

BLUE REVIEWSM

A Provider Publication

April 2021

Please distribute this newsletter, which contains claims, billing, Medical Policy, reimbursement, and other important information, to all health care providers, administrative staff, and billing departments/entities. This version of Blue Review is based on the electronic version that was distributed in April 2021 but because it is a summary copy, **it may not have all the information contained in the electronic version. To sign up to receive the Blue Review electronically, complete the [request form](#) that can be found on the [BCBSOK provider website](#).**

You can find the [Blue Review](#) online at bcbsok.com/provider/news and update

News & Updates

Some Codes Removed from AIM[®] Prior Authorization

What's Changing: Blue Cross and Blue Shield of Oklahoma has removed the prior authorization requirement through AIM Specialty Health[®] effective April 1, 2021, for six "Musculoskeletal" codes for commercial members.

| | |
|--------------|--|
| 29892 | ARTHRS AID RPR LES/TALAR DOME FX/TIBL PLAFOND FX |
| 23700 | MANJ W/ANES SHOULDER JOINT W/FIXATION APPARATUS |
| 27331 | ARTHRT KNE W/JT EXPL BX/RMVL LOOSE/FB |
| 27405 | RPR PRIMARY TORN LIGM&/CAPSULE KNEE COLLATERAL |
| 27407 | REPAIR PRIMARY TORN LIGM&/CAPSULE KNEE CRUCIAT |

| | |
|-------|--|
| 27409 | RPR 1 TORN LIGM&/CAPSL KNE COLTRL&CRUCIATE |
|-------|--|

More Information: Refer to the updated **Prior Authorization Lists** on the **Utilization Management** section of our [website](#), These codes will be designated "No PA Required."

Checking eligibility and/or benefit information is not a guarantee of payment. Benefits will be determined once a claim is received and will be based upon, among other things, the member's eligibility, any claims received during the interim period and the terms of the member's certificate of coverage applicable on the date services were rendered

AIM Specialty Health (AIM) is an independent company that has contracted with BCBSOK to provide utilization management services for members with coverage through BCBSOK.

Reminder: eviCore to Manage Commercial Prior Authorization Appeals Process through April 2021 for 2020 Adverse Determinations

As a reminder, for dates of service on or after Jan. 1, 2021, AIM Specialty Health is the utilization management vendor for Blue Cross and Blue Shield of Oklahoma (BCBSOK) commercial Prior Authorization (PA) requests that were formerly handled by eviCore Healthcare[®]. To assist providers with this transition, in December 2020, a notice appeared on the eviCore website to alert providers of the appeals run-out process, which will continue through April 2021.

If eviCore has denied a PA (pre-service) request or conducted a post-service (post-claim) medical necessity review resulting in an adverse determination, peer-to-peer discussions and appeals must be requested through eviCore. For these pre- and post-service adverse determinations for 2020 dates of service and prior, eviCore will continue to process peer-to-peer and appeal requests **through April 30, 2021, only**. After April 30, 2021, any peer-to-peer and appeal requests for 2020 dates of service and prior should be submitted to BCBSOK.

More information


Learn more about utilization management, including prior authorization and post service review, [on our website](#). Find information about our prior authorization program with AIM [at this microsite](#).

Check eligibility

Check eligibility and benefits through [Availity](#)[®] or your preferred vendor, to:

- Determine whether prior authorization is required
- Confirm benefit coverage
- Determine which vendor to use for prior authorization

Checking eligibility and/or benefit information is not a guarantee of payment. Benefits will be determined once a claim is received and will be based upon, among other things, the member's eligibility, any claims received during the interim period and the terms of the member's certificate of coverage applicable on the date services were rendered.

 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.

eviCore healthcare (eviCore) is an independent specialty medical benefits management company that provides utilization management services for BCBSOK.

AIM Specialty Health (AIM) is an independent company that has contracted with BCBSIL to provide utilization management services for members with coverage through BCBSOK.

Availity is a trademark of Availity, L.L.C., a separate company that operates a health information network to provide electronic information exchange services to medical professionals. Availity provides administrative services to BCBSOK.

