



BLUE REVIEWSM

A Provider Publication

May 2019

Education & Reference

Blue Cross and Blue Shield of New Mexico (BCBSNM) is Continuing Our Efforts to Validate Data for Our Provider Directories

BCBSNM will continue validating data for our provider directories. These provider directories allow our members to find services and providers within their network. You may receive a letter asking you to update or confirm your practice information. In addition to your directory information, providers are also required to provide an email address to be used by BCBSNM (it will not be published in the provider directories). Providers are required to respond to this data validation request within 30 days. For more information about provider data requirements, see Section 4.1 or 6.1 of the [Provider Reference Manual](#).

Living365® “Living with Diabetes” Health Education Classes Available for All Blue Cross and Blue Shield of New Mexico Members

To support our members with diabetes, Blue Cross and Blue Shield of New Mexico (BCBSNM) has partnered with Albertson’s to offer LIVE Diabetes Education Classes April 2019 through June 2019. Through our Living365 program, classes are being offered at no additional cost to members in their communities under the store names of Albertsons Market and Safeway.

[Read More](#)

Imaging Studies for Low Back Pain

One Healthcare Effectiveness Data and Information Set® (HEDIS) measure looks at using imaging studies for uncomplicated lower back pain. The intent is to evaluate the appropriate

use of all diagnostic imaging studies, including x-rays, for uncomplicated new onset lower back pain. Generally, patients with new onset low back pain diagnosis should not receive any imaging within the first 30 days of diagnosis, but rather receive conservative medical treatment with prescription-strength analgesics and physical therapy.

[Read More](#)

Making an Impact in Our Community

Read more for the ways we're Making an Impact by strengthening our communities.

[Read More](#)

Check Eligibility and benefits: Don't Skip This Important First Step!

Is your patient's membership with Blue Cross and Blue Shield of New Mexico (BCBSNM) still active? Are you or your practice/medical group in- or out-of-network for a specific patient? Is benefit preauthorization required for a particular member/service? Get answers up front by checking eligibility and benefits with easy-to-use online options.

[Read More](#)

May is Mental Health Month: Talk to Your Patients About Depression

More than 9 million commercially-insured Americans have been diagnosed with depression — a 33 percent increase since 2013. As a growing number of pharmaceutical and behavioral therapeutic options become available, it's critical to connect people with the individualized treatment that works for them.

[Read More](#)

BCBSNM Now Offers a Choice in Pharmacies for Specialty Medications

We are happy to let you know that both Accredo and AllianceRx Walgreens Prime are now in-network pharmacies for specialty medications covered under the medical benefit for the 2019 calendar year. Please note: This only applies to specialty medications that are covered under a medical benefit plan and are administered by a provider and does not apply to self-administered drugs covered under a pharmacy benefit.

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Blue Cross Medicare AdvantageSM (Medicare)

CMS-Required Training for Dual-Special Needs Plans

Providers who treat dually-eligible Medicare and Medicaid members are required by the Centers for Medicare and Medicaid Services (CMS) to complete an annual Dual-Special Needs Plan (DSNP) training on DSNP plan benefits and requirements, including coordination of care and Model of Care elements.

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Blue Cross Community CentennialSM (Medicaid)

Not Yet Contracted?

Providers who are participating in commercial BCBSNM products are not automatically participating providers in Blue Cross Community Centennial. If you are interested in becoming a Blue Cross Community Centennial provider, please call 505-837-8800 or 800-567-8540.

Reminder: Update your Enrollment Information

Due to Centennial Care requirements, all enrollment information (changes to demographics, licensure or certification, provider status, etc.) must be updated on the [NM Medicaid Provider Web Portal](#).

Such services are funded in part with the State of New Mexico.

BCBSNM Website

It's important for you to stay informed about news that could affect your practice. BCBSNM offers many ways to stay informed via our website, bcbsnm.com/provider, and our provider newsletter, *Blue Review*. [Signing up is easy](#).

Medical Policy Updates

Approved new or revised medical policies and their effective dates are usually posted on our website the 1st and 15th of each month. These policies may impact your reimbursement and

your patients' benefits. These policies are located under the [Standards & Requirements](#) tab at bcbsnm.com/provider.

Clinical Payment and Coding Policies

BCBSNM has adopted additional clinical payment and coding policies. These policies are based on criteria developed by specialized professional societies, national guidelines (e.g. Milliman Care Guidelines (MCG)) and the CMS Provider Reimbursement Manual and are not intended to provide billing or coding advice but to serve as a reference for facilities and providers. These policies are located under the Standards & Requirements tab at bcbsnm.com/provider.

Claims Inquiries

Our Provider Service Unit (PSU) handles all provider inquiries about claims status, eligibility, benefits and claims processing for BCBSNM members. For the BCBSNM BlueCard® PSU, call 800-222-7992. For out-of-area claims inquiries, call 888-349-3706.

- [Network Services Contacts and Related Service Areas](#)

Do We Have Your Correct Information?

Maintaining up-to-date contact and practice information helps to ensure that you are receiving critical communications and efficient reimbursement processes. Please complete our quick and easy [online form](#) for any changes to your contact or practice information.

