



Fall Regional Provider Meeting

October 2018



An Independent Licensee of the Blue Cross and Blue Shield Association


Welcome to the Conference

- ✔ Welcome – Dr. Joann Schaefer
- ✔ NebraskaBlue Demonstration
- ✔ NaviNet Demo
- ✔ Appeals
- ✔ Medicare Advantage
- ✔ 2019 News
- ✔ Closing



NebraskaBlue.com Demo

Provider Executive II Team (PRMs)

**BlueCross BlueShield**
Nebraska



[For Brokers](#) [For Providers](#) [For Employers](#) [Member Log In »](#)

 [Explore Plans](#)  [Medicare](#)  [Find a Doctor](#)  [Resources](#)

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Alerts and Newsletters

- Alerts
- Dental Newsletter
- Medicare Advantage Newsletter
- Provider Newsletter

Care Management


Check Claim Status

Contacts for Providers

Credentialing

Electronic Data Interchange EDI
NEBLUEconnect


Forms for Providers
Interqual SmartSheets



News, Alerts and Events

Latest from you BCBSNE Provider Relationship Team

[ALERTS & NEWS](#) [WEBINARS](#) [CONTACT US](#)


 **NaviNet**

Check claims status instantly, see member benefits, eligibility and remittance advice.

[LAUNCH NAVINET](#)

NaviNet Demo

Emily Tracy, Manager, Provider Services Support



Sign In

Username:

Password:

Sign In

[Forgot your password?](#)

[Forgot your username?](#)

Getting Started with NaviNet

[Trouble Logging In?](#)

[Sign Up](#)


[What Plans Participate?](#)

AllPayer Access: Connect with 750+ Plans


Re-Save Bookmarks

New IVR Message


Discontinued Support of Windows Vista



Important Information
We recently made some updates that might cause an error to render when accessing old bookmarks.
To avoid this, please navigate to the page you would like to bookmark and re-save it.



NaviNet is ICD-10 compliant. For information regarding plan-specific implementation of this federal mandate, please refer to plan-supplied documentation or visit the plan's website for details.



Are You In The Loop?
Make sure you don't miss out on our important updates. Update your email address today by logging in and going to **My Account** and clicking **About Me** to receive important updates and information.

Are You Sharing Login Credentials?
HIPAA guidelines prohibit users from sharing login information. If you are sharing login credentials, please contact your NaviNet Security Officer to be added as a user. Don't know the name of your Security Officer? Log in and go to **My Account** and click **My Security**. There is no additional charge for adding users.

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NaviNet is a product of NantHealth, an independent company providing electronic provider-payer tools and services for Blue Cross and Blue Shield of Nebraska. NantHealth and Navinet are solely responsible for their services.

4

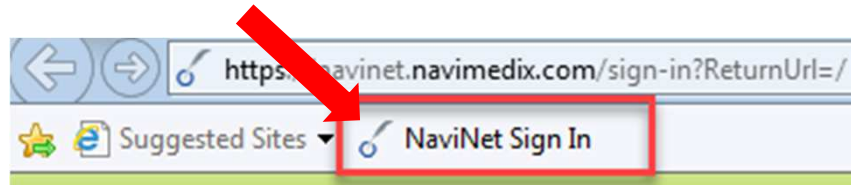
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Best Browser Practices for NaviNet

1. User Name and Password: don't store them!

2. Bookmarks: don't use them!



3. Is Your Browser Up To Date and Compatible With NaviNet?

(Check our Help page for assistance with this)

4. Is Your Browser Optimized?

(Check our Help page for assistance with this)

5. No Handheld Devices



Signing In to NaviNet for the First Time

Check List

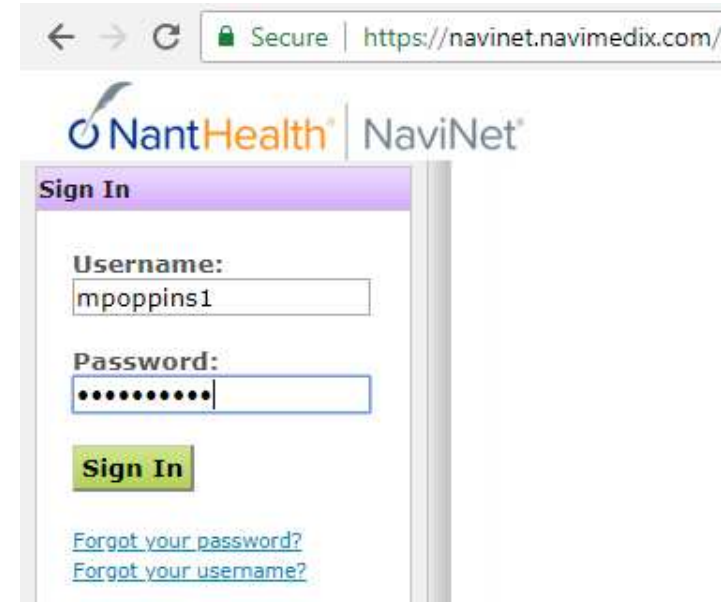
Two Emails From NaviNet: User Name and Temp Password

Not Received? Check Junk/Spam

Have Handy When Logging In!

How To Sign In

1. <https://navinet.navimedix.com>
2. Username
3. Temp Password
4. Click "Sign In"



The screenshot shows a web browser window with the address bar displaying "Secure | https://navinet.navimedix.com/". The page header features the "NantHealth" logo and "NaviNet". Below the header is a "Sign In" section with a purple header bar. It contains two input fields: "Username:" with the text "mpoppins1" and "Password:" with masked characters ".....". A green "Sign In" button is positioned below the password field. At the bottom of the sign-in section, there are two links: "Forgot your password?" and "Forgot your username?".

Potential Login Issues

1. Forgotten Password
2. Forgotten User Name
3. Username Is Disabled
4. Username is Deactivated
5. Error: 'NaviNet interface failed to load properly'

Sign In

[Forgot your password?](#)
[Forgot your username?](#)

Eligibility and Benefits Search Criteria

4 Required Fields

Member ID

✕ Member ID is required.

Last Name

✕ Last Name is required.

First Name

✕ First Name is required.

Date of Birth

✕ Required.

