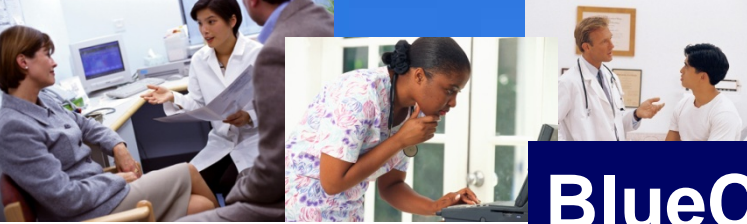




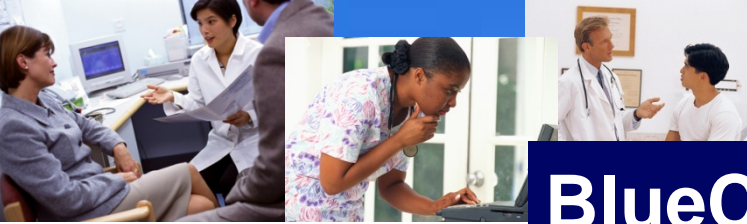
# BlueCare<sup>®</sup> / TennCareSelect





## Community Outreach – improving member health care through:

- ✓ Detailed population assessments
- ✓ Identifying members at risk for developing specific medical conditions
- ✓ Utilizing geographic information system
- ✓ Collaborative efforts with numerous agencies
- ✓ Participation in various community events

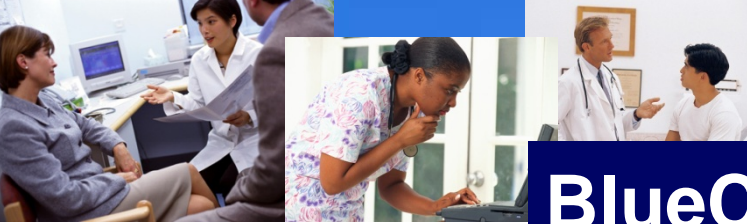


Voluntary disease management programs assist members with chronic conditions such as:

- Asthma
- Chronic obstructive pulmonary disease
- Coronary artery disease
- Diabetes
- Heart failure

## **Enroll members not already in the program**

- ✓ Complete CareSmart Education Referral Form located in the forms section on the Provider page at [bcbst.com/providers/forms](http://bcbst.com/providers/forms)
- ✓ Call 1-888-416-3025

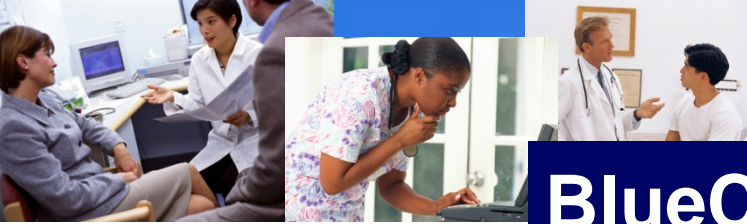


CaringStart Maternity Program strives to increase the number of healthy births and improve pregnancy outcomes by:

- ✓ Reinforcing the importance of prenatal care
- ✓ Empowering members toward self-care management through education and intervention
- ✓ Providing special attention to members considered high risk

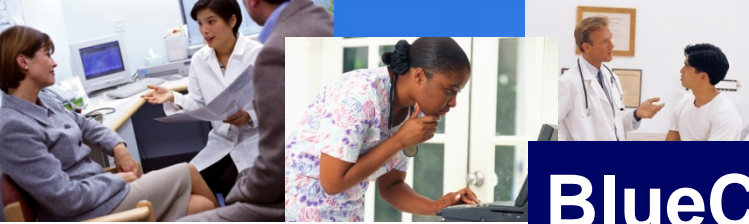
## **Enroll members not already in the program**

- ✓ Fax OB Global Notification Form located in the forms section on the Provider page at [bcbst.com/providers/forms](http://bcbst.com/providers/forms)
- ✓ Call 1-888-416-3025



## CaringStart Rewards Program is designed to:

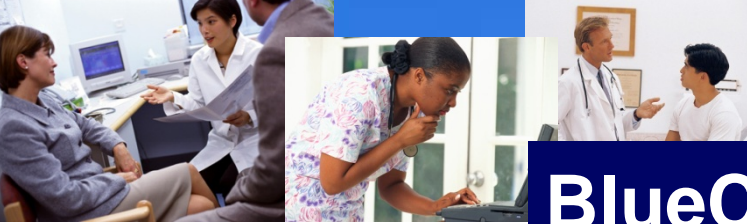
- ✓ Encourage women to notify us early in their pregnancy
- ✓ Motivate women to obtain early and continuous prenatal care
- ✓ Provide educational material
- ✓ Offer free gifts and coupons upon enrollment redeemable at each trimester and postpartum visit
- ✓ Allow members to self-refer by calling 1-888-416-3025



NurseLine directs members to the appropriate level of care by providing:

