



BlueCross BlueShield of Montana

BLUE REVIEWSM

A NEWSLETTER FOR MONTANA HEALTH CARE PROVIDERS

APRIL 2017 SPECIAL EDITION



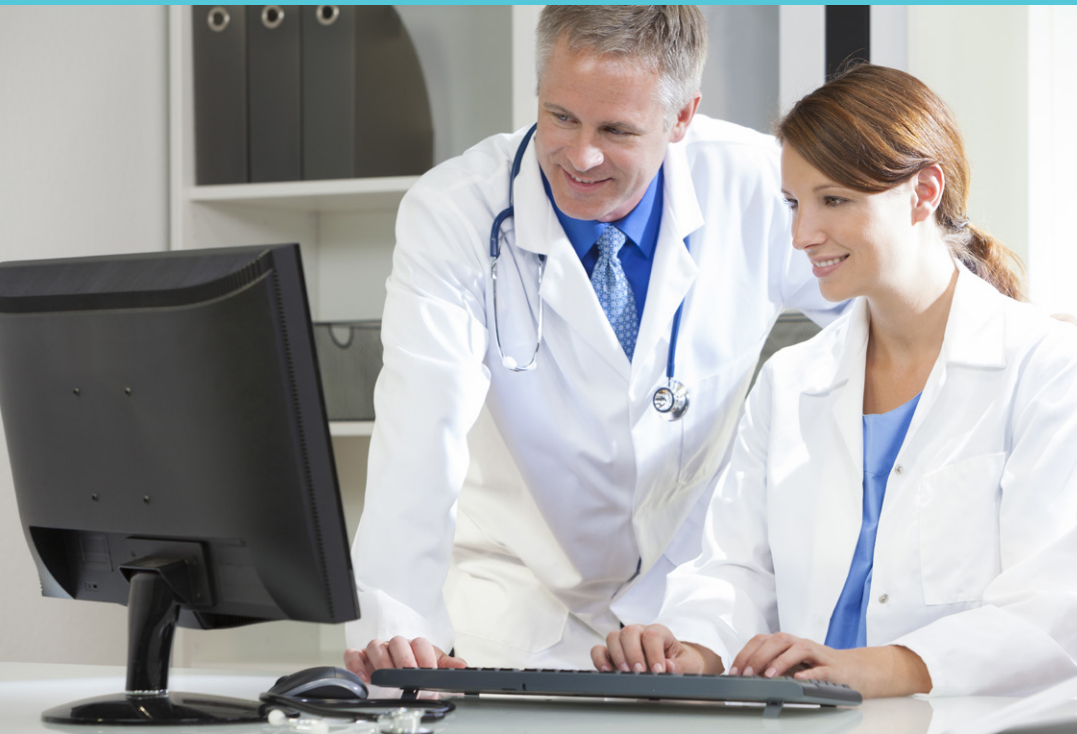
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BCBSMT Transactions are Now Available in Availity

Providers now have the ability to conduct electronic transactions for commercial Blue Cross and Blue Shield of Montana (BCBSMT) policies through the Availity Provider Engagement Portal, at no additional cost. Starting mid-April 2017, these transactions will become available for the HELP Plan and Medicare Advantage plans. The HeW free portal services will remain available over the next few months. Early Availity adoption is highly recommended for this transition.

Availity includes the same administrative capabilities offered through the HeW portal, though you will have access to even more self-service options after transitioning to Availity. Listed below is a comparison of the BCBSMT electronic services accessible through the HeW and Availity portals.

HeW Web Portal Services	Availity Web Portal Services
Eligibility and Benefit Verification (270)	Eligibility and Benefit Inquiry (270)
Claim Status Verification (276)	Claim Status Inquiry (276)
Institutional/Professional Claim Data Entry (837)	Institutional/Professional Claim Data Entry (837)
Institutional/Professional Direct Claim Send (837)	Institutional/Professional Direct Claim Send (837)
Claim and Payer Edits	Claim and Payer Edits
Electronic Remittance Advice (ERA) View and Print (835)	Remittance Viewer – View and Print (835)
Denial Management Tool	Claim Inquiry Resolution
Payer Reports	Portal Reports
HeW Portal Training	Availity Portal Training

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Our *Blue Review* provider newsletter is produced quarterly for participating professional and institutional providers across all lines of business (commercial and government programs). The newsletter serves as a vehicle to communicate timely, consistent and relevant messaging related to:

- New products, programs and services available at BCBSMT
- Notification of changes as required by contract or other mandates
- Member initiatives and patient resources

Additional Electronic Opportunities
Claim Research Tool*
Patient Care Summary
iExchange (single sign-on access)
ERA and Electronic Funds Transfer (EFT) Enrollment
BCBSMT Branded Payer Spaces
Electronic Provider Access (single sign-on access)
Research Procedure Code Edits (single sign-on access)
NDC Units Calculator Tool (single sign-on access)
Electronic Refund Management/Claim Inquiry Resolution*

*Claim Research Tool returns BCBSMT payer specific claim details, including line level processing information and denial descriptions. This tool is not available for the HELP Plan and Medicare Advantage products.

