



**BlueCross BlueShield  
of Oklahoma**

## **Walmart 2010 Changes and Instructions**

**Effective January 1, 2010, there are changes that alter the way you file claims for Walmart associates.** BlueAdvantage<sup>®</sup> Administrators of Arkansas will be the third-party administrator for all Walmart associates nationwide, including those previously administered by Blue Cross and Blue Shield of Oklahoma.

### **Transition Instructions**

#### **Eligibility and Pre-certification**

- To check eligibility and benefits after 1/1/2010, call **800-676-BLUE (2583)** and provide the alpha prefix (**WMW**), or send an electronic eligibility inquiry (HIPAA transaction 270 online, Availity, etc.).
- If a service requires pre-certification, please use the designated telephone number on the back of the patient's ID card.

#### **Claims**

- Services provided to Walmart associates on or after 1/10/2010 for members previously administered by BCBS of Oklahoma must be filed under the **new BlueAdvantage ID number (WMW)** to prevent delays of claim processing.
- Claims filed for 2009 services should be billed using the prefix of **MRT for BCBS of Oklahoma.**
- Claims should be filed through your local plan.
- Claim status may be obtained online (Availity, etc.) or by contacting your local Blues Plan.

#### **ID Cards**

- Insurance ID cards for all Walmart associates should be photocopied during every visit during 2010 to ensure that claims are filed appropriately.
- New ID cards will be issued to all Walmart associates who previously had claims administered by BCBS of Oklahoma. Effective dates will be 1/1/2010. New ID cards will have the WMW prefix.

## **Behavioral Health and Mental Health Parity**

BlueAdvantage administrators and Walmart have contracted with **New Directions Behavioral Health** to perform utilization management services.

### **Eligibility and Pre-certification**

- To contact New Directions for pre-certification of behavioral health services, call **877-709-6822** or utilize the New Directions WebPass.
- **WebPass** allows providers and office staff to:
  - Submit pre-certification requests
  - Contact Provider Relations
  - Update online profile
- To use New Directions WebPass, obtain a user name and password by downloading the Access Request Form:
  - Fax completed form to 913-982-8227, or
  - Mail to Network Operations, P.O. Box 6729, Leawood, KS 66206-0729
  - Login information will be e-mailed within two business days
- To access New Directions WebPass:
  - Go to [www.ndbh.com](http://www.ndbh.com),
  - Click Provider Section
  - Click Provider WebPass.

### **Outpatient Behavioral Health Services**

- Eight visits for associate or family members may be provided without pre-certification or review.
- Psychiatric medication management does not require authorization.
- Pre-certification is required beginning with the 9<sup>th</sup> visit. New Directions will respond within 72 hours with authorization or a request for more information.

### **Inpatient, Partial Hospital and Intensive Outpatient Services**

- Contact New Directions for authorization of all Inpatient, Partial Hospital and Intensive Outpatient services.
  - Call 877-709-6822 or
  - Use New Directions WebPass