



BlueCross BlueShield of Texas

PROVIDER ORIENTATION

Blue Cross Medicare Advantage (PPO)SM

Blue Cross Medicare Advantage (HMO)SM

Blue Cross Medicare Advantage Dual Care(HMO SNP)SM

Revised 01062021





BlueCross BlueShield
of Texas

Blue Cross Medicare Advantage HMO/D-SNP Service Areas

Current Blue Cross Medicare Advantage (HMO) plans offer health coverage to members who reside in **Atascosa, Bandera, Bastrop, Bexar, Burnet, Caldwell, Cameron, Chambers, Collin, Comal, Dallas, Denton, El Paso, Fort Bend, Hardin, Harris, Hays, Hidalgo, Jefferson, Kendall, Lee, Liberty, Medina, Montgomery, Orange, Tarrant, Travis, Webb, Willacy, Wilson and Williamson** counties.

Current Blue Cross Medicare Advantage Dual Special Needs Plan (D- SNP) plans offer health coverage to members who reside in **Atascosa, Bandera, Bastrop, Bexar, Blanco, Bosque, Brazos, Burleson, Burnet, Caldwell, Collin, Colorado, Comal, Coryell, Dallas, Denton, Falls, Fayette, Gonzales, Grimes, Guadalupe, Hays, Hill, Kendall, Lampasas, Lavaca, Lee, Leon, Limestone, Llano, Madison, Medina, Milam, Mills, Navarro, Robertson, Rockwall, San Saba, Somervell, Tarrant, Travis, Williamson and Wilson** counties.



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Blue Cross Medicare Advantage PPO Service Areas

The Blue Cross Medicare Advantage (PPO) plan offers health coverage to members who reside in Atascosa, Bastrop, Bandera, Bexar, Burnet, Caldwell, Chambers, Collin, Comal, Cooke, Dallas, Denton, Fannin, Fayette, Fort Bend, Guadalupe, Hardin, Harris, Hays, Hill, Jefferson, Johnson, Kendall, Lee, Liberty, Llano, Medina, Montgomery, Navarro, Rockwall, Tarrant, Travis and Williamson, Wilson and Wise counties.

Effective January 1, 2021 Blue Cross Medicare Advantage (PPO)SM

additional plan coverage in the following areas:

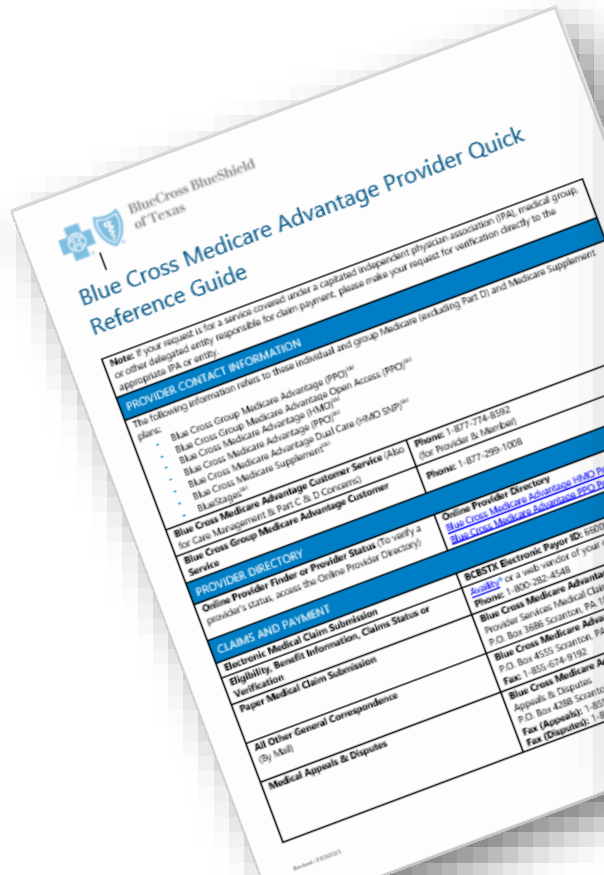
Cameron, Colorado, El Paso, Galveston, Gonzales, Hidalgo, Hood, Lamp, Matagorda, McMullen, Milam, Real, Wharton and Willacy counties.