*Electronic Refund Management/Claim Inquiry Resolution is not available for the HELP Plan and Medicare Advantage products

The BCBSMT Secure Provider Portal® will continue to remain available. Availity provides a single sign-on feature for the iExchange® and eRM tools that exist in the Provider Portal today. This single sign-on alternative gives providers more security, without the need for another User ID and password. If you currently access these tools via the Provider Portal, a one-time re-enrollment must be completed the first time you access these options in Availity.

JOIN US FOR A WEBINAR!

BCBSMT is hosting bi-weekly educational webinars for new and existing Availity users to learn more about these services. To register for a complimentary webinar visit our Training page in the Education & Reference section on our website at bcbsmt.com/provider.

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 BCBSMT. iExchange is a trademark of Meddecision, Inc., a separate company that offers collaborative health care management solutions for payers and providers. BCBSMT makes no endorsement, representations or warranties regarding any products or services offered by third party vendors such as Availity and Meddecision. If you have any questions about the products or services offered by such vendors, you should contact the vendor(s) directly.

HeW is a separate company that operates a health information network to provide electronic information exchange services to medical professionals. HeW provides administrative services to BCBSMT. BCBSMT makes no endorsement, representations or warranties regarding any products or services offered by third party vendors. If you have any questions or concerns about the products or services the vendor offers, you should contact the vendor directly.

Electronic Options: A Critical Component in Your Administrative Workflow

Does your office or organization ever ask ... "Is this patient eligible for BCBSMT benefits?", "Does this service require preauthorization?", or "How did my claim process?" If so, these questions and so many more can be answered with a few key strokes, in a matter of seconds using an online portal application, such as Availity.

Electronic options deliver real-time resolutions, avoiding disapproved services and optimizing your payment. You can confirm patient coverage, preauthorize services and post payments with a few simple clicks.

Not only can you conduct HIPAA compliant transactions using Availity, providers can also;

- Submit pre and post exam transactions
- Conduct pre-service request
- Complete post-service reconciliation
- Enroll for electronic remittance and fund transfer

As part of our ongoing initiative to help make it easier for you to conduct business with us, we are continuing to build upon the list of electronic tools and resources we support or make available to BCBSMT providers.

To learn more about online options and provider training opportunities, visit the Education & Reference section of our website at bcbsmt.com/provider. For more advanced training on online tools and resources, email our Provider Education Consultant team at PECS@bcbsmt.com.



Availity Claim Research Tool Offers Enhanced Status Results

One of the most convenient, efficient and secure method of requesting detailed claim status from BCBSMT is by using an online option such as the Availity Claim Research Tool (CRT).

The CRT allows registered Availity users to search for claims by Member ID, Group Number and Date of Service, or by National Provider Identifier (NPI) and specific claim number, also known as a Document Control Number (DCN). The CRT enables users to check the status of multiple claims in one view to obtain real-time claim status, with easy-to-read denial descriptions.

The CRT search results page delivers the rendering provider ID and name submitted on the claim. Additionally, the claim status service line break-down returns:

- Diagnosis Code
- Copay
- Coinsurance
- Deductible
- Modifier
- Unit or Time or Mile

This important information is available within a few clicks, lessening the need to speak with a Customer Advocate. For additional information, refer to the CRT tip sheet on the Tools page in the Education & Reference section of our website at bcbsmt.com/provider. As a reminder, you must be registered with Availity to utilize the CRT.

Enroll for Electronic Payment and Remittance Options through Availity

The online EFT and ERA enrollment process through Availity can be completed in near real-time, without the inconvenience of downloading and faxing or mailing paper enrollment forms. Providers will receive a confirmation letter acknowledging the enrollment effective date and related information.

Advantages of enrolling for EFT:

- Quicker receipt of payments
- Greater security – no more risk of lost or stolen paper checks
- Direct deposit into the bank account of your choice

Advantages of enrolling for ERA:

- Faster remittance delivery
- Automatic posting capabilities
- Designate delivery to a specific clearinghouse or vendor

Once an organization is enrolled for ERA, providers and billing services may access the Availity Remittance Viewer. This online tool permits users to search, view, save and print remittance information, even if the ERA is delivered to an appointed receiver. To learn more about the Remittance Viewer, visit the Tools page in the Education & Reference section of our website at bcbsmt.com/provider.

Online EFT and ERA enrollment is available to registered Availity users. For assistance with EFT and ERA enrollment through Availity, or to learn more about how to use the remittance viewer tool, contact a BCBSMT Provider Education Consultant at ECcommerceHotline@bcbsil.com or **800-746-4614**.

