

TWIN STATE AAHAM

JUNE 9, 2023

Provider Relations

May 31, 2023

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AFFILIATION

- Blue Cross VT plans to affiliate with Blue Cross Blue Shield of Michigan
 - We will remain local, financially independent organization
 - Fellow non-profit
 - Allows us to share resources and expertise, reducing cost of future investments in technology and operations and provide innovative benefit programs and enhanced services.

WHAT AFFILIATION MEANS TO OUR PROVIDERS

NO CHANGES

- Your contract and contracting relationship with us remain unchanged
- Provider inquiries and support services continue to be handled locally through our existing customer service and provider relations teams
- Operationally, no changes
 - No change in prefixes or member ID's
 - Same claims process, EDI (for electronic) edits, payments, etc
 - Prior approval process and medical policies remain the same

To learn more or have the latest updates: <https://www.bluecrossvt.org/together>

END OF THE PUBLIC HEALTH EMERGENCY

- As of May 11, 2023, COVID-19 laboratory testing requires a provider order.
 - Claims must indicate an ordering provider
- Policies ending as of June 30, 2023
 - Waiver of Cost Share for COVID-19 Acute Outpatient Treatment (CPP_31)
 - Waiver of Cost Share for COVID-19 Related Testing, Diagnosis, and Inpatient Treatment

Note: On May 12, 2023, FEP reverted to applying member liabilities when appropriate.

USE OF THIRD-PARTY BILLERS/VENDORS

Defined as entities/person not physically located at provider/facility office and not a direct employee

- Local Administrator must grant access to the Provider Resource Center
- To receive written, verbal or other correspondence, must be on file with Blue Cross VT
 - Must match for inquiries to be responded to

Full details available in our on-line provider handbook:

<https://www.bluecrossvt.org/documents/provider-handbook> starting on page 65 under “Use of Third-Party Billers/Vendors.

BLUECROSSVT.ORG/PROVIDERS

Our Provider Website can be a valuable tool:


- **Provider News & Updates**
 - Recent News – provides a quick article and links to documents
 - Correspondence – provides copies of letters released to the provider community

News and Updates

Recent News


May 23, 2023

Radiotracers





Radiotracer services require prior approval starting August 1, 2023. Review full details [here](#) 

May 18, 2023

NEHP/ABNE Radiology Prior Approval moving to Carelon

Effective immediately, Carelon will be doing the radiology prior approval for New England Health Plan and Access Blue New England members. Review full details [here](#) 

Correspondence

- 05-23-23: [Radiotracers require prior approval as of August 1, 2023](#) 
- 05-18-23: [NEHP/ABNE radiology prior approval moving to Carelon](#) 
- 05-16-23: [ClaimsXten-Select™ for August 1, 2023](#) 
- 05-02-23: [FEP changes due to end of Public Health Emergency](#) 

BLUECROSSVT.ORG/PROVIDERS CONT'D

- Provider Policies – note, there is a out-of-area medical policy/PA router
 - Vermont Medical Policies
 - Provider Payment Policies
- Prior Approval Authorization

Out-of-Area Medical Policy Access

To view the out-of-area Blue Plan's medical policies or general pre-certification/pre-authorization information, please select the type of information requested, enter the first three letters of the member's identification number on their Blue Cross Blue Shield ID card, and click "GO".

Type of information being requested*

Medical Policy

General pre-certification/pre-authorization information

Alpha Prefix*

Go

If you experience difficulties or need additional information, please contact (800) 676-BLUE or provider services at (800) 924-3494.

CLAIM EDITING

<https://www.bluecrossvt.org/providers/provider-policies> under Provider Payment Policies, Claim Editing

- Cotiviti Edits added for Facility (list below is not comprehensive)
 - January 13, 2023
 - Largest impact seems to be the modifier edits: anatomical, Excludes 1, invalid laterality (diagnosis or diagnosis modifier), highest level of specificity
 - April 1, 2023
 - Largest impact seems to be – Implants not present and revenue codes (11 edits)
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VERMONT BLUE ADVANTAGE RESOURCES

VBA Provider Servicing: eligibility, benefits, claims, prior authorizations

- Phone: 844-839-5122
- 8:00 a.m. – 5:00 p.m., EST (Monday through Friday)

Note: VBA Provider Servicing also responds to inquiries on Medicare Advantage BlueCard member claims.

PROVIDER RELATIONS

- Everyone has an assigned Provider Relations Consultant, however, if you are not sure who that is you can email providerrelations@bcbsvt.com or phone at (888) 449-0443 option 1.
 - Lisa Duff (802) 371-3232
 - Cindy Foster (802) 371-3300
 - Nichole Hallock (802) 371-3318
 - Wendy York (802) 371-3249