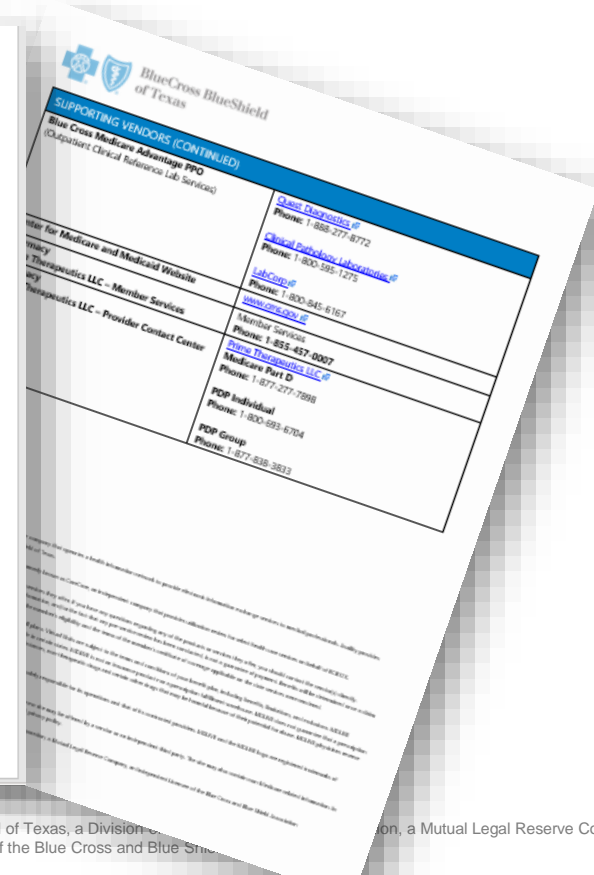
BlueCross BlueShield of Texas

General Provider Information

Refer to [our website](#) for the Provider Manual, Quick Reference Guide, Prior Authorization List, Claims, How to Join the Network, Model of Care Training and additional resources.



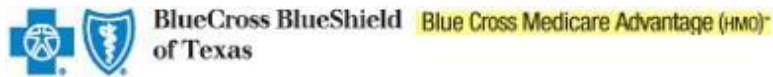
UTILIZATION MANAGEMENT/PRIOR AUTHORIZATION	
Blue Cross Medicare Advantage Utilization Management Department (For Medical & Behavioral Health Services and Medical Coverage Determination, Medical Appeals, Medical Grievances)	Phone: 1-855-390-6573 Fax: 1-855-874-4711 Fax: 1-855-674-9185 Fax: 1-855-674-9189
Avality® Authorizations & Referrals: An online tool used to request referrals for specialty care and prior authorizations for inpatient admissions and select outpatient services managed by Blue Cross Medicare Advantage Utilization Management.	
Website: Avality Authorizations & Referrals	
Blue Cross Medicare Advantage eviCore® Prior Authorization	eviCore Healthcare Web Portal Phone: 1-855-252-1137
Disease/Care Management Programs (For Medical & Behavioral Health)	Phone: 1-855-390-6567
Medical Care Management Department	Phone: 1-877-774-8592
Referral and Prior Authorization List	Referral and Prior Authorization Lists
BLUE CROSS MEDICARE ADVANTAGE HMO/PPO/DSNP (Behavioral Health)	
Blue Cross Medicare Advantage (Behavioral Health Customer Service)	Phone: 1-877-774-8592
Blue Cross Medicare Advantage PPO	
Magellan (Behavioral Health Customer Service)	Phone: 1-800-327-9251
Blue Cross Medicare Advantage HMO	
Blue Cross Medicare Advantage DSNP	Phone: 1-855-390-6573
Magellan Internal Number for Referrals	Phone: 1-855-390-6573
Magellan (Electronic Claim Submission)	Magellan Electronic Payer ID: 01260
SUPPORTING VENDORS	
Dental Networks of America	Phone: 1-800-972-7565
MIDLIVE (Telehealth Services)	MIDLIVE Phone: 1-800-400-6354
TruHearing	Phone: 1-800-334-1807
EyeMed	Phone: 1-866-939-3633
LogistiCare (Transportation Services)	Phone: 1-844-452-9383
Durable Medical Equipment / Home Health	Online Provider Directory Blue Cross Medicare Advantage HMO Provider Finder Blue Cross Medicare Advantage PPO Provider Finder
Blue Cross Medicare Advantage HMO (Outpatient Clinical Reference Lab Services)	Providers should refer to in-network Clinical Reference Labs. Refer to Blue Cross Medicare Advantage HMO Provider Finder for in-network Blue Cross Medicare Advantage HMO providers.