BCBSOK makes no endorsement, representations or warranties regarding third-party vendors and the products and services offered by them.

View Professional Provider Fee Schedule via Availity[®]

In the [March 2021 News and Updates](#), we announced the upcoming launch of a new electronic Fee Schedule viewer tool via the Availity Provider Portal. This new tool will be available by the end of this month for professional providers participating with Blue Cross and Blue Shield of Oklahoma (BCBSOK).

Fee schedules are a key component of your contractual relationship with BCBSOK. Professional providers may use the Availity Fee Schedule Listing tool to electronically request a range of up to 20 procedure codes and immediately receive the contracted price allowance for the patient services you perform.

How to Access the Availity Fee Schedule Listing Tool:

- Log in to [Availity](#)
- Select Claims & Payments from the navigation menu
- Select Fee Schedule Listing

Note: Availity Administrators must assign the "Provider Fee Schedule" role for users to gain access to this tool.

How to Use the Availity Fee Schedule Listing Tool:

- Select BCBSOK as the payer
- Select your organization
- Select Tax ID number
- Enter the Billing National Provider Identifier (NPI)
- Enter the Rendering NPI (if applicable)
- Enter the Place of Service
- Choose the Network
- Choose the related billing address
- Enter the procedure code(s) and modifier(s)

You must be registered with [Availity](#) to use the new Fee Schedule tool. You can sign up today at Availity, at no charge. For registration assistance, call Availity Client Services at 800-282-4548. If you don't have online access, you may continue to fax and/or mail your requests using the Fee Schedule Request forms located on the [Forms page](#) of our website.

Training

BCBSOK is hosting free webinars for you to learn how to use the new Availity Fee Schedule Listing tool. To register for a webinar, click on your preferred session date below.

- [April 26, 2021 – 10 a.m. to 10:30 a.m.](#)
- [April 27, 2021 – 1 p.m. to 1:30 p.m.](#)
- [April 28, 2021 – 10 a.m. to 10:30 a.m.](#)
- [April 29, 2021 – 1 p.m. to 1:30 p.m.](#)

- [April 30, 2021 – 10 a.m. to 10:30 a.m.](#)

For More Information

Watch for the instructional Fee Schedule Tool User Guide that will be added to the [Provider Tools](#) section of our website. If you have further questions, please contact our [Provider Education Consultants](#).

This information is not applicable to Medicare Advantage members.

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Pharmacy Program Updates: Quarterly Pharmacy Changes Effective April 1, 2021 — Part 2

This article is a continuation of the previously published *Quarterly Pharmacy Changes Part 1 article*. While that part 1 article included the drug list revisions/exclusions, dispensing limits, utilization management changes and general information on pharmacy benefit program updates, this part 2 version contains the more recent coverage additions, utilization management updates and any other updates to the pharmacy program.

[View Changes](#) 

Single Access Point for EFT and ERA Enrollments

Starting **May 3, 2021**, Blue Cross and Blue Shield of Oklahoma (BCBSOK) will offer a single access point for enrollment in Electronic Funds Transfer (835 EFT) and/or Electronic Remittance Advice (835 ERA) via the Availity[®] Provider Portal. As of this date, faxed or mailed EFT or ERA enrollment applications including change/cancel requests will be returned and redirected to the electronic option.

Electronic enrollment remains an opt-in arrangement. If you currently receive paper checks and/or provider claim summaries you can continue to do so. However, enrolling

will increase efficiencies within your provider organization, allows for more convenience, and heightens security of patient and provider information.

Education and Training

While the electronic enrollment process is easily followed, BCBSOK is hosting complementary webinar trainings for you to learn how to enroll online via Availity. To register for a session, select your preferred date and time below:

- [April 19, 2021 – 2 to 3 p.m.](#)
- [April 21, 2021 – 10 to 11 a.m.](#)
- [April 23, 2021 – 11 to 12 p.m.](#)
- [April 27, 2021 – 1 to 2 p.m.](#)
- [April 29, 2021 – 3 to 4 p.m.](#)

If these dates and times are not convenient for your office, you may contact [Electronic Commerce Services](#) for training.

Already enrolled for 835 EFT and ERA delivery from BCBSOK?