How To Run Eligibility and Benefits

Eligibility and Benefits: Patient Search

Member ID

YEDH3456789

Last Name

White

First Name

Snow

Date of Birth

02/04/1938

Date Of Service

09/12/2018




1. Enter data in required fields

2. Click “Search”

 Reset Search Fields

Search


Eligibility and Benefits Patient Details Page

 NantHealth | NaviNet | [Home](#) | [Help](#) | [Contact Support](#) | [Feedback](#)


Workflows | Administration

[Back to Patient Search](#) | Eligibility & Benefits: Blue Cross and Blue Shield of Nebraska

Page viewed: 09/12/2018



Eligibility and Benefits for **Snow White**
Female born on 02/04/1938 [View Patient Details](#)

Blue Cross and Blue Shield of Nebraska  No additional payer information on file [View/Print](#)

Active as of 09/01/2010 Member ID: YEDH3456789 Group: Princess Service Date: 09/12/2018

INSURANCE DETAILS	PRIMARY CARE PROVIDER
Product: Fairy Tale Classic	
Type: Preferred Provider Organization (PPO)	

Benefits

Health Benefit Plan Coverage

Abortion

Ambulatory Service Center Facility

Anesthesia

Health Benefit Plan Coverage

Plan Date: 09/01/2018 to 12/31/9999

	In-Network:	Out-of-Network:
Deductible:	\$1,800 per Calendar Year	\$3,600 per Calendar Year

★ Set as default benefit view

Claim Status Search Criteria

5 Required Fields

Billing Entity

✖ Required.

Member ID

✖ Member ID is required.

Last Name

✖ Last Name is required.

First Name

✖ First Name is required.

Date of Birth


✖ Required.



How To Run Claim Status Inquiry

Claim Status: Search

[Reset Search Fields](#)

Billing Entity
7 Dwarfs Happy Therapy 

Patient Details


Member ID
YEDH3456789


Last Name
White

First Name
Snow

Date of Birth
02/04/1938

Claim Status Details

Service Start
06/14/2018 

Service End
09/12/2018 

Claim ID
Optional


1. Enter data in required fields
2. Click “Search”

[Reset Search Fields](#)

Search



Claim Status Details Page

 NantHealth

[NaviNet](#) | [Home](#) | [Help](#) | [Contact Support](#) | [Feedback](#)


Workflows ▾ | Administration ▾


[Back to Claim Status Search](#) | Claim Status: Blue Cross and Blue Shield of Nebraska

Claim Status Details

Snow White

Born on 02/04/1938

 View/Print

 Pending (Claim Status as of 09/17/2018)

Claim ID:181234567800

Service Dates: 08/30/2018 to 08/30/2018

The claim or encounter is in the adjudication system. Awaiting next periodic adjudication cycle.

ADDITIONAL DETAILS
Patient a/c: Red Bow

INSURANCE DETAILS
Blue Cross and Blue Shield of Nebraska
Member ID: YEDH3456789

BILLING ENTITY
7 Dwarfs Happy Therapy

Total Billed:

Total Paid:

\$100.00

\$0.00

Claim Status Details Page: Claim Number

The screenshot shows the NantHealth NaviNet interface. At the top, there's a navigation bar with 'NantHealth', 'NaviNet', and links for 'Home', 'Help', 'Contact Support', and 'Feedback'. Below this is a blue header with 'Workflows' and 'Administration' dropdowns. A breadcrumb trail reads '< Back to Claim Status Search | Claim Status: Blue Cross and Blue Shield of Nebraska'. The main content area is titled 'Claim Status Details' for 'Snow White' (Born on 02/04/1938). A status bar indicates 'Pending (Claim Status as of 09/17/2018)'. The claim ID '181234567800' is highlighted with a red circle. Below the ID, a note states: 'The claim or encounter is in the adjudication system. Awaiting next periodic adjudication.' A red arrow points from the text 'Claim ID:181234567800' in the adjacent text block to the circled ID in the screenshot.

BCBSNE claim numbers are always
12-digits
beginning in a two-digit year
and ending with a two-digit suffix

Claim ID:181234567800

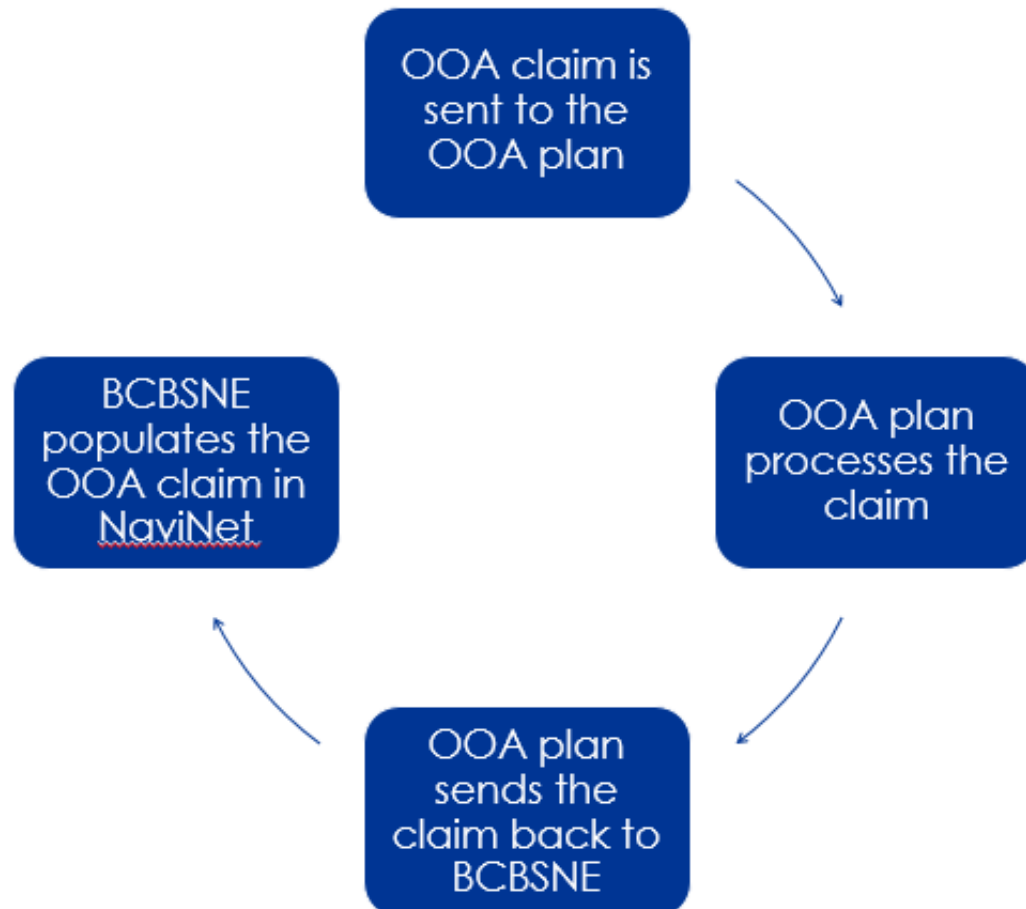
If the claim number
returned does not meet this
criteria,
you are seeing another
Blues plan's claim number.

