March 2019

Please distribute this newsletter, which contains claims, billing, Medical Policy, reimbursement, and other important information, to all health care providers, administrative staff, and billing departments/entities. This version of Blue Review is based on the electronic version that was distributed in March 2019 but because it is a summary copy, **it may not have all the information contained in the electronic version. To sign up to receive the Blue Review electronically, complete the** request form **that can be found at** bcbsok.com/provider**.**

You can find the *Blue Review* online at bcbsok.com/provider/news and updates

News & Updates

2019 Standards of Medical Care in Diabetes

The American Diabetes Association (ADA) has released the 2019 Standards of Medical Care in Diabetes. The new guideline includes the ADA's current clinical practice recommendations and is intended to provide clinicians, patients, and others with tools to evaluate the quality of care.

The Standards of Medical Care in Diabetes is updated annually, or more frequently online if new evidence or regulatory changes merit immediate incorporation. A link to the 2019 Standards is available on our website in the Clinical Practice Guidelines section.

Source: Standards of Medical Care in Diabetes—2019 Diabetes Care Jan 2019, 42 (Supplement 1) S1-S2; DOI: 10.2337/dc19-Sint01

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BCBSOK's Payer Spaces Updates in Availity® Provider Portal

The Blue Cross and Blue Shield of Oklahoma (BCBSOK)-branded Payer Spaces section in the Availity® Portal delivers quick access to payer-specific applications, resources and announcements. You must be a registered Availity user to use Payer Spaces. If you aren't registered, visit availity.com and select register, then complete the guided registration process. Using Payer Spaces is free.

Updates were recently made to Payer Spaces to help you do business with us more efficiently. Certain tools like Refund Management-eRM, NDC Units Calculator Tool and Research Procedure Code Edits have moved from the Resources tab to the Applications tab in our Payer Spaces. Also, a new "Filter by

Category" option is available in the Resources tab to help you locate information related to communications, registrations and other resources. Stay up to date with BCBSOK by visiting the News & Announcement section to view important announcements.

Accessing BCBSOK Payer Spaces via the Availity Portal:

1. In the top navigation bar in Availity select Payer Spaces

2. Choose the BCBSOK Payer Spaces option

3. In Payer Space use the tabs to navigate the space and locate the tool or link you need

Some of the applications in Payer Spaces are included in the Availity base role, so it is automatically available to users after BCBSOK adds applications in Payer Spaces. If an application does not display in Payer Spaces, and you need access to it to perform your job, contact your Availity administrator to assign the specific role or permission that gives you access to use these applications.

To learn more about the various electronic tools available to you, visit the [Provider Tools page](#) on our website. If you need more help or personalized training, contact our Provider Education Consultant team at [PECS@bcbsok.com](#).

Availity® is a trademark of Availity, LLC, a separate company that operates a health information network to provide electronic information exchange services to medical professionals. Availity provides administrative services to BCBSOK. BCBSOK makes no endorsement, representations or warranties regarding any products or services provided by third-party vendors such as Availity. If you have any questions about the products or services provided by such vendors, you should contact the vendor(s) directly.

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Behavioral Health Care Providers - Time is running out to make sure we have the correct information about your practice

We're updating our [Provider Finder](#)® to help our members find the behavioral health care they need. To make sure we have the most accurate information about what you do, please take the survey that applies to your practice at the link below.

- [Professionals Survey](#)
- [Facilities Survey](#)

The survey closes March 31, 2019.

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Government Programs: Verifying Claim Status in the Availity® Provider Portal

This notice applies to providers rendering services for the following Blue Cross and Blue Shield of Oklahoma (BCBSOK) government programs members:

- Blue Cross Medicare Advantage HMO^{SM}
- Blue Cross Medicare Advantage PPO^{SM}

Availity has implemented a new claim status offering to better help you obtain claim details online. Instead of using the Claim Status Inquiry tool, government programs providers can now obtain claim processing details by using the new Claim Status tool.
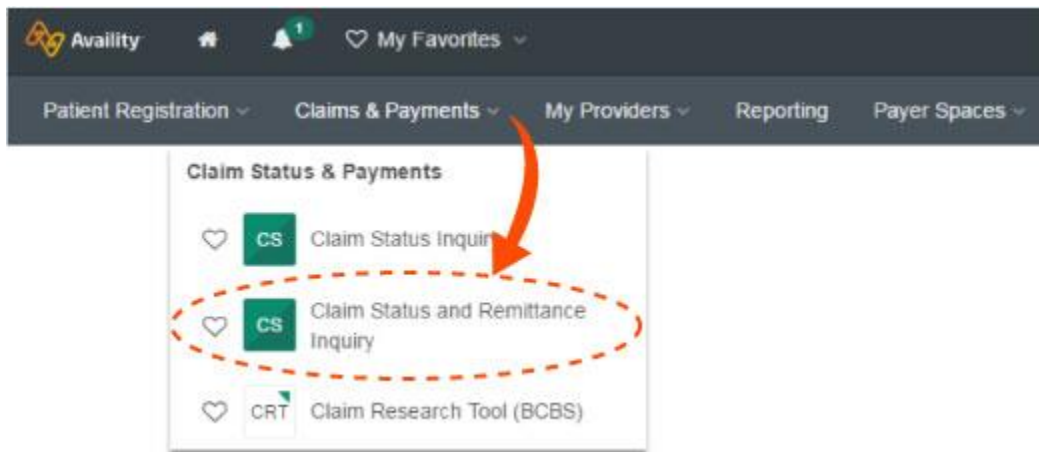
How to access and use the new Claim Status tool via Availity Portal:

