

ALAHA

Blue Cross and Blue Shield of Alabama

Speakers:

Jennifer Nelson

Kathryn Miller

Michael Lombardo



**BlueCross BlueShield
of Alabama**

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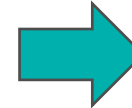
Blue Cross and Blue Shield of Alabama

Territory Changes

Territory Changes

- **Kathryn Miller – Hospital Consultant**

- Northern portion of the state:
- UAB
- Callahan Eye Foundation
- Children's of Alabama
- Baptist Health Systems(Citizens, Princeton, Shelby/Walker)
- Baptist Health (East, South & Prattville)
- Brookwood Medical Center
- Community Health Systems (Cherokee, Crestwood, DeKalb, Gadsden, Stringfellow and Trinity)
- DCH System (DCH, Fayette & Pickens)
- St. Vincent's System (Birmingham, East, St. Clair and Blount)



Territory Changes

www.alabamablue.com/providers

Provider Help

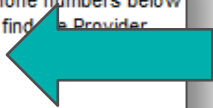
- ▶ [Contact Us](#)
- ▶ [Glossary of Terms](#)
- ▶ [Upcoming Events](#)



Network Services

For information on provider networks and education, please call one of the phone numbers below and select the option for your Provider Network Services Representative. To find a Provider Network Services Representative for your area, [view our territory map](#).

- Call 205-220-7200 (local)
- Call 1-866-904-4130 (toll free)



| Rep Name | Option | Rep Name | Option |
|-----------------|--------|---------------------|--------|
| Connie Akins | 1 | Debbie Meadows | 7 |
| Lenora Ballard | 4 | Kathryn Miller | 3 |
| Phillip Cayce | 7 | Jennifer Nelson | 3 |
| Chris Dobbs | 1 | Regina Osmer | 7 |
| Rachel Gargus | 3 | Jennifer Roberts | 1 |
| Maurice Jackson | 2 | Sonia Slappy Powell | 2 |
| Robin Lewis | 6 | Belva Wright | 4 |
| Sharon Malone | 6 | | |

| For Information About: | Option |
|--|--------|
| Behavioral Health Network | 6 |
| Durable Medical Equipment, Home Health and Hospice | 2 |
| Hospitals | 3 |
| Personal Choice Network Referrals | 6 |

[Home](#) > [Providers](#) > [Contact Us](#)

Contact Us

Blue Cross and Blue Shield of Alabama values our partnership with the provider community and appreciates the care you provide our members. Therefore, we want to provide you with the resources you need. Please refer to the following list of important contact information when you need assistance:

- [Provider Customer Service](#)
- [Provider Enrollment and Credentialing](#)
- [Electronic Data Interchange \(EDI\) Services](#)
- [Network Services](#)
- [Network Communication](#)
- [Fraud and Abuse](#)
- [Precertification/Pre-Procedure Review/Medical Review](#)
- [Other](#)



Blue Cross and Blue Shield of Alabama

Telemedicine

Telemedicine

Administrative Policy

Physician Shortages

Benefit exclusions

Keeping members in their hometowns.



Telemedicine

Reimbursement

Modifier GT

Credentialing

Equipment



Telemedicine

Cardiac

Neurological

Dermatological

Infectious Disease

Behavioral Health



Telemedicine

What is considered inappropriate?

Facetime/Skype

Telemonitoring

Refilling/renewing
prescriptions

Brief discussion to
determine stability
without change in
current treatment

Provider to
provide consults
without member
present

Blue Cross and Blue Shield of Alabama

Hospital Tiered Network
2016

Hospital Tiered Network – 2016

Traditional HTN Categories

- Fiscal, Quality, Outcomes

Transparency/Consumer Model

- Data is more easily obtained and reported

Transitional year

Hospital Tiered Network - 2016

2016 Hospital Tiered Network Executive Overview

Facilities will be evaluated according to the following criteria:



Cost 50% Weight

Percent Allowed to Medicare

Higher Cost Efficiency

- ≤ 130% – 1 dollar sign

Average Cost Efficiency

- > 130 - 140% – 2 dollar signs

Lower Cost Efficiency

- > 140% – 3 dollar signs



Quality 30% Weight

CMS Measures Performance Ratio (70 points)

- # of measures ≥ the National average/# of measures submitted

Case Mix Adjusted Readmission Index (30 points)

- ≤ .90 – 30 Points
- > .90 - 1.00 – 20 points
- > 1.0 - 1.10 – 10 Points
- > 1.10 – 0 Points

Combined score of (out of 100)