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Sample MA HMO/D-SNP Member Cards



Name: SAMPLECARD
ID: ZGJ123456789
Plan (80840): 9101000260
Plan: BlueCrossMedicareAdvantage
Basic(HMO)

Office Visit: \$
Specialist: \$
Emergency Room: \$

RxBin: RXBIN
RxPCN: RXPCN
RxGrp: RX_GROUP
RxID: RX_ID

PCP: JohnSmithMD
PCP Phone #: 972-123-4567
MedicalGroup:

CMS H8133 001



Name: SAMPLECARD
ID: ZGJ123456789
Plan (80840): 9101000260
Plan: BlueCrossMedicareAdvantage
DualCare(HMOSNP)

Office Visit: \$
Specialist: \$
Emergency Room: \$

RxBin: RXBIN
RxPCN: RXPCN
RxGrp: RX_GROUP
RxID: RX_ID

PCP: JohnSmithMD
PCP Phone #: 972-123-4567
MedicalGroup:

CMS H8133 009

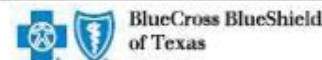


www.getbluetx.com/mapd



Submit Medical Claims to:
ClaimsProcessing
Address
City, St, Zip

Pharmacy Line: 1-877-277-7898
Customer Service: 1-877-774-8592
TTY/TDD: 711
Behavioral Health: 1-800-327-9251
Nurse Advice Line: 1-800-631-7023



HMO plans provided by Blue Cross and Blue
Shield of Texas, which refers to GHS
Insurance Company (GHS), an Independent

Licensee of the Blue Cross and Blue Shield
Association. GHS is a Medicare Advantage
organization with a Medicare contract.

Note: The phone number for Blue Care Medicare Advantage is different from the other BCBSTX products. Customer Service numbers can be found on the back of the Member's ID card

Blue Cross and Blue Shield of Texas, a Division of Health Care Service Corporation, a Mutual Legal Reserve Company, an Independent Licensee of the Blue Cross and Blue Shield Association



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2021 Training for Providers Dual-Special Needs Plans (D-SNP) Model of Care

Why is it important?

The Model of Care (MOC) is considered a vital quality improvement tool and integral component for ensuring that the unique needs of each beneficiary enrolled in a Special Needs Plan (SNP) are identified and addressed.

In 2010, the Patient Protection and Affordable Care Act (ACA) reinforced the importance of the MOC as a fundamental component of SNP quality improvement by requiring the National Committee for Quality Assurance (NCQA) to review and ensure the MOC meets requirements set by The Centers for Medicare & Medicaid Services (CMS) .

CMS requires all contracted providers to receive training on the SNP MOC. This training is required for new providers initially and annually thereafter.

Online Training: <https://www.brainshark.com/hcsc/vu?pi=zHjz14x799zZyOnz0>



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Sample MA PPO Member Card



BlueCross BlueShield Blue Cross Medicare Advantage (PPO)
of Texas

Name: SAMPLECARD
ID: ZGD123456789
Plan (80840): 9101000260
Plan: BlueCrossMedicareAdvantage
ChoicePremier(PPO)

Office Visit: \$
Specialist: \$
Emergency Room: \$

RxBin: RXBIN
RxPCN: RXPCN
RxGrp: RX_GROUP
RxID: RX_ID

CMS H1666 001



Note: The phone number for Blue Cross Medicare Advantage is different from the other Blue Cross and Blue Shield of Texas (BCBSTX) products. Customer Service numbers can be found on the back of the Member's ID card.