Member Rights and Responsibilities

[BCBSNM policies](#) help address the issues of members participating in decision making regarding their treatment; confidentiality of information; treatment of members with dignity, courtesy and a respect for privacy; and members' responsibilities in the practitioner-patient relationship and the health care delivery process.

bcbsnm.com/provider

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5701 Balloon Fiesta Pkwy NE, Albuquerque, NM 87113

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Living365® “Living with Diabetes” Health Education Classes available for all Blue Cross and Blue Shield of New Mexico members

April 26, 2019

To support our members with diabetes, Blue Cross and Blue Shield of New Mexico (BCBSNM) has partnered with Albertson's to offer **LIVE Diabetes Education Classes** April 2019 through June 2019. Through our Living365 program, classes are being offered at **no additional cost** to members in their communities under the store names of Albertsons Market and Safeway.

These classes are available to all members at no cost. The classes will give members a chance to:

1. Take a Registered Dietitian led 'Healthy Eating' grocery store tour. During the tour members will learn about counting carbohydrates, types of fat, reading food labels, better food choices, new ways to prepare a cultural diet and much more.
2. Participate in a Registered Pharmacist led discussion on diabetes, Rx/OTC medicines, diabetes clinical guideline products, monitoring blood glucose/weight and incorporating physical activity into their lifestyle.
3. Engage with a Dietician and Pharmacist during the **question and answer session**.
4. **Receive free educational materials- including a diabetes booklet, tote bag and water bottle!**

Members are allowed to bring one guest. If you have other questions or concerns, please call the phone number on the back of your member ID card.

[View class schedule and locations](#) .

Our Living365 program offers disease coaching classes, online resources and printed materials to guide our members to better manage their chronic conditions. The goal of Living365 is to help members live in good health.



Albertsons is an independently contracted pharmacy solely responsible for the products and services they provide.

Blue Cross, Blue Shield and the Cross and Shield Symbols are registered service marks of the Blue Cross and Blue Shield

Association, an association of independent Blue Cross and Blue Shield Plans.

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an Independent Licensee of the Blue Cross and Blue Shield Association

Imaging Studies for Low Back Pain

At Blue Cross and Blue Shield of New Mexico, we are committed to offering support and resources to physicians to achieve the highest level of care possible for their patients. Thank you for your dedication to ensure that your patients receive exceptional care.

Healthcare Effectiveness Data and Information Set® (HEDIS) was developed and is maintained by the National Committee for Quality Assurance (NCQA) to standardize and measure quality for all patients. One of these measures looks at using imaging studies for uncomplicated lower back pain. The intent is to evaluate the appropriate use of all diagnostic imaging studies, including x-rays, for uncomplicated new onset lower back pain. **Generally, patients with new onset low back pain diagnosis should not receive any imaging within the first 30 days of diagnosis, but rather receive conservative medical treatment with prescription-strength analgesics and physical therapy.**

NCQA realizes that each patient's presentation is unique, and imaging may be required, and has therefore, added a vast number of medical conditions where imaging could be considered medically necessary on initial patient presentation. If you have such a situation and simply provide that additional diagnosis in your medical evaluation, then your patient with low back pain is excluded from your HEDIS metric, and therefore does not negatively affect your performance for NCQA.

Below we have provided a chart for your review and easy access, to utilize during your low back pain patient visits. We hope this provides one less step in your daily process to evaluate your patients.

DESCRIPTION	IDC-10 CODE
Cancer (active)	All ICD10 "C" codes
Cancer (personal history)	All ICD10 "Z" codes
HIV	B20; Z21
IV Drug Abuse	All ICD10 "F" codes
Kidney transplant	0TY00Z0-0TY00Z2; 0TY10Z0-0TY10Z2
Major Organ Transplant, other than kidney	Heart, Small intestine, Large intestine, Liver, Pancreas islets, Ovaries, Face, Head, Thymus, Spleen, Lungs, Esophagus, Stomach
Neurologic Impairment	G83.4

Note: The above list is not all inclusive
 If you have any questions regarding the HEDIS measure for Use of Imaging in Low Back Pain and your Federal Employee Program (FEP) patients, please reach out to Sonja Hughes at sonja_j_hughes@bcbsok.com.

Making an Impact in Our Community

Blue Cross and Blue Shield of New Mexico has a long history of protecting members and helping them be at their best.

As a company, we're focused on making deeper connections with our members and providers in the communities where they live, work and play. Why? Because we're part of these communities, too.

Here are a few examples where we are [Making an Impact](#) by strengthening our communities:

- Helping families eat, breathe and live better;

- Fighting lung disease and helping prevent blindness;
- Bridging gaps in preventive care through our Care Van® mobile health program; and
- Teaching kids to brush their teeth and make smart choices.

[Making an Impact](#) tells the stories about how we're working to improve health and wellness in our communities. Check out the report to see how we're going deeper into our communities to improve the lives of others.

Check Eligibility and Benefits: Don't skip this important first step!

Is your patient's membership with Blue Cross and Blue Shield of New Mexico (BCBSNM) still active? Are you or your practice/medical group in- or out-of-network for a specific patient? Is benefit preauthorization required for a particular member/service?