Out Of Area Claim IDs

Claim ID:5123456WH7891 00


Claim ID: 2632017123456700

Out-of-Area (OOA) Claim Life Cycle



1. BlueCard claims are all OOA.
2. OOA claims are not processed by BCBSNE.
3. Questions must be directed to the home BCBS.

Claim Status Search: Common Errors

 NantHealth® | NaviNet®[Home](#) | [Help](#) | [Contact Support](#) [Feedback](#)

Workflows ▾ | Administration ▾

[← Back to Blue Cross and Blue Shield of Nebraska](#) | Claim Status: Blue Cross and Blue Shield of Nebraska

Claim Status: Search

✖ The claim/encounter can not be found in the adjudication system. Subscriber and policy number/contract number not found.

Billing Entity

7 Dwarfs Happy Therapy (1234567890) ✖

There are valid reasons why you may receive a “claim not found” message on a claim that was accepted. BCBSNE Member Services can identify these. If no valid reason is found, BCBSNE Member Services will work with EDI to determine the cause and any possible fixes.

Claim Status Search: Common Errors

NantHealth® | NaviNet® Home | Help | Contact Support [Feedback](#)

Workflows ▾ | Administration ▾

[Back to Claim Status Search](#) | Claim Status: Blue Cross and Blue Shield of Nebraska

Claim Status Details | **Snow White**
Born on 02/04/1938

[View/Print](#)

⌚ Received (Claim Status as of 03/07/2017) Claim ID: 18257*****00 Service Dates: 06/01/2016 to 03/07/2017

The claim/encounter has been received. This does not mean that the claim has been accepted for adjudication. Returned to Provider.

If the claim status indicates that the claim has been returned to provider, you will need to email BCBSNE Member Services for a copy of the return letter. These are not currently available on NaviNet.

How To Reach BCBSNE For Claim Assistance

- Customer Service should be emailed for any questions regarding the claim status returned by filling out the form at <https://www.nebraskablue.com/contact>
- Include as much detail as possible
 - The exact search criteria used
 - The exact status or error message that was returned
- If you received a “claim not found” error, make sure to check your Claims Confirmation Report prior to emailing
 - Make sure to confirm this step in your email

Claim ID:234567WTEST
Claim Trace ID:1987654321
PATIENT:DOE, JOHN A
Service Date:10/20/2015
Claim Status:Good

CLAIM Amount:\$62.80
PATIENT ID:YED123456789

- Customer Service will work with EDI regarding any abnormal or incorrect responses, so you do not need to contact multiple departments



How To Reach BCBSNE For Claim Assistance

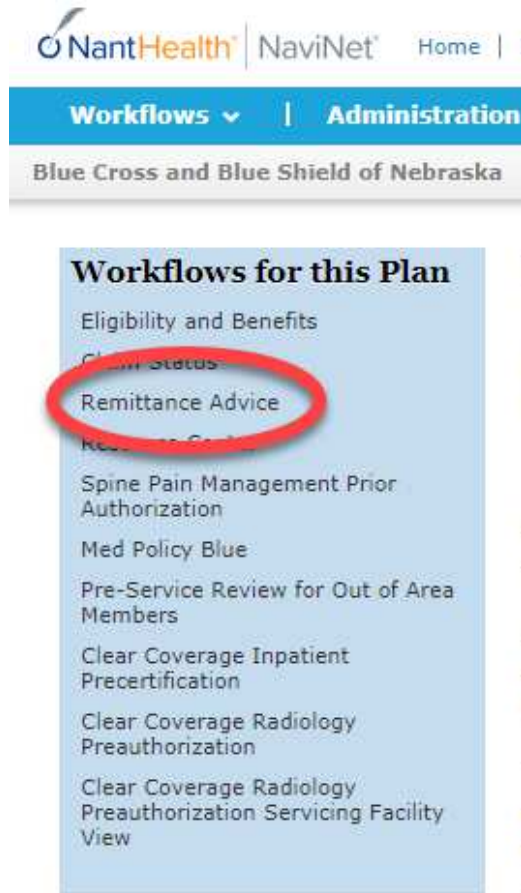
- EXCEPTION: If the below error is received, please notify the EDI team at EDISupport@nebraskablue.com or 888-233-8351 Option 3
 - This is an indication of a possible system outage

Claim Status: Search

✖ We are unable to process your request at this time. Please try again later.

- Please do not contact NaviNet directly for claim status questions
 - They do not have access to claims history
 - This can cause delays in receiving a response

Remittance Advice Inquiry



This transaction allows you to find, display and print real-time, detailed checks/EFTs and the details of the underlying claims that have been adjudicated for Blue Cross and Blue Shield of Nebraska members.

Remittance Advice Inquiry Search Options/Rules

NantHealth® NaviNet® Home | Help | Contact Support | Feedback

Workflows ▾ | Administration ▾

Blue Cross and Blue Shield of Nebraska | Remittance Advice Inquiry | Remittance Advice Search

Remittance Advice Inquiry

*Required fields

*Search Type:

☒ Payment Date

☐ Check/EFT Number/V-Card Number

Provider Information

*Billing Provider:
7 Dwarfs Happy Therapy 1234567890 ▾

Servicing Provider:
Doc - 234567890 ▾

Claim Information

*Payment Date From:
08/01/2018 📅

*Payment Date To:
09/18/2018 📅

Search **Clear**

1. Payment Date OR
2. Check/EFT Number/
V-Card Number

Search Criteria Rules

You can search for remittance advice by payment date or check/EFT number. The table below outlines the required fields for each search:

Search Type	Required Fields
Payment Date	<ul style="list-style-type: none">• Billing Provider• Payment Date From• Payment Date To
Check/EFT Number	<ul style="list-style-type: none">• Billing Provider• Check/EFT Number

Remittance Advice Inquiry: Access PDF

NantHealth NaviNet Home | Help | Contact Support Feedback

Welcome, ▾

Workflows ▾ | Administration ▾

Blue Cross and Blue Shield of Nebraska | Remittance Advice Inquiry | Remittance Advice Search

Print BlueCross BlueShield Nebraska

Remittance Advice Inquiry

[Show Search Criteria](#)

Click on a Check/EFT Number/V-Card Number below to view the remittance and subsequent claim details. The 835 data can also be exported to a TXT file by clicking the Download link.