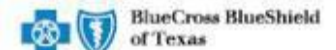
www.getbluetx.com/mapd



Provider: File medical claims with your local BCBS Plan

Pharmacy Line: 1-877-277-7898
Customer Service: 1-877-774-8592
TTY/TDD: 711
Nurse Advice Line: 1-800-631-7023

Medicare Limiting Charges Apply



PPO plans provided by Blue Cross and Blue Shield of Texas, which refers to HCSC Insurance Services Company (HISC), an Independent

Licensee of the Blue Cross and Blue Shield Association. HISC is a Medicare Advantage organization with a Medicare contract.



BlueCross BlueShield
of Texas

Online Access Member Benefit Plan Overview

The screenshot shows the BlueCross BlueShield of Texas website. At the top, there are navigation links: Welcome, Employers, Producers, Providers, Company Information, Feedback, Language Assistance, and En español. Below this is the BlueCross BlueShield of Texas logo and a search bar. A red arrow points to the 'Shop Plans & Products' menu item in the main navigation bar. The main content area features a large banner with the text 'Health Care Coverage You Can Depend On' and a 'Member Login' form. Below the banner are three blue buttons: 'Individual & Family', 'Medicare', and 'We're Here for You'.

Visit [our website](#) or contact the Customer Service number for Blue Cross Medicare Advantage (HMO/D-SNP, PPO) members and/or providers 1-877-774-8592

Individual & Family

Medicare

Medicaid



BlueCross BlueShield
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Online Provider Access Overview

Welcome Employers Producers **Providers** Feedback Text Size: A A A

BlueCross BlueShield of Texas Company Information Contact Us Search

Home Network Participation Claims and Eligibility Education & Reference Clinical Resources Pharmacy Program Standards & Requirements

Blue ReviewSM Newsletter

Be the first to know. Receive monthly provider news directly to your inbox.

[Sign Up](#)

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News & Updates: [View All](#)

Government Programs

[Blue Cross Medicare Advantage HMO/SNP PPO](#)

[Medicaid STAR, CHIP and STAR Kids](#)

Provider Finder[®]

Search for doctors, dentists, hospitals and other health care providers. Review the [User Guide](#).

[Search Now](#)

Policies

Medical and pharmaceutical policies help determine benefits coverage. Explore policies and drafts in process.

[More](#)

Employees Retirement System of Texas (ERS)

HealthSelectSM of Texas & Consumer Directed HealthSelectSM

[Learn More](#)

Teacher Retirement System of Texas (TRS)

TRS-ActiveCare Primary
TRS-ActiveCare Primary+
TRS-ActiveCare HD
TRS-ActiveCare 2

[Learn More](#)

National Drug Codes Billing Tools for Contracted Providers

Units Calculator Tool and Reimbursement Info

[Register Now](#)

Blue Cross and Blue Shield of Texas, a Division of Health Care Service Corporation, a Mutual Legal Reserve Company, an Independent Licensee of the Blue Cross and Blue Shield Association

Go to [our website](#).



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Online Access Overview (cont.)

Go to [our website](#).

Welcome Employers Producers Providers Feedback Text Size: A A

BlueCross BlueShield of Texas Company Information Contact Us Search

Home Network Participation Claims and Eligibility Education & Reference Clinical Resources Pharmacy Program Standards & Requirements

How To Join Our Networks
Update Your Information
Change of Ownership

NEW HEDIS® TOOLS
Close care gaps and deliver quality care.
Head over to our HEDIS page.
[Learn More](#)

Employees Retirement System of Texas (ERS)
HealthSelect™ of Texas & Consumer Directed HealthSelect™
[Learn More](#)

Teacher Retirement System of Texas (TRS)
TRS-ActiveCare Primary
TRS-ActiveCare Primary+
TRS-ActiveCare HD
TRS-ActiveCare 2
[Learn More](#)

Government Programs
Blue Cross Medicare Advantage
[HMO/SNP](#)
[PPO](#)
Medicaid
[STAR_CHIP](#) and [STAR Kids](#)

