

ALaHA



**BlueCross BlueShield
of Alabama**

An Independent Licensee of the Blue Cross and Blue Shield Association

Facility Manual

Individual User Sign In

Register to access essential resources for those who provide health care to patients.

REGISTER NOW »

Already registered?

User ID:

Password:

Sign In

Forgot your password? »

Security at Sign In

Your login is secured using Secure Sockets Layer (SSL) technology.



BlueCross BlueShield
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ProviderAccess

Please select the e-Practice Management application you would like to perform from the list below. To perform additional transactions, under another grouping, please return to this page.

▶ **Provider Functions**

Functions that require the need to identify a specific provider. This section is referred to as the Location Based application. It includes information, retrieve audit reports and error description, fragmented coding edits, and use the NPI search to find a provider.

▶ **Payee Functions**

Functions that are related to a group or provider's payee. This section is referred to as the Payee Based application. It includes information with remittance, refund balance activity, and claim refill.

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You are signed in as:

ProviderAccess Menu

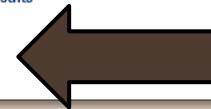
NPI:

Location ID:

[Change Location](#)

Please select the e-Practice Management application you would like to perform from the list below. To perform additional transactions, please return to this page to select your next function.

- **Patient Information**
 - ▶ [Eligibility and Benefits](#)
 - ▶ [Hospital Clinical Review](#)
 - ▶ [Rx History](#)
- **Claim Information**
 - ▶ [Claim Entry \(eClaims\)](#)
 - ▶ [Audit Reports \(eClaims Only\)](#)
 - ▶ [ICD-10-CM Diagnosis Code Mapping Tool](#)
 - ▶ [Medical Records Requests](#)
- **Provider Profile Information and Reporting**
 - ▶ [Surgical Episodes Reports](#)
 - ▶ [Hospital Profile Report](#)
 - ▶ [Diagnosis Code Exercise Test Results](#)
 - ▶ [ICD-10 Testing Results](#)
- **Manuals**
 - ▶ [Facility Manual](#)



- Log in through *ProviderAccess*.
- Select “Provider Functions.”
- Located under Manual.

Medical Records

- Blue Cross is working with Altegra Health™ to conduct medical record reviews. We have contracted with Altegra as a business associate that is covered by the Health Insurance Portability and Accountability Act (HIPAA).
- Altegra Health has acquired Outcomes Health Information Solutions™. Therefore, representatives who call regarding the medical risk reviews will identify themselves as being with Outcomes, an Altegra Health company.
- They will review the appropriate documentation for Blue Advantage members to clarify specific medical conditions.



SAMPLE

Date

Physician Name
Office Address
City, State & Zip

Re: Medical Records Review by Outcomes Health Information Solutions™ – An Altegra Health Company

Dear Provider:

Blue Cross and Blue Shield of Alabama is working to ensure that there is appropriate documentation for our Blue Advantage® (PPO) members necessary to clarify specific medical conditions. Your assistance with this effort is very much appreciated as we work to meet the Centers for Medicare & Medicaid Services (CMS) requirements and standards. This process includes reviewing selected medical records to ensure that our records properly reflect the clinical conditions of our members. This is not an audit, but it is a review of medical records to validate member clinical conditions information we submit to CMS.

We have partnered with Outcomes Health Information Solutions, an Altegra Health company, to conduct this review. Outcomes Health is in contract with Blue Cross and Blue Shield of Alabama as a business associate covered by the Health Insurance Portability and Accountability Act (HIPAA). They are ethically and legally bound to protect the confidentiality of any protected health information gathered from clinical medical records provided by any of our physicians, hospitals or medical practices.

In the next few days, Outcomes Health will contact your office to discuss the next steps of this process. The representative will let you know that he/she is with Outcomes, an Altegra Health company. Please cooperate with Outcomes Health to assist us in obtaining these medical records.

If you have questions about this process, please contact Outcomes Health at 1-855-767-2650, or you may contact your Blue Cross and Blue Shield of Alabama Provider Network Services Representative at 1-866-904-4130.

Sincerely,

Ginna White
Manager, Network Support

Outcomes Health Information Solutions – an Altegra Health company – is an independent company that provides business, technology and consulting solutions.