Higher Quality

- ≥ 70 points – 3 stars

Average Quality

- 40 - 69 points – 2 stars

Lower Quality

- < 40 points – 1 star



Patient Experience 20% Weight

CMS HCAHPS Survey Total Percentage at or Above the National Average Results

Higher Patient Experience

- ≥ 80% – 3 stars

Average Patient Experience

- 60%- 79% – 2 stars

Lower Patient Experience

- < 60% – 1 star

Blue Cross and Blue Shield of Alabama

Blue Distinction Centers

2016 Blue Distinction Centers

Centers for
Maternity
Care

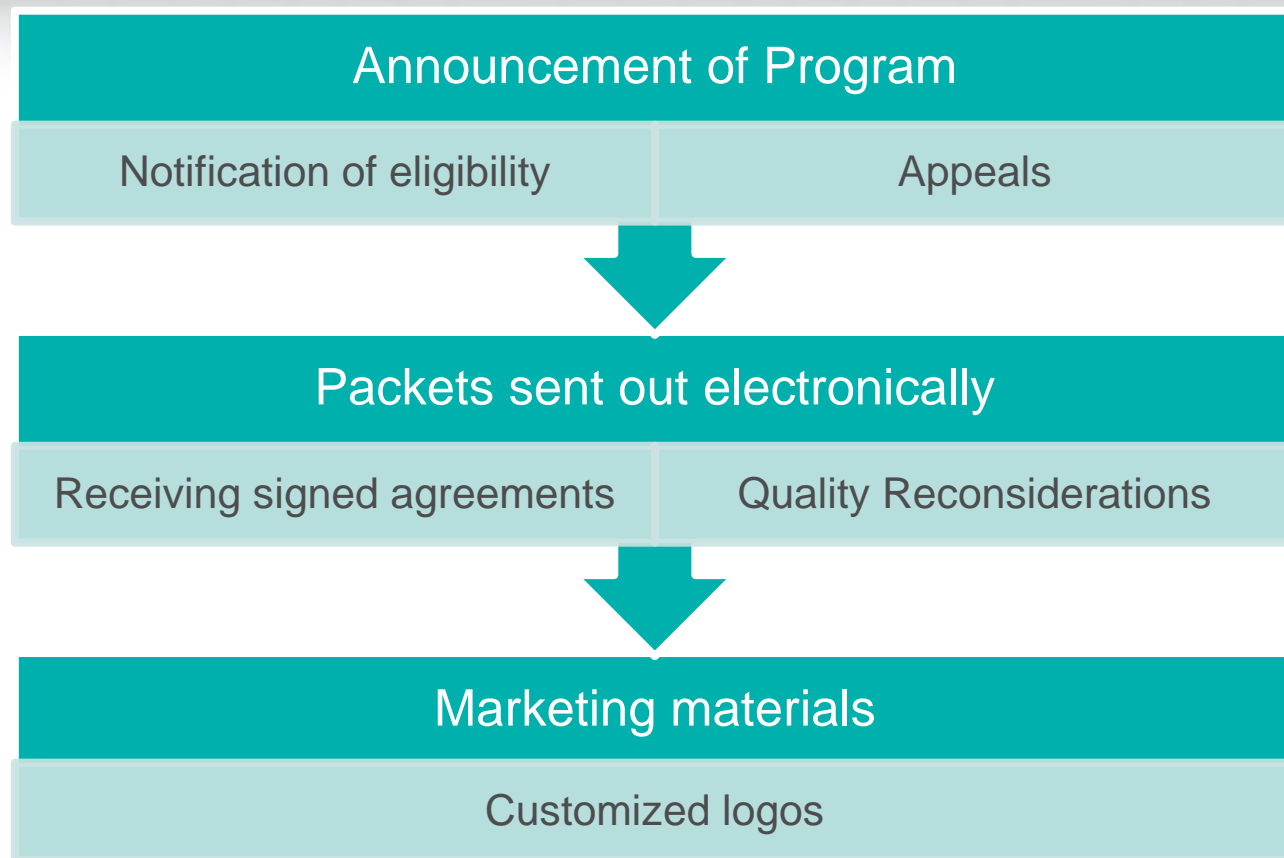
Delivery
Episodes of
Care

Publicly
available
data

Early elective
deliveries
PC-01

2016
Reporting

Blue Distinction Maternity




- Questions-networkanalysis@bcbsal.org

Blue Cross and Blue Shield of Alabama

Payment Transformation

Payment Transformation

- 
- Multiple Per Diems
 - Effective 07/01/2015
 - 3M Software
 - MS DRG crosswalk

Payment Transformation

How were the groupings decided?

- 
- Acuity (DRG Weight)/ALOS
 - Level 4

- 
- 6 payment levels
 - Rehabilitation and Behavioral Health

- 
- Annual Coding updates
 - Renewal Process

Payment Transformation



- MS DRG ERA



- 2100 CLP11



- Third Party
Administrators

Blue Cross and Blue Shield of Alabama

Jiva

JIVA

23 hospitals

Portal entries

Communication

Questions