Provider Finder®
Search for doctors, dentists, hospitals and other health care providers. Review the [User Guide](#).
Search Now +

Policies
Medical and pharmaceutical policies help determine benefits coverage. Explore policies and drafts in process.
More +

National Drug Codes Billing Tools for Contracted Providers
Units Calculator Tool and Reimbursement Info
[Register Now](#)

News & Updates: al, Investigational & Unproven Services 11/25/20 Updates on our Prior Authorization Expansion to AIM [View All](#)

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Claims & Billing Information:

Electronic Claims:

Submit claims electronically using Availity **Payor ID #66006**

If you must file a paper claim, file to:

Blue Cross Medicare Advantage
C/O Provider Services
P.O. Box 3686 Scranton, PA 18505

Filing deadline is 180 days from date of service/discharge for HMO and 90 days from date of service/discharge for PPO, or as allowed per contract.



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Claims & Billing Information (cont.)

- Payments and remittance advice for Blue Cross Medicare Advantage (HMO/D-SNP/PPO) members will be paid in the same method as your existing BCBSTX business, i.e., check or Electronic Funds Transfer (EFT).
- Electronic Remittance Advice (ERA) and Remittance Advice (RA) has plan codes to identify products, Blue Cross Medicare Advantage (HMO) code is MCH and Blue Cross Medicare Advantage (PPO) is PMC.
- The Blue Cross Medicare Advantage (HMO/D-SNP/PPO) Customer Service phone number is the initial contact number for questions and inquiries into payment questions.



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Claims Disputes, Medical Grievances & Appeals

Blue Cross Medicare Advantage HMO/D-SNP/PPO

Claims Disputes

Submit to:

Blue Cross Medicare Advantage

P.O. Box 4555

Scranton, PA 18505

NOTE: Refers to In-Network Providers Only

New mailing address for Appeals:

Blue Cross Medicare Advantage

Attn: Appeals Department

PO Box 663099

Dallas, TX 75266

Mailing address for Grievances:

Blue Cross Medicare Advantage

Attn: Grievances Department

PO Box 4288

Scranton, PA 18505



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Prior Authorization Requirements list for Medical/Surgical

Refer to the complete list of [Prior Authorization requirements](#) available on our website.

- All AirAmbulance
- All Network Exceptions
- All Organ Transplants
- Blepharoplasty
- Botox Injections
- DME, Medical Supplies, Orthotics and Prosthetics greater than \$2,500 per unit
- All Home Health Care and Hospice
- All Acute Inpatient Stays
- Laboratory Genetic Outpatient
- All Long Term Acute Care
- All Inpatient Rehab
- Medical Outpatient – see list of Codes
- Outpatient Diagnostic Test – see list of codes
- All Skilled Nursing Facility Stays
- Surgical Inpatient/Outpatient – see list for codes
- Specialty Drugs – see list for codes

NOTE: BCBSTX has contracted with eviCore to provide Utilization Management for certain specialized clinical services. Refer to the [eviCore webpage](#) on [our website](#) under Clinical Resources for more information.



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Prior Authorization Requirements



*Please write clearly or complete on-screen, then print and fax to 855-874-4711.

MAPD Prior Authorization Form	
Setting: <input type="checkbox"/> Outpatient <input type="checkbox"/> Inpatient	
Expedited means that waiting up to 14 days place the member's life, health, or ability to regain function in serious danger. CMS Expedited Status: <input type="checkbox"/> Yes <input type="checkbox"/> No	
Member Information	
Member ID #	
Call Ref # (DCN#)	
Request Information	
Type of Request: <input type="checkbox"/> Initial <input type="checkbox"/> Extension	
<input type="checkbox"/> Pre-service <input type="checkbox"/> Concurrent <input type="checkbox"/> Post-service	
Start date	
End date	
Requested units (i.e. how many visits?):	
Diagnosis code/ ICD9 (These are required)	
Procedure code /CPT -HCPCS (These are required unless it is only inpatient not related to surgery)	
Type of service (i.e. Radiology, Diagnostic, DME)	
Provider Information	
Contact Name	
Contact Phone Number	
Facility Name- (if not being performed in the office)	
NPI/Network Status	
Address and Ph #	
Submitting Physician Name	
NPI/Network Status	
Address and Ph #	
Servicing Physician Name	
NPI/Network Status	
Address and Ph #	