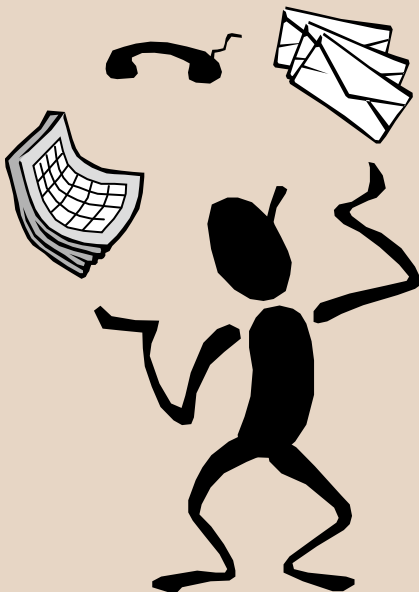
450 Riverchase Parkway East P.O. Box 10705 Birmingham, Alabama 35202-0705

Blue Advantage (PPO) is provided by Blue Cross and Blue Shield of Alabama,
an Independent Licensee of the Blue Cross and Blue Shield Association.



Medical Records

If you have any questions, please contact Outcomes Health at **1-855-767-2650**, or you may contact your Blue Cross Provider Network Services Representative at **1-866-904-4130**.



Risk and RADV

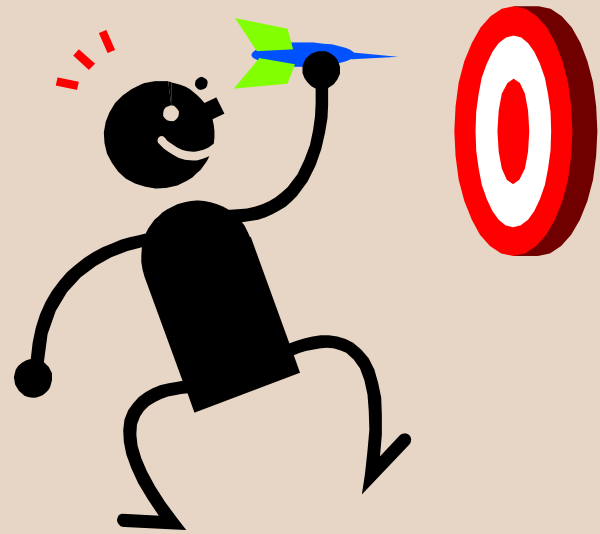
- Complexity of member's health is submitted by Hierarchical Conditions Category (HCC)
- Over 5,000 ICD-9* codes map to 79 HCCs
- Risk Adjustment Data Validation

*International Classification of Diseases, Ninth Edition, Clinical Modification



Risk and RADV

- National vs. Targeted
- Who is included?
- One best medical record
- Unsubstantiated HCCs



Medicare Primary Claims

Reminder – Medicare remittance date is required on secondary claims.

- Must wait 30 calendar days from Medicare remittance date before filing.
- Remittance date must be on the claim.
- Electronic claims are required.
- Improperly filed claims will be denied.



Medicare Primary Claims

- Medicare crossover claims that process accurately do not require a secondary claim.
- For crossover issues, please refer members to Customer Service. The customer service phone number is located on the back of the member's ID card.



NASCO BlueCard (ITS)

- NASCO will be migrating to BlueCard (ITS) effective January 1, 2015.
- Alabama providers will file claims to Blue Cross and Blue Shield of Alabama. For any additional Eligibility and Benefit questions beyond what is returned electronically, call the BlueCard Eligibility line at 1-800-676-BLUE.
- For claims received and processed prior to January 1, 2015, but received on or after that date, the Alabama provider should contact Blue Cross and Blue Shield of Alabama's NASCO Call Center at 1-800-423-3559.

HIPAA Privacy and Non-Filed Claims

- Blue Cross has a new policy regarding claims that members do not want filed to us.
- Due to HIPAA “Rights to Request Privacy Protection for Protected Health Information.”
- If a member instructs the provider not to file a claim for services through Blue Cross, a provider can honor this request and accept payment.
- The provider will need to use a “Notification of Non-Filed Claims” form. The form will need to be signed by the member **prior** to accepting payment.

Healthcare Reform Update

- Next open enrollment for the marketplace will be November 15, 2014 – February 15, 2015.
- As of March 2014, plan names will be on the member ID cards for Individual/Family marketplace plans.



Electronic Claims Filing

- Effective October 1, 2014, Blue Cross no longer accepts paper claims. Refer to *ProviderFacts* article 2014-043 for more details.
- Approximately 99% of all claims are submitted electronically.
- Applies to ALL primary, secondary and corrected claims, both professional and institutional.