Check/EFT Number/V-Card Number	Number of Claims	Payment Method	Payment Date	Total Charge Amount	Payment Amount	Download 835 File
43200001	5	EFT	07/05/2018	\$475.00	\$365.78	Download
43200020	8	EFT	07/12/2018	\$760.00	\$592.96	Download
43200300	1	EFT	07/19/2018	\$95.00	\$72.87	Download
43204000	3	EFT	07/26/2018	\$285.00	\$225.00	Download

Click on the number on the far left to access the PDF

Remittance Advice Inquiry: Access PDF or 835 file

NantHealth NaviNet Home | Help | Contact Support Feedback

Welcome, ▾

Workflows ▾ | Administration ▾

Action Items Activity

Blue Cross and Blue Shield of Nebraska Remittance Advice Inquiry Remittance Advice Search Remittance Advice Detail

Remittance Advice Detail

Print BlueCross BlueShield Nebraska

Remittance Advice Information

Check/EFT Number/V-Card Number:	43200001	Number of Claims:	5
Payment Method:	EFT	Payment Date:	07/05/2018
Payment Amount:	\$365.78	Charge Amount:	\$475.00

[Download 835 File](#)

Click the Claim Number below to view the claim detail. In order to view the detail for multiple claims at once, create a PDF by clicking on the check boxes and then click the View PDF for Selected Claims button.

<input type="checkbox"/>	181234567800	Red Bow	1234567890	White, Snow	YEDH3456789	06/21/2018	\$72.87
<input type="checkbox"/>	181234678800	Red Bow	1234567890	White, Snow	YEDH3456789	06/25/2018	\$72.87
<input type="checkbox"/>	181234789800	Red Bow	1234567890	White, Snow	YEDH3456789	06/28/2018	\$72.87
<input type="checkbox"/>	181234123800	Red Bow	1234567890	White, Snow	YEDH3456789	06/29/2018	\$74.30
<input type="checkbox"/>	181234345800	Red Bow	1234567890	White, Snow	YEDH3456789	07/02/2018	\$72.87

View PDF for Selected Claims Select All Deselect All

Select the specific claim number, "Select All" or download the 835 file.

Remittance Advice Inquiry: PDF Message



NantHealth NaviNet Home | Help | Contact Support [Feedback](#)

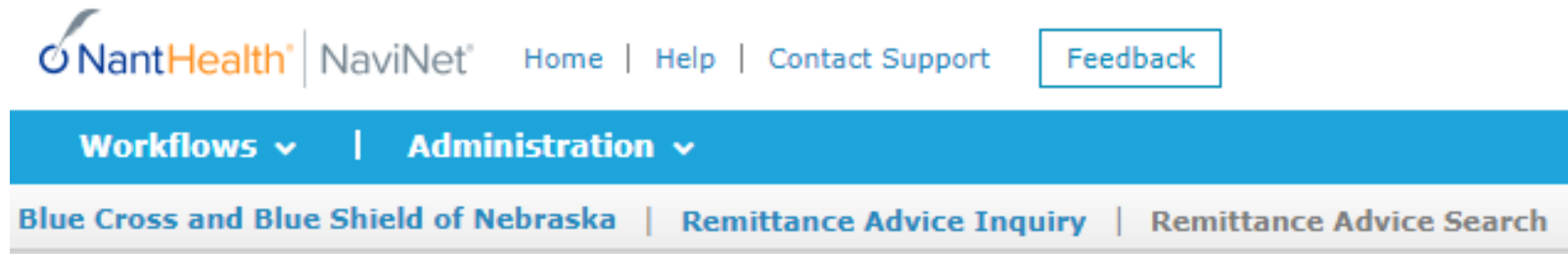
Workflows | Administration

Blue Cross and Blue Shield of Nebraska | Remittance Advice Inquiry | Remittance Advice Search | Remittance Advice Detail | Export PDF

The PDF should appear below in your browser's PDF viewer. Use the PDF viewer's print and/or save features in order to keep this information for your records.

- PDF message will appear just below the Wayfinder
- Use the PDF viewer's print and/or save features to keep the remittance advice claim detail information for your records
- Use the Wayfinder to close the PDF and navigate back to the detail screen

Remittance Advice Inquiry: Error Message



Remittance Advice Inquiry

There was no remittance information found for the search criteria entered.

1. BCBSNE only send remits up to six months old to NaviNet. The provider will need to contact BCBSNE Member Services to get older remits. In general, BCBSNE Member Services can go back three years.
2. If the provider office is located outside of Nebraska, the office most likely have requested their remits to be routed to and issued by their local BCBS so the remits are not sent to NaviNet. End Users need to contact the local BCBS if they want to turn off this routing.

Fee Schedule

Blue Cross and Blue Shield of Nebraska has the ability to send you fee schedules electronically via NaviNet!

Check List

- ☐ Security officer enabled the “Practice Documents” feature for you?
- ☐ Security officer also enabled the Document Category “Financial Report”?
- ☐ Did you attest to your providers?

Fee Schedule: Enable Practice Documents

To enable Practice Documents:

1. On the NaviNet toolbar, select **Administration**, and then click **Manage User Permissions**.



Your NaviNet security officer must enable the “Practice Documents” feature for you.

Fee Schedule: Enable Practice Documents

2. On the **User Search** screen, select the user whose permissions you would like to change, and click **Edit Access**.

User Search

Search for a user. Then, if desired, select a user and click **Edit Access** to change transaction access for that user. [Tell me more...](#)

Last Name:

First Name:

Username:

User Status:

New User?: ☐

Combined User Status: [What is this?](#)

Search

Exit

Clear

☐ Hide Search Criteria After Search

[Hide Search Criteria](#)

Records 1-20 of 46, page: 1 2 3

Edit Access

	<u>Name ▲</u>	<u>Username</u>	<u>Status</u>	<u>Last Login</u>	<u>Status Change</u>	<u>Security Officer?</u>	<u>New User?</u>
<input checked="" type="radio"/>	Poppins, Mary	MPoppins1	Active	05/13/2015	Expires in 25 day(s)		
<input type="radio"/>							

Fee Schedule: Enable Practice Documents

3. On the Transaction Management For User screen, select **NaviNet** in the Plans dropdown and **DocumentExchange** in the Groups dropdown.