- You do not need to enroll again.
- Availity's Transaction Enrollment tool should also be used to change and/or cancel your existing EFT or ERA delivery.

Refer to the [EFT and ERA Enrollment User Guide](#) for online enrollment assistance, which is located on the [Electronic Funds Transfer/Electronic Remittance Advice page](#) of our Provider website.

If your provider organization feels they should be exempt from the online enrollment process, email our [Electronic Commerce Services](#).

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In the Community

Blue Cross and Blue Shield of Oklahoma awards non-profits across the state

Blue Cross and Blue Shield of Oklahoma (BCBSOK) has selected 15 501(c)(3) organizations to receive grant funding from the [Healthy Kids, Healthy Families](#) (HKHF) initiative, managed and coordinated by BCBSOK.

Created in 2011, HKHF supports nonprofit organizations that provide a variety of health-related services, with proven sustainable and measurable programs. The HKHF program provides funding for programs that reach children and their families in four key areas: nutrition, physical activity, preventing/managing disease and supporting safe environments. In 2021, grants were focused on organizations addressing behavioral health, child safety and domestic violence.

"While Oklahomans continue to weather the immediate impact of COVID-19, we seek to address issues that will impact our community long term," said Joseph R. Cunningham, M.D., president of BCBSOK. "We are pleased to invest in programs to offset challenges that may emerge as a result of the pandemic."

Some of the grant recipients include:

- [A Chance to Change Foundation](#), Oklahoma City: Investment in the "A Chance to SUCCEED" program which provides adolescents a safe place for group counseling and education on mental health and substance-related topics.
- [The Care Center](#), Oklahoma City: Support acquisition of a technology platform to expand the reach of the ROAR Program, a child abuse response and evaluation prevention educational program. The award-winning curriculum gives children the tools to identify and prevent child abuse.
- [Domestic Violence Intervention Services, Inc. \(DVIS\)](#), Tulsa: Provide a Family Nurse Practitioner at the emergency shelter to provide direct health care services to survivors of domestic and sexual violence and their children.
- [Family & Children's Services, Inc.](#), Tulsa: Acquire technology to expand Parent-Child Interaction Therapy (PCIT) rooms for at-risk children and their families.

- [La Luz Organization](#), Oklahoma City: Expand access to bilingual services for individuals facing domestic violence through a partnership with the new Family Justice Center in Canadian County.
- [Lilyfield, Inc., Edmond: Support the "Empower Foster Care Prevention" programs](#), designed to reduce the circumstances that lead families to be involved with the child welfare system and respond to the needs of children who have experienced or are at high risk of experiencing abuse or neglect.
- [Mental Health Association Oklahoma](#), Statewide: Provide a Mental Health Assistance and Education Coordinator for the Outreach, Prevention & Education team. The position will provide mental health system navigation and suicide prevention trainings for Oklahomans across the state.
- [Moore Youth & Family Services, Inc.](#), Moore: Support the acquisition and installation of the optimal safe environment equipment so the organization can continue to provide a safe, therapeutic environment for children and adolescents who have experienced trauma.
- [Morton Comprehensive Health Services, Inc.](#), Tulsa: Expand bilingual behavioral health service at East Family Health Center. The grant will bridge the technology and outreach gaps between patients and behavioral health providers.
- [Oklahoma City Family Justice Center, Inc. aka: Palomar](#), Oklahoma City: Support the development of a curriculum for the peer support model, including research to guide the development of the curriculum, resources to launch the program in five communities and training volunteers to implement the model.
- [Potts Family Foundation](#), Statewide: Provide training in the ACE interface Master Trainer Program for communities that are participating in the Self-Healing in Communities Model.
- [Project: SAFE](#), Shawnee: In partnership with Youth and Family Resource Center (YFRC), employ a mental health professional specializing in trauma and victim services. This individual will be housed at Project: SAFE with clinical oversight through YFRC.
- [Parent Child Center of Tulsa \(PCCT\)](#), Tulsa: Support PCCT Youth Programs. This suite of programming is offered in schools and other community locations with the goal of keeping children safe through education and outreach.
- [The University of Tulsa](#), Tulsa: Expand The University of Tulsa's True Blue Neighbors Behavioral Health Clinic reach to serve individuals throughout the state of

Oklahoma through offering high-quality behavioral health services through telehealth.