Electronic Claims Filing

- Claims can be submitted using these methods:
 - ❖ Practice Management Software System
 - ❖ *ProviderAccess* eClaims
- Effective **October 2, 2014**, the mailing of paper remittances was discontinued.
- Remittance availability:
 - ❖ Via *ProviderAccess* each Monday prior to the Thursday payroll date
 - ❖ Through a vendor/clearinghouse that offers this capability

Electronic Claims Filing

For more information on filing claims electronically, go to **AlabamaBlue.com/providers** and under Provider Resources, click on Electronic Data Interchange. For questions, contact EDI Services at ask-edi@bcbsal.org or 205-220-6899.

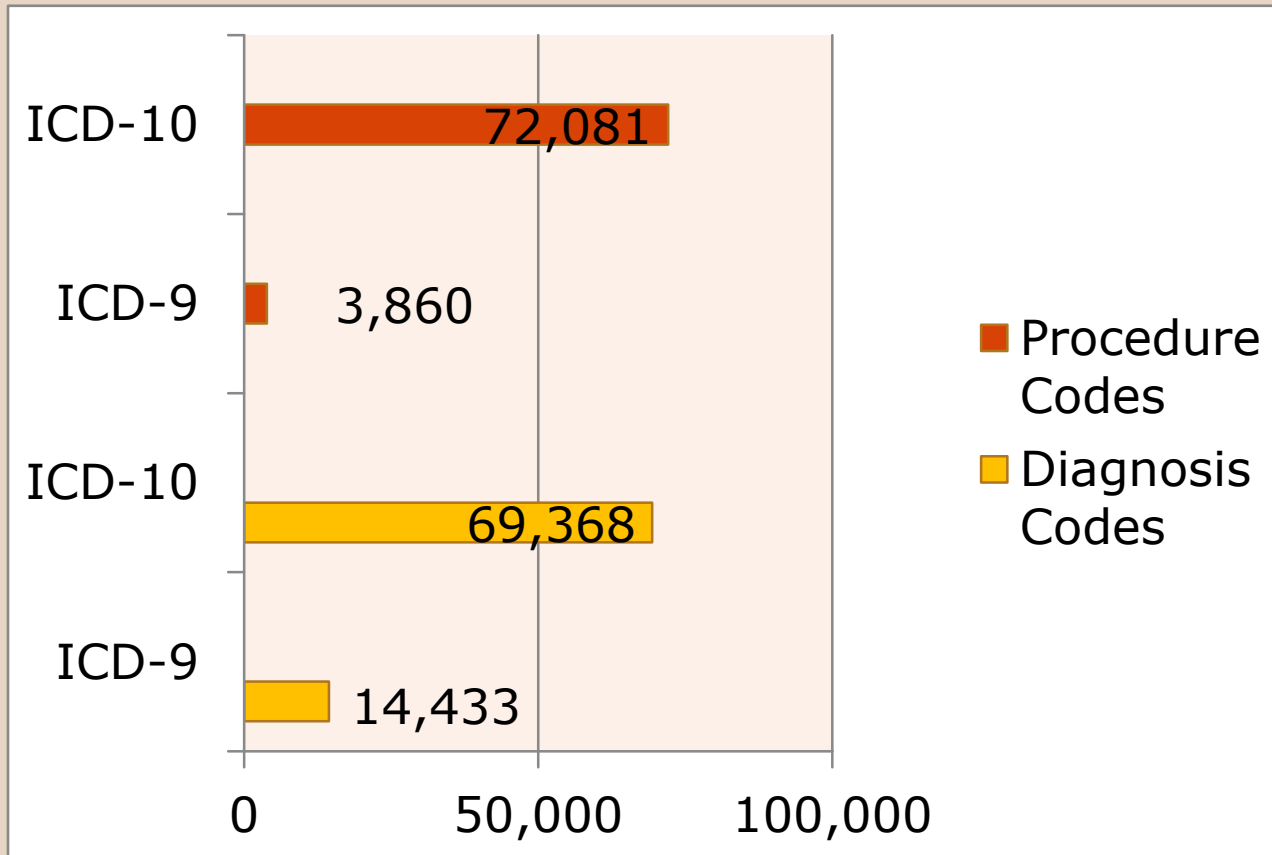


ICD-10 Update

- Visit our provider website, **AlabamaBlue.com/providers**, and click on “ICD-10” under Provider Education.
- The compliance date for the 5010 Conversion was January 1, 2012. Although Version 5010 accommodates the new code set, ICD-10* codes cannot be submitted until October 1, 2015.