Transaction Management for User
Mary Poppins
Username: MPoppins1 Security Officer? No
Office: Neighborhood Health Center
[Go to Office Transaction Management for this office](#)

To change this user's access to a transaction, click **Enable** or **Disable** next to that transaction. If you do not see an **Enable** or **Disable** button, you cannot manage this transaction. [Tell me more...](#)

NaviNet **DocumentExchange** **Enable All** **Disable All**

Plan/Service	Name ▼	Plan	Office	User	Access?	Last Modified	Modified By	
NaviNet	Practice Document Viewer	Enabled	←	←	Enabled			Disable
NaviNet	Practice Document Respond	Enabled	←	←	Enabled			Disable
NaviNet	Practice Document Preview	Enabled	←	←	Enabled			Disable
NaviNet	Practice Document Download	Enabled	←	←	Enabled			Disable

Enable all Practice Document categories

Fee Schedule: Financial Report

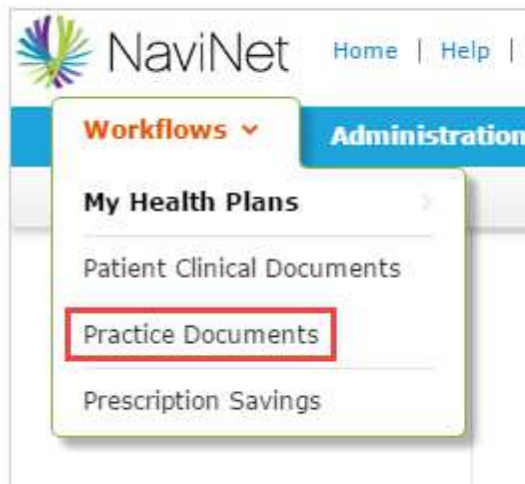
BCBS of Nebraska ▾		All Groups ▾				<button>Enable All</button>		<button>Disable All</button>	
Plan/Service	Name▲	Office	User	Access?	Last Modified	Modified By			
BCBS of Nebraska	Financial Report	←	Enabled	Enabled					<button>Disable</button>



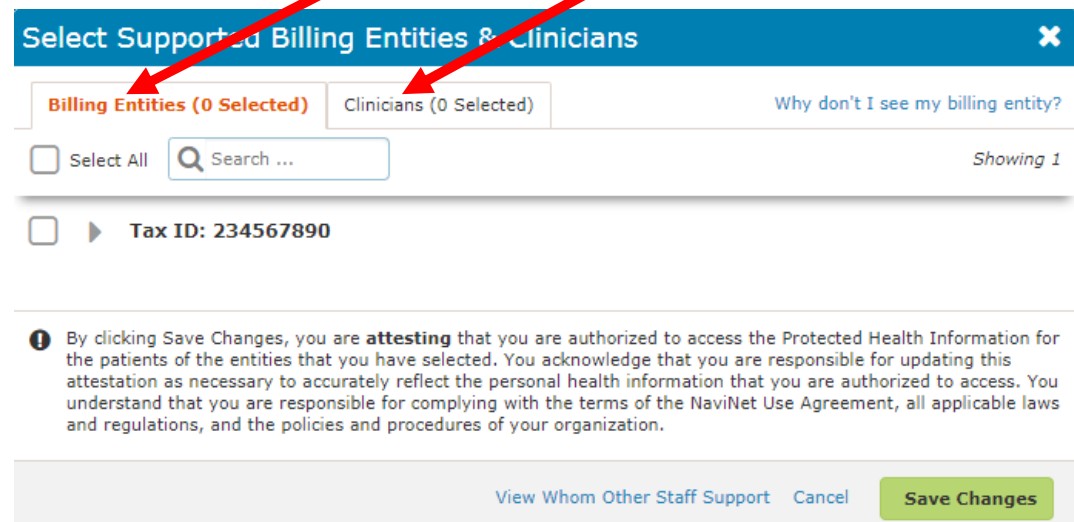
Your NaviNet security officer
must enable the “Financial Report”
feature for you.

Accessing Fee Schedules and Attestation

To access your Fee Schedules, on the **Workflows** menu, click **Practice Documents**.



Attest to **both** Billing Entities and Clinicians

A screenshot of the 'Select Supported Billing Entities & Clinicians' dialog box. Two red arrows point from the text 'Attest to both Billing Entities and Clinicians' to the 'Billing Entities (0 Selected)' and 'Clinicians (0 Selected)' tabs. The dialog shows a search bar, a 'Select All' checkbox, and a list of entities with a 'Tax ID: 234567890'. At the bottom, there is an information icon and a paragraph of text, and buttons for 'View Whom Other Staff Support', 'Cancel', and 'Save Changes'.

Practice Documents Screen

A blue bar and text indicates that a document is unread.

Click a Practice Document row to open that document in the Practice Documents Viewer.

NantHealth® | NaviNet® | [Home](#) | [Help](#) | [Contact Support](#) | [Feedback](#)

Workflows ▾ | **Administration** ▾

Practice Documents

Practice Documents

[View/Print List](#)