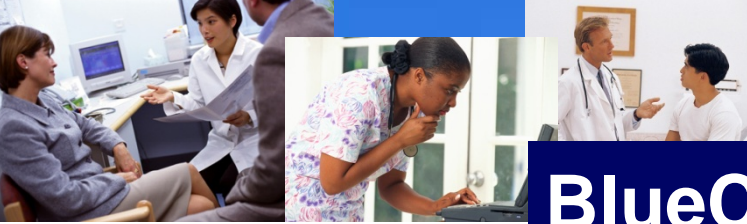
- ✓ Health information
- ✓ Education and decision support
- ✓ Health care counseling
- ✓ Direction toward the “Right Care” at the “Right Time”
- ✓ Assistance by calling 1-800-262-2873





## Emergency Services Management Care Coordination Program provides:

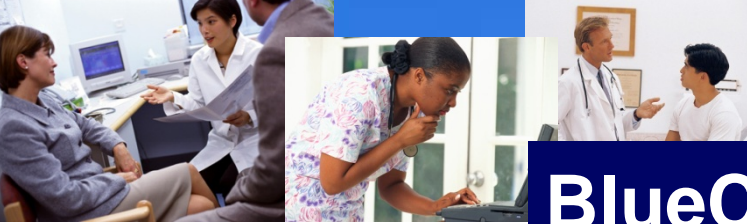
- ✓ Counseling and guidance
- ✓ Connection with the Medical Home
- ✓ Member education on:
  - Condition
  - Appropriate emergency room usage
  - Assigned primary care provider
- ✓ A toll-free number (1-800-292-5311) to enroll members not already in the program



## An Integrated Behavioral and Physical Health Management Model ensures:

- ✓ Member care coordination for complicated care needs, chronic and/or catastrophic illnesses or injuries without unnecessary interruption or delay in services
- ✓ Program enrollment specific to the individual member's needs:
  - Care Coordination
  - Disease Management
  - Behavioral Care Management
  - Complex Case Management





## National Drug Code (NDC)

### CMS-1500

All provider-administered drugs (J codes) include:

- NDC
- Correct quantity and unit
- All data elements, including HCPCS/CPT® code

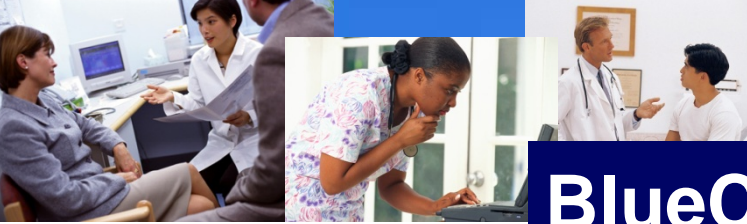
### CMS-1450

- NDC
- Correct quantity and unit for J-codes for **outpatient** hospital claims
- All data elements, including HCPCS/CPT® code

### Data Elements

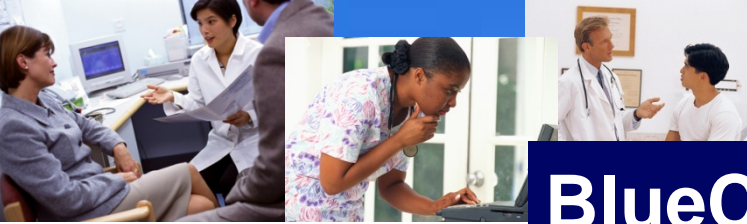
1. NDC Qualifier	N4
2. NDC Number	11 – digit number
3. NDC Quantity Qualifier	F2 – International Unit GR – Gram ML – Milliliter UN – Unit
4. NDC Quantity	Numeric value
5. NDC Unit Price	(ANSI-837 only)

CPT® is a registered trademark of the American Medical Association



## Provider appeal

- ✓ Toll-free fax number: **1-888-357-1916**
- ✓ Used to fax standard appeals for denied services
- ✓ Faxed standard-appeal documentation must include:
  1. Principal reason for upholding the non-certification determination
  2. Detailed clinical rationale
  3. Pertinent medical records for the specific case being appealed



# BlueCare / TennCareSelect



## BlueCare wins managed care contracts in East & West

Western Grand Region



Middle Grand Region



Eastern Grand Region



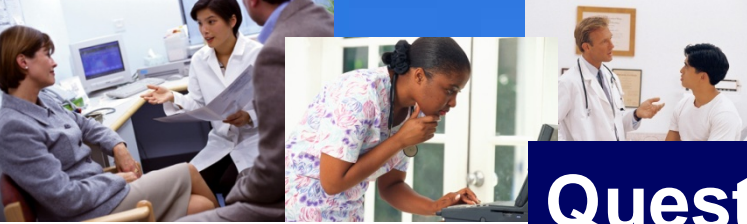
Effective  
**November 1, 2008**

- AmeriChoice
- BlueCare
- TennCareSelect

- Middle Grand Region managed care companies:
- AmeriChoice
  - AmeriGroup Community Care
  - TennCareSelect

Effective  
**January 1, 2009**

- AmeriChoice
- BlueCare
- TennCareSelect



# Questions?



1. Ask now
2. Visit our Resource Center
3. Call Provider Service:
  - ✓ BlueCare **1-800-468-9736**
  - ✓ TennCare*Select* **1-800-276-1978**