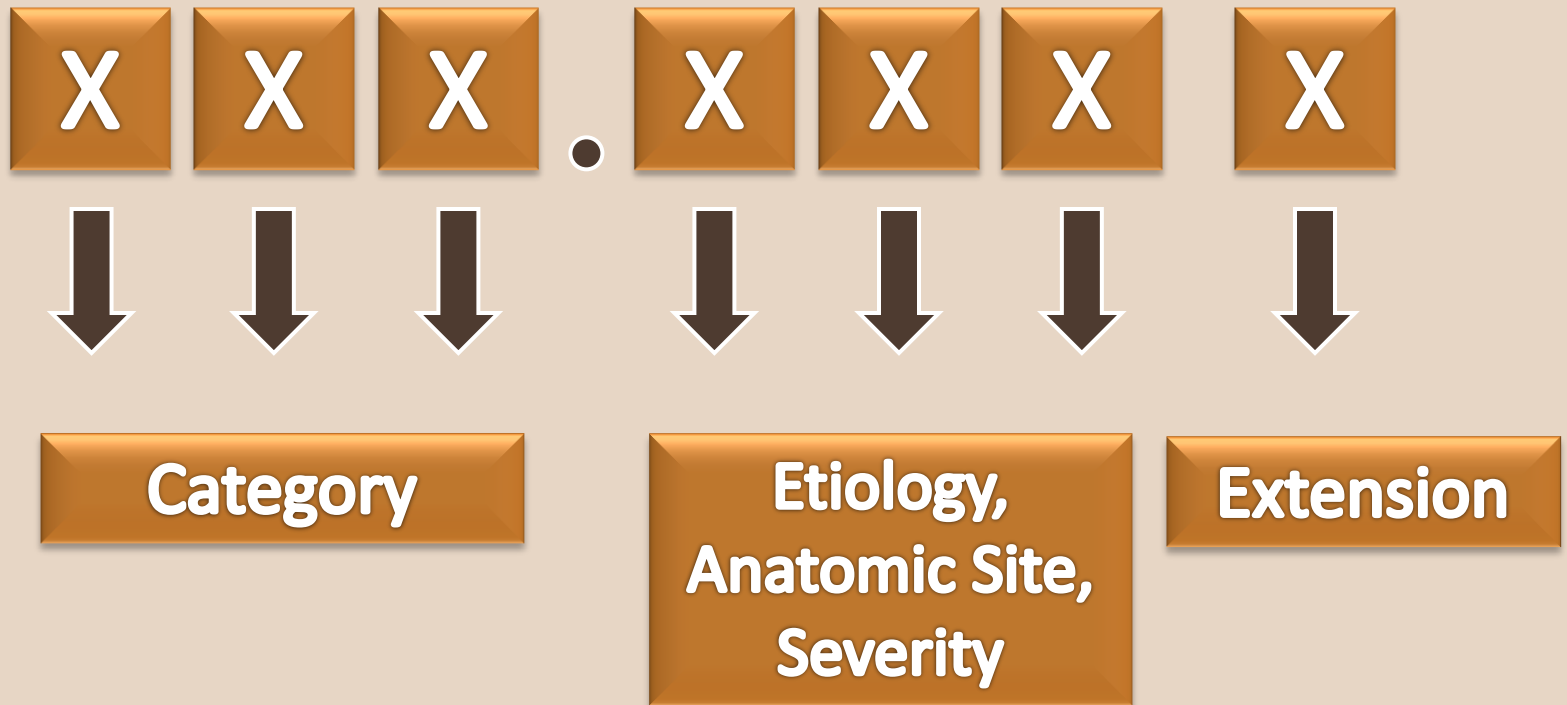
*International Classification of Diseases, Tenth Edition, Clinical Modification