Showing 7 of 7 documents Sort by: **Date Received (Descending)** ▾

Filter by

Document Name

Date Received

☐ Unread

Response Status

☐ Awaiting Response

☐ Response Sent

Health Plan





☐ BCBS of Nebraska

Document Category

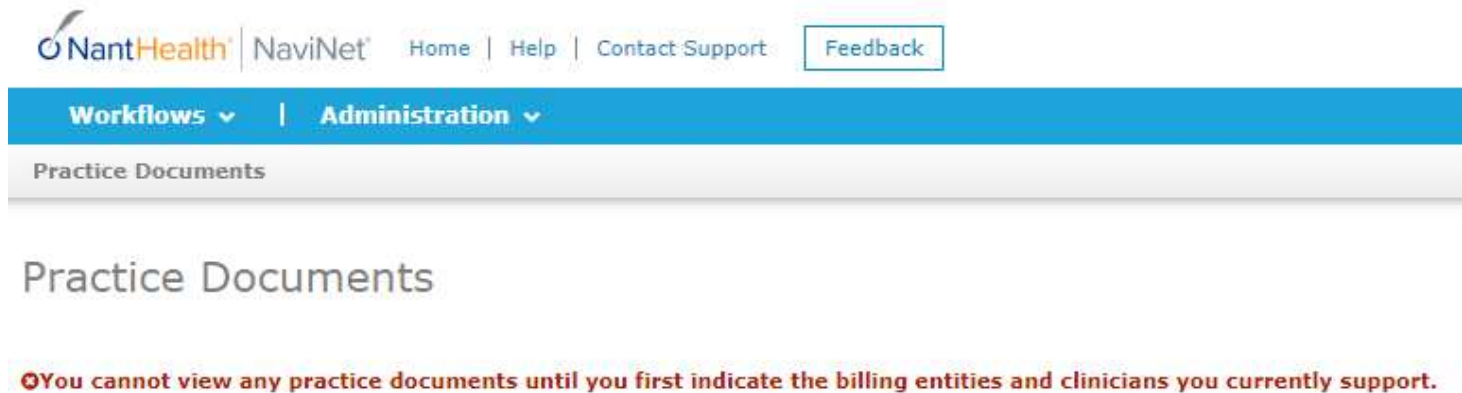
☐ Financial Report

☐ Info Request

☐ Patient Roster Report

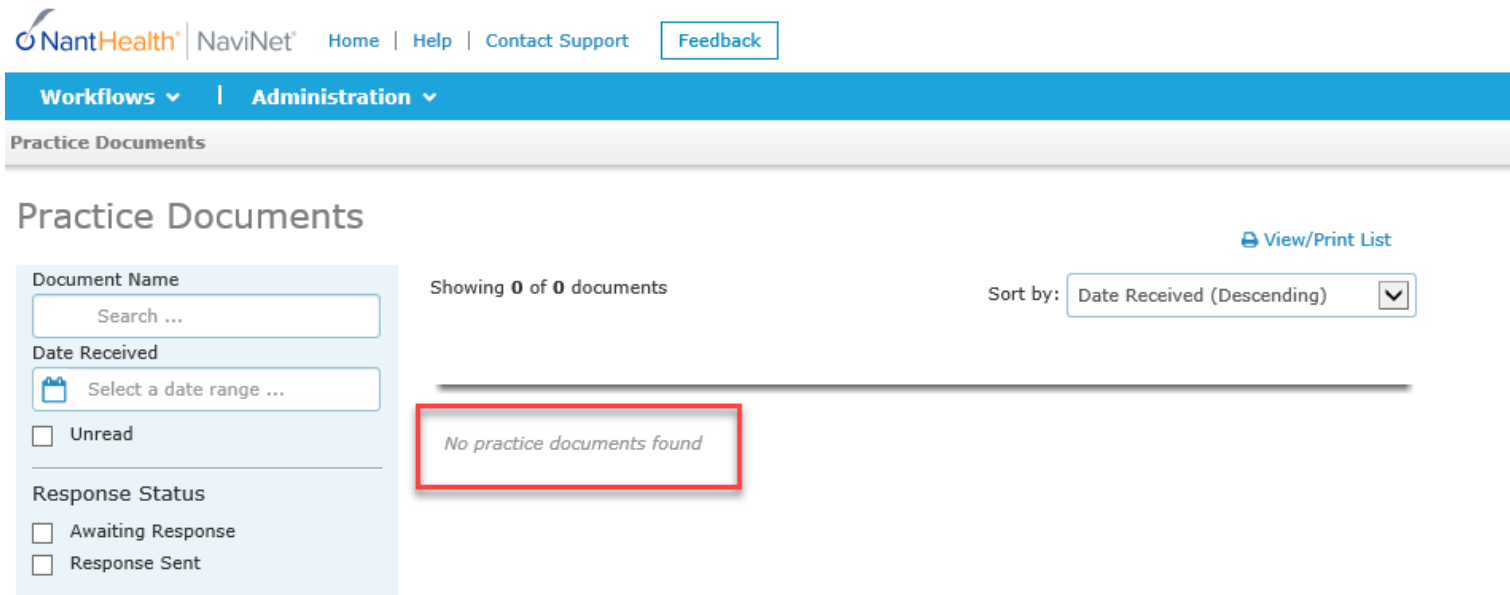
<input type="checkbox"/>	 PPO Mental Health II & Autism Treatments_2018	Financial Report	Tax ID: 234567890	Received: 09/05/2018
		BCBS of Nebraska		Expires: 09/06/2021
<input type="checkbox"/>	 ASPFeeSchedule_3rdQuarter_2018	Financial Report	Tax ID: 234567890	Received: 07/02/2018
		BCBS of Nebraska		Expires: 07/03/2021
<input type="checkbox"/>	 PPO Mental Health II & Autism Treatments_2018	Financial Report	Tax ID: 234567890	Received: 06/15/2018
		BCBS of Nebraska		Expires: 06/16/2021
<input type="checkbox"/>	 ASPFeeSchedule_2ndQuarter_2018	Financial Report	Tax ID: 234567890	Received: 04/11/2018
		BCBS of Nebraska		Expires: 04/12/2021

Common Errors



Does NaviNet have a valid tax ID on file for you?

Common Errors: No Practice Docs Found



The screenshot shows the NantHealth NaviNet interface. At the top, there's a navigation bar with the NantHealth logo, 'NaviNet', and links for 'Home', 'Help', 'Contact Support', and 'Feedback'. Below this is a blue header with 'Workflows' and 'Administration' dropdown menus. The main section is titled 'Practice Documents'. On the left, there's a sidebar with filters: 'Document Name' (search bar), 'Date Received' (calendar icon and date range selector), 'Unread' (checkbox), and 'Response Status' (checkboxes for 'Awaiting Response' and 'Response Sent'). The main content area shows 'Showing 0 of 0 documents' and a 'Sort by: Date Received (Descending)' dropdown. A red box highlights the message 'No practice documents found' in the center of the page.

Chiropractors in Nebraska do all of their credentialing through a company called Secure Care. Chiropractors receive their fee schedules from them.

Chiropractic offices should be referred to Secure Care for all fee schedule needs.



