

August 2001



# Update

The bimonthly newsletter for health care professionals from Blue Cross and Blue Shield of Nebraska  
Visit our website, [www.bcbsne.com](http://www.bcbsne.com), today!

## Workshops

Have you signed up yet for one of the **Healthcare Heroes** meetings coordinated by BCBSNE's Electronic Commerce Department?

If not, call the Registration Hotline at **402-390-1843!**

Agenda: HIPAA ideas, general BCBSNE info., Medicare A & B Update, eCHO, ProPar, etc.!

## BCBSNE's Update Newsletter Wins APEX 2001 Award of Excellence!

### provider community

We're excited to announce that BCBSNE has been awarded the APEX 2001 Award of Excellence in the *Newsletters - Online* category for our work on the *Update* provider newsletter.

Apex 2001 — the 13th Annual Awards for Publication Excellence — is an international competition that recognizes outstanding publications from newsletters and magazines to annual reports, brochures and websites.

The field of competition included writers, editors, publications staff as well as business and nonprofit communicators. The contest is sponsored by Communications Concepts, Inc., publishers of business communications reports, including *Writing That Works*, a subscription

monthly for professional communicators, and special reports on topics such as *Writing for the Web*.

In the 13th Apex Awards, awards were given in 97 communications categories, in 11 main categories including: newsletters; magazines and journals; magapapers and newspapers; annual reports; brochures, manuals and reports; video and electronic publications; Web and intranet sites; campaigns, programs and plans; writing; design and illustration; and special publications.

According to the APEX 2001 judges, "The awards were based on excellence in graphic design, editorial content and the success of the entry in achieving overall communications effectiveness and excellence."

## CPT Code 50590

### provider community

Effective 07/01/01, the base units on CPT Code 50590: Lithotripsy, Extracorporeal Shock Wave were raised from five base units to seven.

Because of this change, you will no longer need to send in additional documentation when the procedure is done in a water bath.



## Are You Calling the Correct Number?

A reminder to all BCBSNE health care professionals:

The correct phone numbers to call for benefits, claim status or to provide requested information are:

- ▶ (402) 390-1890
- or toll-free:
- ▶ 1-800-635-0579

Telephone numbers listed on the back of the member's identification card are for subscriber use only.

Please do not rely on phone numbers printed on letterhead as you may be connected to the wrong department if you're unsure about who to call.

Call either number to the left for information outlined in this article.

# Bulletin Board

## PPO Utilization Management Calls

 **business office/billing staff**

The Utilization Management Department receives numerous telephone inquiries that should be directed to other departments within BCBSNE. If you call (402) 390-1870 or 1-800-247-1103, we are unable to provide you with preauthorization of benefits, eligibility, or contract determinations, and these inquiries will receive no response. These calls result in increased hold times, delayed answering time and busy signals. In order to decrease problems, please call these numbers only for the following:


- (1) certification of inpatient admissions, excluding routine maternity,
- (2) concurrent review of inpatient admissions, and
- (3) Federal Employee Program psychiatric and substance abuse outpatient treatment plan authorization.

The following functions are NOT performed by the Utilization Management Dept.:

- **Certification of outpatient procedures is not required by BCBSNE.**
- For the services that must be preauthorized, refer to your BCBSNE Physician Policies and Procedures Manual. Preauthorization of benefits should be sent in writing to:



Medical Support Department  
Blue Cross Blue Shield of Nebraska  
PO Box 3248  
Omaha, NE 68180-0001 or  
Send preauthorization requests by Fax: (402) 398-3806

- Contractual questions regarding eligibility, coinsurance, deductibles and benefits should be directed to our voice response system, GABBI (Greater Access to Blue Cross and Blue Shield of Nebraska Information), at  1-800-635-0579.



Update, in combination with the Policies and Procedures manual, is published by the Professional & Provider Relations Dept. to provide participating and preferred providers with amendments to their agreements with BCBSNE.

Non-participating providers receive the same information as a service to persons covered by BCBSNE.