- [Youth & Family Resource Center](#), Inc., Shawnee: Support for a Nurse Practitioner/Medical Director position for the Hope House Center for Child Health and Family Well-Being.
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Provider Data and Directory Updates

Blue Cross and Blue Shield of Oklahoma (BCBSOK) is required by the Center for Medicare and Medicaid Services to contact our providers on a quarterly basis requesting verification of information, such as: provider name, organization name, accepting new patients, street address, phone number, hospital affiliations and other changes that affect availability to patients.

Maintaining accurate provider data and directories are an important part of providing BCBSOK members with the information they need to manage their health. Our online provider directory, [Provider Finder](#)[®] helps members find in-network doctors and hospitals. The directory is also a helpful tool for you to refer your BCBSOK patients to other participating providers.

Please review your information in [Provider Finder](#) to ensure it's correct. To update your directory information please visit our [Information Change Request](#) section on our website. **If your information is correct as listed on our website, no further action or response is needed.**

Please submit your changes at least 30 days ahead of the effective date. If you have any questions or if you need additional information, please [Email provider inquiries](#) or call the Provider Contract Support Unit at **800-722-3730, Option 2**.

Web Changes

- Posted: [March Blue Review](#) to Education and Reference Center/News and Updates/Blue Review webpage.
- Posted: The [Provider Information on COVID-19](#) to Education and Reference Center/News and Updates.
- Posted: The [COVID-19 Vaccines and Coverage](#) Education and Reference Center/News and Updates.

Stay Informed!

Watch [News and Updates](#) for important announcements.

Provider Training

For dates, times and online registration, visit the [Provider Training](#) page.

ClaimsXten™ Quarterly Updates

New and revised Current Procedural Terminology (CPT®) and Healthcare Common Procedure Coding System (HCPCS) codes are periodically added to, or deleted from, the ClaimsXten code auditing tool software by the software vendor on a quarterly basis and are not considered changes to the software version. Blue Cross and Blue Shield of Oklahoma (BCBSOK) will normally load this additional data to the BCBSOK claim processing system after receipt from the software vendor and will confirm the effective date via the News and Updates section of the BCBSOK Provider website. Advance notification of updates to the ClaimsXten software version also will be posted on the BCBSOK Provider website.

To help determine how some coding combinations on a particular claim be evaluated during the claim adjudication process, you continue to use Clear Claim Connection™ (C3). C3 is a free, online reference tool. Refer to the [Clear Claim Connection](#) page on our website for more information on gaining access to C3, as well as answers to [frequently asked questions](#) about ClaimsXten. Updates be included in future issues of the [Blue Review](#). Note: C3 does not contain all of the claim edits and processes used by BCBSOK in adjudicating claims, and the results from use of the C3 tool are not a guarantee of the final claim determination.

ClaimsXten and Clear Claim Connection are trademarks of McKesson Information Solutions, Inc., an independent company providing coding software to BCBSOK. McKesson Information Solutions, Inc. is solely responsible for the software and all the contents. Contact the vendor directly with any questions about the products, software and services they provide.

BCBSOK Online Provider Orientation

The [Online Provider Orientation](#) is a convenient and helpful way to learn about the online resources available to you.

Medical Policy Reminder

Approved new or revised BCBSOK medical policies and their effective dates are posted on the BCBSOK website the first and fifteenth day of each month. These policies impact your reimbursement and your patients' benefits. You view all active and pending policies or view draft Medical Policies and provide comments. These can be accessed on the [Standards and Requirements](#) page of our provider website.

While some information on new or revised medical policies occasionally be published for your convenience, please visit bcbsok.com/provider for access to the most complete and up-to-date information.

On-demand Training

An [eRM tutorial](#) is available to show you how to navigate the features of the eRM tool. [Log in](#) at your convenience to complete the tutorial and use it as a reference when needed.

We Want Your Feedback

Do you have a helpful suggestion or feedback about our website? Fill out our [Feedback Survey](#).