- Log into availity.com
- Select the "Claims & Payment" tab from the main menu and select "Claim Status and Remittance Inquiry"
- Next select "Claim Status"
- Choose the applicable government programs payer from the drop-down list
- Enter the essential provider, patient and claim data

Important claim status information is available within a few clicks, easing the need to speak with a Customer Advocate. As a reminder, you have to register with Availity to use the Claim Status tool. For registration information, visit availity.com, or call Availity Client Services at 800-282-4548.

Additional Support

Learn how to use this new Availity offering by attending an Availity 101 training webinar hosted weekly by BCBSOK. You can register for an upcoming session via our Training page. If you need help or customized training, email our Provider Education Consultant team at PECS@bcbsok.com.

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Reminder Application Process for Joining Our Networks

We appreciate your interest in our networks. We've made the process of applying to join our provider networks more efficient. Prospective providers can fill out our Provider Onboarding Form online.

Using the Provider Onboarding Form you can set up a provider record number and request network participation.

Complete this form if you are:

- An individual provider that would be new to our networks

- Groups and clinics that would be new to our networks

- Existing contracted groups or clinics who are adding a new provider

If you have any questions, please contact our Provider Network Representatives.

Please Note: Submissions of the application does NOT mean that you are a participating provider or that a contract will be offered. Until you are credentialed and contracted with an effective date, your claims will process as out-of-network. A welcome letter will be sent once you are loaded into the BCBSOK provider database as a contracted provider. If you don't receive approval to contract with BCBSOK, you will receive a notification.

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Provider Data and Directory Updates

Maintaining accurate provider data and directories are an important part of providing Blue Cross and Blue Shield of Oklahoma (BCBSOK) members with the information they need to manage their health. Our online provider directory, Provider Finder® helps members find in-network doctors and hospitals. The directory is also a helpful tool for you to refer your BCBSOK patients to other participating providers.

Please review your information in Provider Finder to ensure it's correct. To update your directory information or other information such as tax identification numbers, supervising physician information, hospital privileges, etc., please visit the Information Change Request section on the BCBSOK provider website.

All changes should be submitted at least 30 days in advance of the effective date of the change. For more information, please contact your BCBSOK Provider Network Representative.

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Web Changes

- Posted February Blue Review to Education and Reference Center/News and Updates/Blue Review page
- Updated Preventive Services Policy under Standards and Requirements/Clinical Payment and Coding Policies
- Posted Pharmacy Program Updates: Quarterly Pharmacy Changes and Pharmacy Network Changes Effective Jan. 1, 2019 under Pharmacy Program

Stay informed!
Watch the News and Updates on our Provider website for important announcements.

Provider Training
For dates, times and online registration, visit the Provider Training page.

ClaimsXten™ Quarterly Updates
New and revised Current Procedural Terminology (CPT®) and Healthcare Common Procedure Coding System (HCPCS) codes are periodically added to, or deleted from, the ClaimsXten code auditing tool software by the software vendor on a quarterly basis and are not considered changes to the software version. Blue Cross and Blue Shield of Oklahoma (BCBSOK) will normally load this additional data to the BCBSOK claim processing system after receipt from the software vendor and will confirm the effective date via the News and Updates section of the BCBSOK Provider website. Advance notification of updates to the ClaimsXten software version also will be posted on the BCBSOK Provider website.

To help determine how some coding combinations on a particular claim may be evaluated during the claim adjudication process, you may continue to use Clear Claim Connection™(C3). C3 is a free, online reference tool. Refer to the Clear Claim Connection page on our website for more information on gaining access to C3, as well as answers to frequently asked questions about ClaimsXten. Updates may be included in future issues of the Blue Review. Note: C3 does not contain all of the claim edits and processes used by BCBSOK in adjudicating claims, and the results from use of the C3 tool are not a guarantee of the final claim determination.

Making the Health Care System Work^{SM}

We have an insider's view of how health insurers, doctors, hospitals, employers and governments depend on one another to provide access to affordable, high-quality care and help people live healthy, productive lives. We put together a team of writers and multimedia creators to work with business and thought leaders, inside and outside of our organization, to explore ways we can all work together to make the health care system work better for everyone. Learn more about the online magazine we created to tell these stories.

BCBSOK Online Provider Orientation

The Online Provider Orientation is a convenient and helpful way for providers to learn about the online resources available to them.

Medical Policy Reminder

Approved new or revised BCBSOK medical policies and their effective dates are posted on the BCBSOK website the first day of each month. These policies may impact your reimbursement and your patients' benefits. You may view all active and pending policies, or view draft Medical Policies and provide comments. These can be accessed on the Standards and Requirements page of our provider website.

While some information on new or revised medical policies may occasionally be published for your convenience, please visit bcbsok.com/provider for access to the most complete and up-to-date information.

On-demand Training

An eRM tutorial is available to show you how to navigate the features of the eRM tool. Log in at your convenience to complete the tutorial and use it as a reference when needed.

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