Appeals

Karen Stott, Manager Appeals



An Independent Licensee of the Blue Cross and Blue Shield Association

Appeals

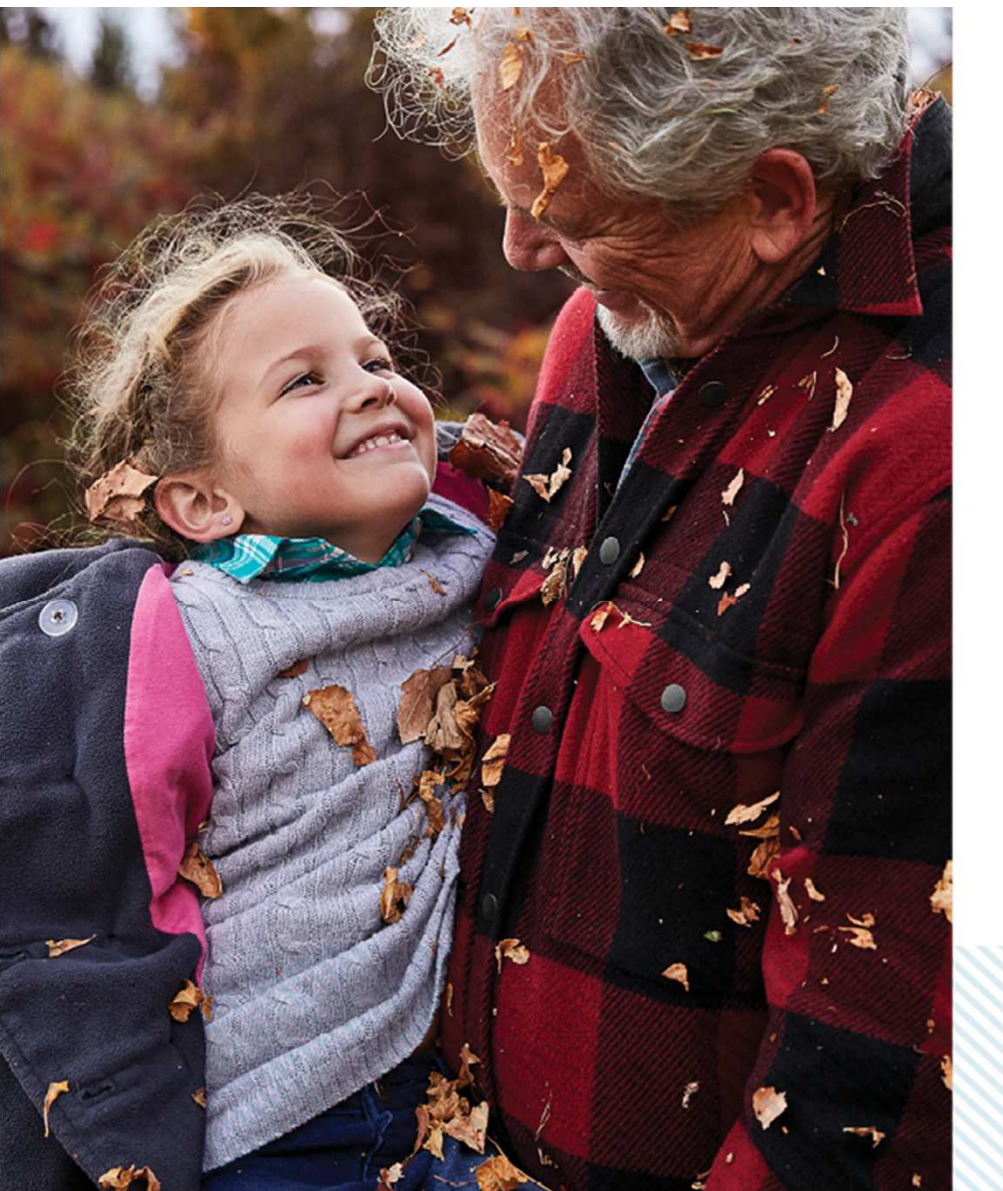
- The Appeals Department is highly regulated and conducts business in a manner consistent with the state and national standards.
 - Nebraska Department of Insurance
 - Department of Labor
 - Utilization Review Accreditation Commission (URAC)
- If there has been an adverse determination, the member and provider have the right to file an appeal. Appeal requests can be received verbally or in writing (fax or email).
 - Not medically necessary denials can be taken verbally over the phone.
 - All other denials must be in writing.
- The address, phone and fax numbers will be included in the preauthorization denial letter or on the claim's EOB (Explanation of Benefits).
- **Types of appeals reviewed:**
 - Prospective (request for treatment)
 - Concurrent (currently inpatient)
 - Retrospective (services already rendered)

Appeals continued

- We offer first and second level appeals if the decisions are a result of medical determination.
 - Not medically necessary denials
 - Experimental / Investigative denials
 - Medical policy related
 - Pharmacy/prescriptions
 - Mental health
 - Inpatient
 - Skilled nursing facilities
- Contractual denials typically only get one appeal.
 - Cosmetic
 - Infertility
 - No preauthorization obtained
 - Payment issues

Appeals continued

- The appeal process and timeliness guidelines vary based on the type of policy that is in effect.
 - Standard appeals can take 15-60 days for completion.
 - Expedited appeals require a 72 hour turnaround time.
 - Expedited appeals include:
 - Life or health of the patient is at risk without requested treatment
 - Patient is in extreme pain
 - Concurrent care
 - Note: Retrospective reviews (claims) are not expedited since services have already been rendered)
- Not medically necessary denials are sent to an independent review organization (IRO) if the physician specialty is anything other than family practice or internal medicine
- Sometimes referred to as a 'specialty match review'
- Decision is based on contract, BCBSNE medical policy criteria, BCBSA medical policy criteria or FEP medical policy criteria



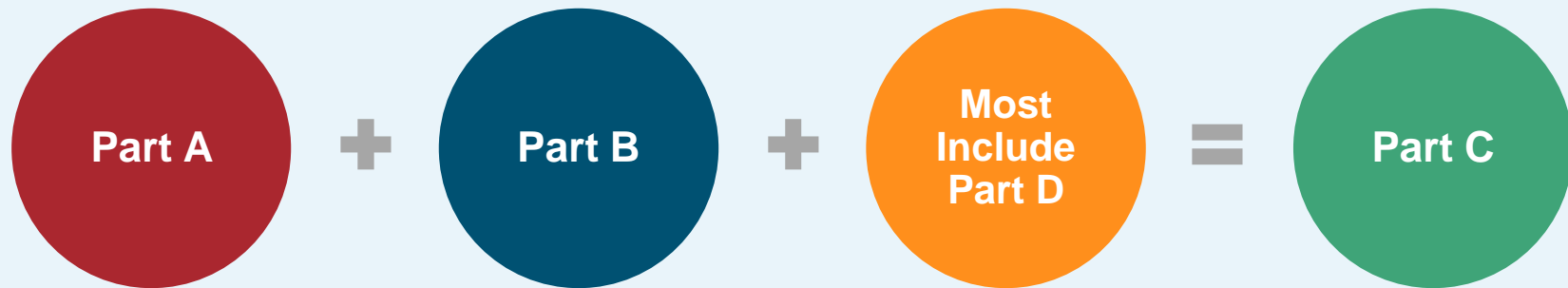
Medicare Advantage

Tom Gilsdorf, Director Medicare Advantage



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Medicare Benefits: Part C



- Premiums are the same regardless of age or health status
- Usually have lower deductibles and copays than traditional Medicare
- Includes a maximum out-of-pocket limit
- Often includes additional benefits
- Offered by private insurance companies