Provider Learning Opportunities

BCBSMT offers complimentary educational webinars with an emphasis on electronic options that can help create administrative efficiencies for contracted providers who conduct business with us. A snapshot of upcoming training sessions is included below. To register for a training topic, select a date below or visit the [Training](#) page in the Education & Reference section on our website at bcbsmt.com/provider.

BCBSMT WEBINARS		
<p>BCBSMT: Availity Provider Training</p> <p>A review of electronic transactions, provider tools and online resources.</p>	<p>April 3, 2017</p> <p>April 5, 2017</p> <p>April 10, 2017</p> <p>April 12, 2017</p> <p>April 17, 2017</p> <p>April 19, 2017</p> <p>April 24, 2017</p> <p>April 26, 2017</p>	<p>10 to 11 a.m.</p>
<p>Introducing Remittance Viewer</p> <p>This online tool offers providers and billing services a convenient way to retrieve, view, save or print claim detail information</p>	<p>April 11, 2017</p>	<p>9 to 10 a.m.</p>
<p>iExchange Training: New Enrollee Training</p> <p>Learn how to gain access to and begin using our online benefit preauthorization/predetermination of benefits tool.</p>	<p>April 18, 2017</p>	<p>10 to 11:15 a.m.</p>

AVAILITY WEBINARS

Availity also offers free webinars for registered users. For a current listing of webinar topics, dates and times, Availity users may log on to the secure Availity provider portal – the Live Webinar Schedule is located under the Free Training tab.

Availity Enrollment for New Users

Not yet registered with the Availity Provider Engagement Portal? Visit their website at availity.com select "Register," and complete the online application today. For enrollment assistance, call Availity Client Services at **800-AVAILITY** (282-4548). To request personalized training or obtain more information about BCBSMT transaction through Availity, contact our Provider Education Consultant team at PECS@bcbsmt.com.

BCBSMT Spring Provider Workshops

BCBSMT will be holding the following educational Provider Workshops this spring. Additional information will be coming in the near future. BCBSMT is working to finalize the agenda, the tentative topics to be covered at the educational sessions are as follows:

- Availity Portal
- BCBSMT website and provider portal overview
- Electronic Remittance Advices
- BlueCard® Program
- May 1, 2017 Fee schedule updates
- Medicare Advantage Changes and Prior Authorization
- The HELP Plan

LOCATIONS FOR THE PROVIDER WORKSHOPS:

May 8, 2017 | Bozeman MT

Bozeman Health
Meadowlark & Bitterroot Rooms

May 9, 2017 | Billings MT

DoubleTree by Hilton Hotel Billings

May 10, 2017 | Great Falls MT

Benefis Health System
Lewis and Clark Room

May 11, 2017 | Helena MT

Radisson Colonial Hotel

May 12, 2017 | Missoula MT

Hilton Garden Inn

For additional information on the Provider Workshops being offered in your area, please reach out to your Provider Network Representative.





Insurers Required by CMS to Conduct ACA Risk Adjustment Program Audit

In 2017, the Centers for Medicare and Medicaid Services (CMS) will conduct another Initial Validation Audit (IVA) to validate the data used when assessing the payment transfers for the Affordable Care Act's (ACA) Risk Adjustment (RA) program. The provider's role is essential to the success of the IVA. Therefore, if any of your patients are selected to be included in the IVA, Blue Cross Blue Shield of Montana (BCBSMT) is asking for your cooperation and commitment to fulfilling the requirements of the IVA.

The IVA is expected to begin in June of 2017 and BCBSMT will be working with Tactical Management Incorporated (TMI) to retrieve the requested medical records that we have to submit to our IVA auditor. Our IVA auditor requires medical records in order to validate the sampled member's risk score calculation which is based on the diagnosis codes submitted on a member's claims, as well as through supplemental diagnosis submissions based on medical record review. As BCBSMT providers, you may be asked to provide medical records directly to TMI in order to validate all of the diagnosis codes used in the ACA RA risk score calculation. It is of utmost importance that you respond to these requests in a timely manner.

The IVA will be performed on a sample of members enrolled in ACA-compliant individual and small group plans, both on and off-exchange. Our IVA auditor will validate medical claims of the sampled members from the previous calendar year. For example, this IVA will be conducted in 2017, but will review claims with dates of service in 2016. Please be aware some of these claims may have been paid in 2017 and are likely to be included in the IVA sample.

We understand that this is a very busy time; however, in an effort to comply with CMS' requirements, we appreciate your full support and cooperation as you receive requests from TMI and deliver the requested medical record(s) in a timely manner.

If you have any questions, please contact your Provider Network Representative.

Blue Review is a quarterly newsletter published for institutional and professional providers contracting with Blue Cross and Blue Shield of Montana. We encourage you to share the content of this newsletter with your staff. *Blue Review* is located on our website at bcbsmt.com/provider.

The editors and staff of *Blue Review* welcome letters to the editor. Address letters to:

BLUE REVIEW

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