Initiating Prior Authorizations

- Blue Medicare Advantage Customer Service: **1-877-774-8592**
- Online via the [Availity website](#)
- Through BCBSTX website
- Link for [prior authorization list](#)

***Please attach supporting documentation to facilitate your request (e.g., history & physical, letter of medical necessity, original photographs, etc.). This form must be placed on top of the information you are submitting.

Blue Cross Medicare Advantage plans are HMO, HMO-POS, and PPO plans provided by Health Care Service Corporation, a Mutual Legal Reserve Company (HCSC), an Independent Licensee of the Blue Cross and Blue Shield Association. HCSC is a Medicare Advantage organization with a Medicare contract. Enrollment in HCSC's plans depends on contract renewal.



BlueCross BlueShield
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eviCore® Prior Authorization Program

Blue Cross and Blue Shield of Texas (BCBSTX) has contracted with eviCore healthcare (eviCore) to provide certain utilization management prior authorization services.

For a detailed list of procedure codes that require prior authorization through eviCore for Blue Cross Medicare Advantage HMO and Blue Cross Medicare Advantage PPO, access the [eviCore implementation site](#) and:

- select Blue Cross Blue Shield and then Texas
- select Medicare as the line of business then select the Solution Resources tab.

The Blue Cross Medicare Advantage procedure codes lists can be found here based on the type of service being rendered.





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Online Resources Link

HMO/D-SNP please refer to [Resources](#) on the provider tab at BCBSTX.com to access this information.

Resources

- ▶ [Blue EssentialsSM, Blue Advantage HMOSM, Blue PremierSM and MyBlue HealthSM Provider Manual](#)
- ▶ [Blue Cross Medicare Advantage HMO and DSNP Supplement](#)
- ▶ [Blue Cross Medicare Advantage HMO and DSNP Orientation](#)
- ▶ [Blue Cross Medicare Advantage HMO and DSNP Member ID Card Sample](#)
- ▶ [Medicare Advantage Waiver of Liability](#)
- ▶ [Blue Cross Medicare Advantage Dual Care \(HMO SNP\) Model of Care training](#)

PPO please refer to [Resources](#) on the provider tab at BCBSTX.com to access this information.

Resources

- ▶ [Blue Choice PPOSM Physicians, Professional Providers, Facility and Ancillary Providers](#)
- ▶ [Blue Cross Medicare Advantage PPO Supplement](#)
- ▶ [Blue Cross Medicare Advantage PPO Orientation](#)
- ▶ [Sample Blue Cross Medicare Advantage PPO Member ID Card](#)
- ▶ [Sample Blue Cross Group Medicare Advantage Open Access \(PPO\) Member ID Card](#)
- ▶ [Medicare Advantage Waiver of Liability](#)



BlueCross BlueShield
of Texas

Availity

[Availity website](#)

Availity, the online services and Web portal for BCBSTX providers, is a complimentary tool to assist in claim processing and management.

- There are no set-up fees or monthly fees.
- [Submit training requests](#)
- Free to providers for claim submission, eligibility and benefits, claims status, authorizations, referrals and remittance.
- Offers a variety of services via a single secure web portal connection.
- [Access webinars](#) about self-service electronic tools and features available with Availity.
- [Availity tip sheets](#) are available on our website.