Medicare Advantage Plan Benefits (MA)



**Preventive
benefits**



**Welcome to
Medicare visit**



**Certain immunizations
at \$0 cost**



**Hearing, vision
and dental coverage**



**Annual
Wellness visit**

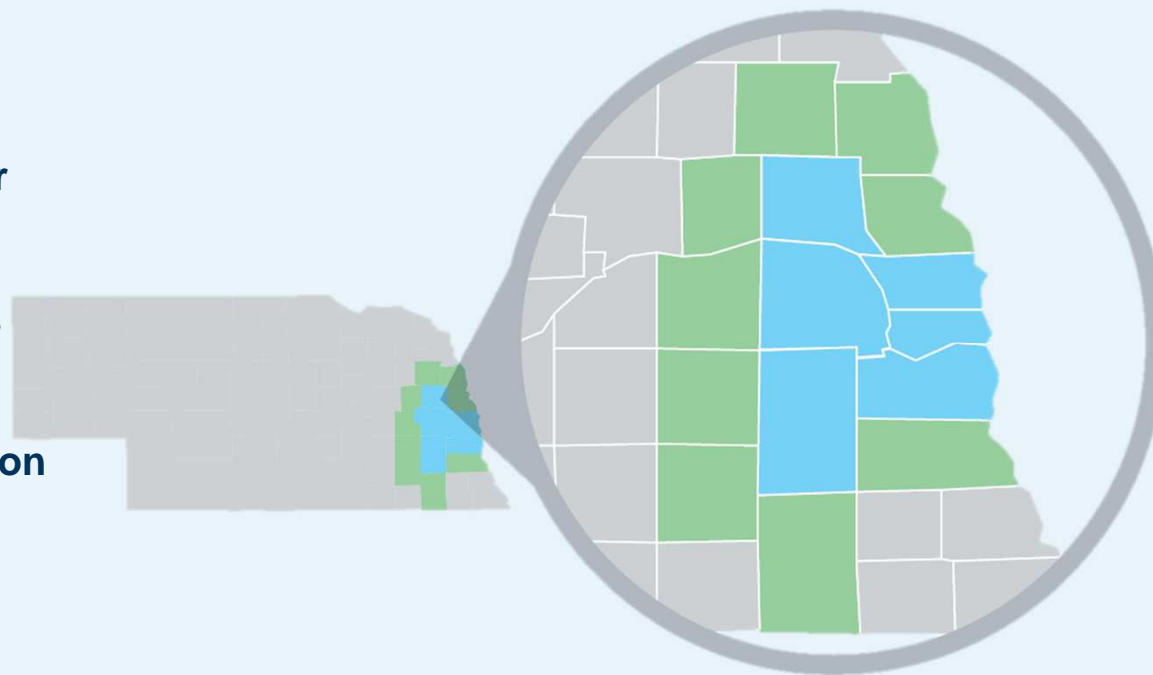


**Cancer
screenings**

EXPANDED MEDICARE ADVANTAGE Service Area for 2019

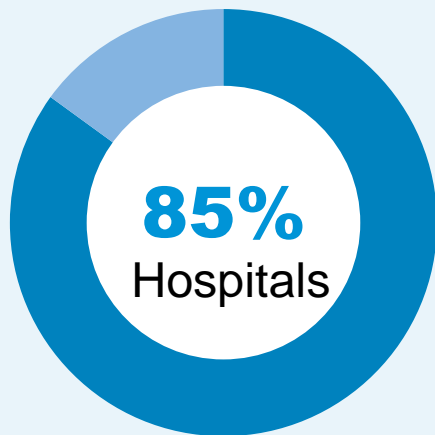
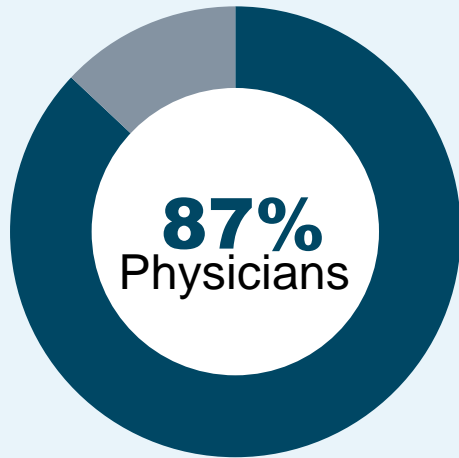
Burt
Butler
Cass
Colfax
Cuming
Dodge
Douglas
Gage

Lancaster
Otoe
Saline
Saunders
Sarpy
Seward
Washington



9
New Counties

15
Total for 2019



Network Strength

6,200

Providers in

13,000

Locations

Source: According to Blue Cross and Blue Shield of Nebraska

Medicare Advantage Initiatives

- STARS
- Medical Record Retrieval
- Member and provider communications
 - Reminders to get care
 - Newsletters
 - Provider Portal



2019 News


Susan Beaton, Vice President Provider Services
& Care Management



An Independent Licensee of the Blue Cross and Blue Shield Association



- New streamlined process for credentialing – our team in the back can answer more specific questions
- Schools Mental Health place of service
- General Health panel 80050 – will be preventative as of January 1, 2019
- Updating policy to state ASC's will not need to send invoices for implant charge <\$100
- New look for NebraskaBlue.com



Nebraskablue.com Redesign

Launching Q1 2019

Coming Soon:

- A modern, mobile-optimized, visually rich content experience
- Streamlined navigation and updated content
- Established web style guide for consistency across sites
- Strong calls-to-action for task completion



Thank you for
joining us