



BlueCross BlueShield of Oklahoma

Invites you to a **Free** Provider Webinar to Highlight

Utilization Management (UM) & Case Management (CM) process changes effective 9/14/2009

Two sessions are available. Choose the time that fits your schedule!

Wed., 10/7/2009 1:30 – 3:00 PM

Thur., 10/8/2009 10:00- 11:30 AM

**Webinar location:
Your office computer**

Webinars are web-based training available to you in the convenience of your own office. These interactive courses are a combination of a conference call and on-line training of the educational materials being presented. Webinars also offer the added convenience of logging in to attend the desired educational piece that will benefit your specific office needs. After registering for the training, you will receive an agenda and instructions for logging in to the Webinar. Assistance will be available for logging in, if needed.

Webinar Agenda

UM/CM Changes for 2009 Provider Education 101

- **UM/CM New Guidelines**
- Appeal/Reconsideration
- Refund/Recoupment – ERM
- Blue Card
- E-3 & e-Commerce (EFT, ERA, EPS)
- Clear Claim Connection (code auditing tool)
- Upcoming Enhancements

**Once you have completed registration, you will receive a link to access the live meeting prior to the Webshop dates.*



**Don't wait.
Register now!**

Name of Person Attending Title

Additional Attendee (2 per office allowed)

Name of Provider's Office

NPI #(s) and # of Physicians Represented
In your office

E-mail Address*

Street Address

City/State/Zip Code

Office Phone Number

Office Fax Number

Send form to:

FAX: 903-934-7130

Email: PASS_Workshops@BCBSTX.com

• or call •

LaTanya Jones: 903-934-7294

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