characteristics – Telehealth

A future enhancement to our provider directory will help our members easily identify providers who offer telehealth services.

When submitting credentialing information on your providers, please note if any of the providers fall under this provider characteristic:

6E This provider offers telehealth services

For the complete list of Health Care Provider Characteristics Codes, visit the [National Uniform Claim Committee website](#).

Risk Adjustment: Documenting Pediatric Hierarchical Condition Categories

Chronic conditions in children include health problems that last over three months, affect day-to-day activities and in some cases require hospitalization and/or extensive medical care. Depending on the diagnosis and its complexity, many medical conditions experienced in childhood may last into adulthood.

When seeing pediatric members for annual well-child visits, be sure to include all chronic conditions that affect care and medical decision making, as well as any additional related conditions that may exist.

Be on the lookout



A few examples of pediatric chronic conditions that are critical to document in the medical record and vital to report active management, evaluation, assessment or treatment of at each visit include:

- Diabetes (capture all manifestations)
- Asthma
- Cerebral palsy
- Epilepsy
- Sickle cell anemia
- Congenital heart problems (unless corrected, code for life)
- Cystic fibrosis
- Depression
- Cancer - leukemia
- Obesity/BMI
- Spina bifida

Asthma

Asthma is one of the most common childhood conditions.

Please be specific and include the following in documentation:

- Frequency: Intermittent or persistent
- Level of severity: Mild, moderate or severe
- Medications prescribed
- Exacerbation or decompensation
- Contributing environmental factors

Depression

Depression in children, pre-teens and teenagers is a condition that is often overlooked or even misdiagnosed, attributing certain behaviors to the ups and downs of teenage years or the result of puberty. Overwhelming personal and social issues with children and their parents must be addressed and documented.

Please be specific and include the following in documentation:

- Depression: Ongoing or in remission
- Frequency: Specify as single episode of depression or recurrent depression
- Level of severity: Mild, moderate or severe/major
- Medications prescribed
- Referrals to specialists or therapists

As a health care professional, even if you are not personally treating the member for a specific chronic condition (which may be treated by a specialist), your documentation can help support active monitoring of these common childhood chronic conditions.

Reminders



Blue Cross and Blue Shield: Medical Policies

Medical policies serve as guidelines for health care benefit coverage decisions, which vary according to the different BCBS plans.

To view the medical policy that applies to your patient, please obtain their medical policy information by visiting the Medical Policy and Pre-Certification/Pre-Authorization Information for [Out-of-Area Members page](#). Submit the member's prefix to be directed to their plan's medical policy page.



BCBS: COVID-19 Policies

As a system of 36 independent, locally operated companies, each BCBS plan has its own response to COVID-19.

Access specific information on how a plan is responding to COVID-19 through the [BCBS Association website](#). You can find COVID-19 updates specific to each plan by clicking on the map.

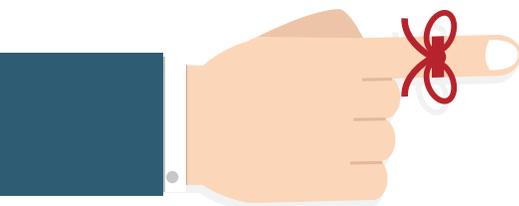


Medicare Advantage

Blue Cross and Blue Shield of Nebraska offers Medicare Advantage plans under two prefixes: YMAN and Y2MN.

For questions regarding eligibility, benefits and claims, please call the Medicare Advantage provider customer service team at 888-505-2022.

For more information on Medicare Advantage, please access the [Medicare Advantage Policies manual](#).



REMINDER

Medicare Advantage has its own Update newsletter from BCBSNE, published on opposite months of this Update. Read the **Medicare Advantage newsletter**.