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Please address comments about the newsletter to:

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## Billing for Neuropsychology Testing

 **BCBSNE Neuropsychologists**

BCBSNE limits payment for *CPT code 96117 - neuropsychological testing battery (eg, Halstead-Reitan, Luria, WAIS-R) with interpretation and report* - **to 10 hours or less per patient, per calendar year. A letter documenting specific medical necessity is required for more than 10 hours per calendar year.**

Rather than conducting a review of such testing in excess of 10 hours on an appeal basis, benefits will be

considered when a claim is initially submitted as long as the following are included:

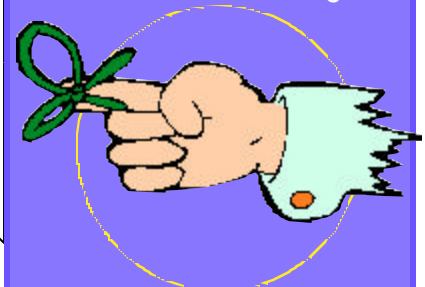
- ▶ A letter of medical necessity; and
- ▶ Medical Records to support the additional neuropsychology testing.

Providing this information for review when the claim is filed will initiate the review process and, therefore, avoid delays in reimbursement.

## Anesthesia Billing Reminder

HCFA1500 billers

*CPT codes 93312 - 93318 (Echocardiography, Transesophageal with interpretation and report)* are considered "content of service" when billed for monitoring purposes and in conjunction with surgery anesthesia charges.





The Update newsletter provides you with current information about BCBSNE.

(Participating and BluePreferred providers are responsible for adhering to the information contained in each issue.)

File all information published in the Update newsletter with your BCBSNE Policies and Procedures manual.

The symbols below will point you toward articles of interest as well as key contacts and information.

target audience.....

HCFA-1500 billers...

UB-92 billers...

paper claims.....

electronic claims.....

contact by mail.....

contact by phone.....

contact by e-mail.....

find it online.....

clip it.....

investigative.....

# BluePreferred Groups w/ Routine Vision Benefits

## PPO provider community

Groups that have have some type of routine vision benefits include:

- Affiliated Foods Cooperative, Inc.
- Alltell Corp.
- American Shizuki Corp.
- Carlson Systems, Inc.
- Centris Credit Union
- City of Omaha-Police
- Commercial Federal Bank
- Father Flanagan's Boys' Home (Girls and Boys Town)
- Gordman's, Inc.
- Grand Island Accessory Sales
- Huntel Systems

Kawasaki Motors Manuf. Corp. USA

- Lozier Corp.
- NC+ Hybrids Cooperative, Inc.
- Nedelco, Inc.
- Omaha Public Power District
- Pacesetter Corporation
- Physicians Mutual Insurance Co.
- Physicians Mutual Insurance Co. Agents

- Pinnacle Bancorp
- QuebecorWorld
- RehabVisions
- Transcrypt International, Inc.
- Valley County Hospital

*This information is subject to change and applies to our benefits as of 08/01*

If you file a claim to us for a patient covered under one of these groups, you are not required to offer the discount through the Vision Discount Program for that particular service.

Call a Provider Service Representative at

**1-800-642-8516**

for information regarding specific routine covered services.

# Policy: Medical and Surgical Supplies

## HMO/POS provider community

*Effective for dates of service October 1, 2001 and after,* charges for medical and surgical supplies used in the physician's office will be considered included as "total service charges" (content of service) for the HMO/POS lines of business.

Implementation of this policy change will result in conformity for all products written and/or administered by BCBSNE.

Please refer to the online *Update* (after August 20, 2001) at [www.bcbsne.com/Update](http://www.bcbsne.com/Update) for a listing of the medical and surgical supplies that are not separately reimbursed for all lines of business.

Simply find this article and download the printer-friendly pdf version of the listing for your own files or contact your Regional Consultant if you'd like a copy sent to you.



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of Nebraska**  
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