BlueCross BlueShield
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Guidelines Overview



Follow Medicare edits and coding guidelines for Blue Cross Medicare Advantage



The claim should include the member's ID as it appears on their ID card, including the **3-character prefix**



BlueCross BlueShield
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Provider Finder Directory

Go to [our website](#)

The screenshot shows the BlueCross BlueShield of Texas website. At the top, there are navigation links: Welcome, Employers, Producers, Providers, Company Information, Feedback, Language Assistance, and En español. Below this is a search bar and a profile icon for 'Ask IVY SM our virtual assistant'. The main navigation bar includes: Home, Insurance Basics, Shop Plans & Products, Find a Doctor or Hospital (highlighted with a red box), Member Services, and Sign Up or Log In. The main content area features a large banner with the text 'Health Care Coverage You Can Depend On' and a sub-headline 'Now more than ever, quality health care coverage is important. Let us help you find the right plan.' To the right of the banner is a 'Member Login' form with fields for 'User Name' and 'Password', and a 'Log In' button. Below the banner are three blue buttons: 'Individual & Family' (Browse 2021 Plans, Enroll by Dec. 15th), 'Medicare' (Find the Right 2021 Coverage for You, Enroll by Dec. 7), and 'We're Here for You' (Get Help With Buying a Plan).

Individual & Family

Medicare

Medicaid



BlueCross BlueShield
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Provider Finder Directory (cont.)

The screenshot displays the BlueCross BlueShield of Texas website. At the top, there are navigation tabs for Welcome, Employers, Producers, and Providers. The Providers tab is selected. Below the navigation is a search bar and a menu with options like Home, Network Participation, Claims and Eligibility, Education & Reference, Clinical Resources, Pharmacy Program, and Standards & Requirements. A large banner for COVID-19 updates is prominent. Below the banner, there are sections for Government Programs, Provider Finder (highlighted with a red box), and Policies. The Provider Finder section includes a search bar and a 'Search Now' button. To the right, there are sections for Employees Retirement System of Texas (ERS), Teacher Retirement System of Texas (TRS), and National Drug Codes Billing Tools for Contracted Providers.



BlueCross BlueShield
of Texas

Preferred Network Pharmacies



Over the counter purchase allowance may not be available in all plans.
This is not mail order card. Other pharmacies are available in our network.



BlueCross BlueShield
of Texas

Medicare Marketing Guidelines

“Dos and Don’ts”

Remaining neutral is essential when assisting with enrollment decisions.

DO:

- Provide the names of Plans/Part D Sponsors with which [you] contract and/or participate (see section 60.5 – Provider Affiliation Announcements for additional information).
- Distribute unaltered, printed materials created by CMS, such as reports from Medicare Plan Finder, the “Medicare & You” handbook, or “Medicare Options Compare” including in areas where care is delivered
- Provide the names of Plans/Part D sponsors with which they contract and/or participate
- Answer questions or discussing the merits of a plan or plans, including cost-sharing and benefit information (these discussions may occur in areas where care is delivered)
- Refer patients to other sources of information, such as State Health Insurance Assistance Program (SHIP) representatives, plan marketing representatives, State Medicaid Office, local Social Security Office, CMS’ website, or 1-800- MEDICARE
- Make available and/or distribute plan marketing materials received from Blue Cross and Blue Shield of Texas (BCBSTX).
- Referring patients to Plan marketing materials available in common areas
- Provide information and assistance in applying for the low-income subsidy (LIS).

DON’T:


- Accept Medicare enrollment applications/forms.
- Make phone calls or direct, urge or attempt to persuade beneficiaries to enroll in a specific plan based on financial or any other interests of the provider.
- Mail marketing materials on behalf of Plans/Part D Sponsors.
- Offer inducements (e.g., Free Health Screenings, Cash, etc.) to persuade beneficiaries to enroll in a particular plan or organization.
- Distribute materials/applications within an exam room setting.


For a more in depth review of the guidelines that are applicable to providers, please refer to the Provider Medicare Marketing Guidelines Excerpt located on the Network Participation section of our website.



BlueCross BlueShield
of Texas

All information presented is available on the [Blue Cross and Blue Shield of Texas website](#)

[eviCore®](#)  is a trademark of eviCore healthcare, LLC, formerly known as CareCore, an independent company that provides utilization review for select health care services on behalf of Blue Cross and Blue Shield of Texas.

 By clicking this link, you will go to a new website/app (“site”). This new site may be offered by a vendor or an independent third party. The site may also contain non-Medicare related information. In addition, some sites may require you to agree to their terms of use and privacy policy.