

# AAHAM

2021 Spring Meeting



# Agenda

- 01 **Introduction**
- 02 **COVID-19 and Telehealth**
- 03 **Happening Now**
- 04 **New Preauthorization Tool**
- 05 **Networks**
- 06 **Subrogation**
- 07 **Recoupments**
- 08 **Questions**

# COVID-19

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BCBSNE led the way in assisting providers during the pandemic



- A COVID-19 page was developed for providers with up-to-date information and links to CMS and other resources.
- [NebraskaBlue.com/Providers/COVID-19](https://NebraskaBlue.com/Providers/COVID-19)

Some of the current topics include:

- COVID-19 and Telehealth
- Preauthorizations – approval dates extended an additional 6 months upon request
- FEP and Telehealth

# COVID-19 and Telehealth

- ✓ Member cost shares will continue to be waived for all in-network telehealth visits directly related to a COVID-19 diagnosis through July 19, 2021
- ✓ For all other covered telehealth services, normal plan cost shares apply
- ✓ COVID-19 page contains information on provider types and codes that can be billed for telehealth
  - ✓ Telehealth is always being reviewed
  - ✓ Keep watching the COVID-19 page for updates to this policy
- ✓ Due to the ever-changing status of COVID-19, BCBSNE continues to research and make retroactive changes as they apply



# Happening Now

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Happening Now is an important part of our communication

- 1 The link is located on the BCBSNE website at <https://www.nebraskablue.com/Happening-Now>
- 2 Some of the current topics include:
  - Reconsideration forms and corrected claims
  - Vaccines and NDC numbers
  - Provider Level Adjustments
- 3 Check Happening Now OFTEN

# Enhanced Preauthorization Tool – January 2021

Available on NaviNet

## ► Improving Experience

- User-friendly dashboard
- Faster/more consistent responses to requests
- Better communication
- Well-respected clinical guidelines
- Add text/image documentation to support requests
- View status of your requests at any time
- Conveniently search, view, sort, print and evaluate your requests
- Data is available in condensed or expanded views
- Tax ID/NPI driven; easier to find requests

## ► Improving Speed and Accuracy

- Reducing staff time
- Eliminating manual errors
- Automated to instantly authorize routine requests
- Flag those that need further medical review
  - UM managers will receive supportive notes/documents/images in the initial request
- Eliminate the rounds of back-and-forth communication
- Faster turnaround times

# Networks

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- Network BLUE
  - Network BLUE is our statewide network
- Premier Select BlueChoice
  - The Premier Select BlueChoice network features Nebraska Methodist Hospital System and Nebraska Medicine
  - This regional network is available to groups headquartered in Omaha, Lincoln and the surrounding communities in ZIP codes starting with 680, 681, 683, 684 and 685
- Blueprint Health
  - Our Blueprint Health network features CHI Health and other providers and facilities in Nebraska and contiguous counties in Iowa
  - This regional network is available to groups headquartered in Omaha, Lincoln and the surrounding communities in ZIP codes starting with 680, 681, 683, 684 and 685, as well as Adams, Buffalo, Hall, Kearney and Phelps counties
  - All other Nebraska providers are out of network
- Medicare Advantage
  - Plans available:
    - PPO (prefix Y2M)
    - HMO and HMO-POS (prefix YMA)
    - Medicare Advantage policy and procedure manual
  - Customer Service: 888 505-2022

## Why do I submit a claim to BCBSNE if liability coverage is available?

- As a network provider, you have agreed to file all claims to BCBSNE for services provided to our member and to accept the contracted amount as payment in full
- If a covered benefit involves claims that are a result of an accident, the claims, including accident information, must be submitted to BCBSNE
- If a claim is submitted past the applicable timely filing limit, no payment will be available
- If a patient requests that services be filed to their auto carrier only, the services must still be submitted to BCBSNE

## If another party is responsible, can I bill up to billed charges?

- If a provider requires a patient to pay billed charges for a service that is covered under their health plan, the patient loses the benefit of having health coverage and the contracting provider is in breach of contract
- As a network provider, you have agreed to accept the contracted amount as payment in full

If you have questions, please contact our Subrogation department at 402 390 1847 or 1 800 662 3554

# Subrogation

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Subrogation allows an insurer to legally pursue a third party that caused insurance loss to the insured

This allows one party (Blue Cross and Blue Shield of Nebraska) to make a payment that is owed by another party (the auto carrier, homeowners insurance, etc. ) and then collect the money

# Recoupment

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## Provider Recoupments, 835 and EOP

- Recoupment offsets will display immediately
- Recoupment offsets will not happen for a minimum of 30 days after notification
- When money is deducted from a future payment, it will be important to reference the previous 835/EOP for details
  - See the **Provider Level Adjustments** document on Happening Now for more information
- Once a claim has been adjusted/voided, the adjustment/void and the offsetting of the recoupment will be reflected in the next 835 and/or EOP

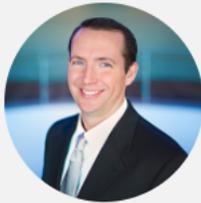
## FEP Recoupment

- FEP claims will offset immediately
- Partial recoupments will also take place

For more information, please see the **Guide to Understanding Adjustments** the document is titled Provider Level Adjustments on Happening Now

# Your Provider Executive (PE) Team

Additional information available on <https://www.nebraskablue.com/Provider-Contacts>



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# Virtual Meetings

- Due to the pandemic, on-site office visits are not occurring
- Your PE is available for virtual meetings
- PE's are available to set up a phone call via Microsoft Teams
- We can use these virtual meetings in the same manner as we did the in-person visit
- Please contact your PE to schedule a visit
- Specific contact information can be found on <https://www.nebraskablue.com/Provider-Contacts>





# Alerts Updates and the Biweekly News Blast

- Stay up-to-date on the latest updates and/or changes
- The Update newsletter serves as an amendment to your provider agreement and contractual relationship
- Please file each issue received and keep it with your policies and procedures manual
- You can download and/or sign up for the newsletter here: <https://www.nebraskablue.com/Provider-Update>
- PEs send out a biweekly email blast. Please reach out to your PE to be added to the “blast” list

# Questions?

Thank you for your time!