Get Answers Up Front

Benefits will vary based on the service being rendered and individual and group policy elections. It is imperative to check eligibility and benefits for each patient before every scheduled appointment. Eligibility and benefit quotes include important information about the patients' benefits, such as membership verification, coverage status and applicable copayment, coinsurance and deductible amounts. Also, the benefit quote may include information on applicable benefit preauthorization/pre-remittance requirements. When services may not be covered, you should notify members that they may be billed directly.

Don't Take Chances

Ask to see the member's BCBSNM ID card for current information. Also ask for a driver's license or other photo ID to help guard against medical identity theft.

Use Online Options

We encourage you to check eligibility and benefits via an electronic 270 transaction through the Availity® Provider Portal or your preferred vendor portal. You may conduct electronic eligibility and benefits inquiries for local BCBSNM members, and out-of-area Blue Plan and Federal Employee Program® (FEP®) members.

Learn More

For more information, such as a library of online transaction tip sheets organized by specialty, refer to the [Eligibility and Benefits section](#) of our Provider website. BCBSNM also offers educational webinars with an emphasis on electronic transactions, including eligibility and benefits inquiries. Refer to the [Provider Training page](#) for upcoming webinar dates, times and registration links to sign up now.

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 BCBSNM. BCBSNM 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.

Checking eligibility and benefits and/or obtaining preauthorization is not a guarantee of payment of benefits. Payment of benefits is subject to several factors, including, but not limited to, eligibility at the time of service, payment of premiums/contributions, amounts allowable for services, supporting medical documentation, and other terms, conditions, limitations, and exclusions set forth in the member's policy certificate and/or benefits booklet and or summary plan description. Regardless of any preauthorization or benefit determination, the final decision regarding any treatment or service is between the patient and their health care provider.

May is Mental Health Month: Talk to Your Patients About Depression

More than 9 million commercially-insured Americans have been diagnosed with depression — [a 33 percent increase](#) since 2013¹. While 89 percent² of American adults say that depression is a very serious or somewhat serious condition, 2 million² of those diagnosed with depression in 2016 did not seek treatment. As a growing number of pharmaceutical and behavioral therapeutic options become available, it's critical to connect people with the individualized treatment that works for them.

May is [Mental Health Month](#), which is a great time to encourage your Blue Cross and Blue Shield of New Mexico (BCBSNM) patients to call us at the number on their card to learn about the behavioral health benefits available to them. Members may have coverage for office visits, therapy, medication or even virtual visits with behavioral health professionals.

1 Major Depression: The Impact on Overall Health, Blue Cross Blue Shield (BCBS), The Health of America Report[®], May 10, 2018, <https://www.bcbs.com/the-health-of-america/reports/major-depression-the-impact-overall-health>.

2 Depression, Blue Cross Blue Shield (BCBS), The Health of America Report[®], March 4, 2019, <https://www.bcbs.com/the-health-of-america/topics/depression>.

Information above found within the Blue Cross Blue Shield, The Health Of America Report[®] examines U.S. commercially insured members diagnosed with major depressive disorder (major depression) and uses the breadth and depth of data available through the Blue Cross Blue Shield Health IndexSM.

Blue Cross Blue Shield, The Health Of America Report[®] The Blue Cross Blue Shield (BCBS) Health IndexTM is a unique health metric that provides a better understanding about which diseases and conditions most impact Americans' overall quality of life. The BCBS Health Index identifies more than 200 health conditions and quantifies how each condition affects Americans' health, life expectancy and well-being. Powered by data from more than 41 million BCBS commercially insured members per year from birth to age 64, this extensive resource brings an unmatched contribution to other available health data to support national and local discussions about how to improve health care in the United States.

The above material is for informational purposes only and is not intended to be a substitute for the independent medical judgment of a physician. Physicians and other health care providers are encouraged to use their own best medical judgment based upon all available information and the condition of the patient in determining the best course of treatment.

BCBSNM Now Offers a Choice in Pharmacies for Specialty Medications

We are happy to let you know that both Accredo and AllianceRx Walgreens Prime are now in-network pharmacies for specialty medications covered under the medical benefit for the 2019 calendar year. Please note: This only applies to specialty medications that are covered under a medical benefit plan and are administered by a provider and does not apply to self-administered drugs covered under a pharmacy benefit. Additionally, certain new-to-market or limited distribution drugs may require an alternative specialty pharmacy. Please call the number on the members' ID card to verify coverage, or for questions about their benefits.

Specialty medication coverage is based on the member's benefit plan. This network update does not impact specialty medications that are covered under the pharmacy benefit plan. Members may need to meet select prior authorization criteria before coverage consideration is approved. Providers can find referral forms and additional information at bcbsnm.com/provider.

The relationship between BCBSNM and specialty pharmacies is that of independent contractors. Prime Therapeutics has an ownership interest in AllianceRx Walgreens Prime, a central specialty and home delivery pharmacy. BCBSNM contracts with Prime Therapeutics to provide pharmacy benefit management and related other services. BCBSNM, as well as several independent Blue Cross and Blue Shield Plans, has an ownership interest in Prime Therapeutics.