ICD-10 Update



ICD-10 Update

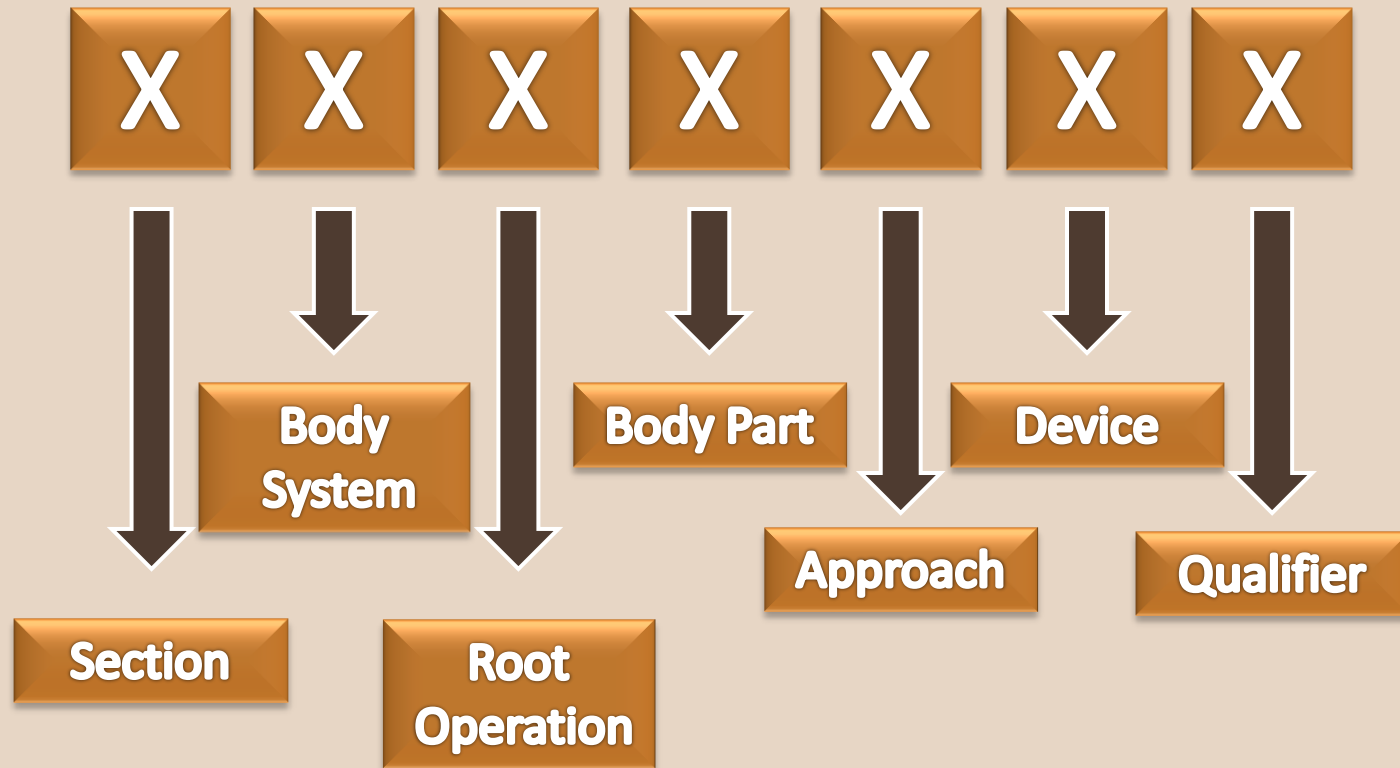
Diagnosis Codes



3 to 6 Position Code with
Leading Alpha Plus Extension

ICD-10 Update

Procedure Codes



7 Position Alphanumeric Code

ICD-9 to ICD-10 Mapping

General Equivalency Mappings (GEMs)

- Blue Cross and Blue Shield of Alabama will use the GEMs as published by the Centers for Medicare & Medicaid Services (CMS) in addition to some Blue Cross and Blue Shield of Alabama specific mappings.
- The GEMs are updated with the ICD-10 code set and are available on the CMS website.

ICD-10 Update

Access this mapping tool on our Blue Cross website,
AlabamaBlue.com/providers.

- Log into *ProviderAccess*
- Select “Provider Functions”
- Look for “ICD-10 Diagnosis Code Mapping Tool” under Claim Information



Front-End Testing

Front-End Testing – Submission of test claims to verify diagnosis code information received by Blue Cross. Read our “Front-End Testing Instructions” for more information.

End-to-End Testing

ICD-10 End-to-end testing is available on a limited basis. Providers and vendors/clearinghouses can submit claims (including Blue Advantage) for processing through a test environment. Remittances will be returned to submitters.

If you are interested in end-to-end testing, contact your EDI Services Representative at 205-220-6899 or Ask-EDI@bcbsal.org for details and assistance.

Implementation Resources

Provider Portal – Blue Cross and Blue Shield of Alabama

BlueCross BlueShield of Alabama

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Find a doctor, dentist or hospital | Find a pharmacy

ProviderAccess

Individual User Sign-In

Register to access essential resources for those who provide healthcare to patients.

REGISTER NOW »

Already registered?

User ID:

Password:

Home > Providers

Providers

Essential resources for those who provide healthcare to patients.

Provider News

Last updated Friday, October 3, 2014

▶ [DEA Rule – Rescheduling Hydrocodone Combination Products](#) (2014-048 - Posted 10/3/2014)

Enter “ICD-10” in the search box in the upper-right corner of any provider section page.

Providers may also refer to the CMS website for more information.

Questions?



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