eBusiness Solutions

*Increase administrative savings by using smart tools*
Agenda

- Provider Web page Hot Topics
- BlueAccess℠ Overview
  - Electronic Medical Record Submission
- Medicare Advantage Physician Quality Incentive Program Demonstration
- Marketplace Plans on BlueAccess
- EFT/ERA Operating Rules
- Group NPI Filing Requirements
- Electronic Claims
- PWK Attachments
Provider Webpage Hot Topics Continued

Quick Links Continued

- Forms
- Pharmacy Resources
- Provider Manuals
- Research Tools and Resources

News You Need to Know
- Newsletters
- Important Updates, articles and links

Important Initiatives
1. Know Then Go – In-Network Education
2. ICD-10
3. Health Insurance Marketplace
4. Electronic Claims and Electronic Funds Transfer

BlueAlert Newsletters
Electronic Medical Record Submission

✦ Using Message Center, providers can upload medical records that have been specifically requested by BlueCross
✦ Find it under the “Compose” option
✦ Intended for requests received via letter
✦ Keying requested data allows for faster handling
✦ Make sure the letter is your cover sheet for the upload
BlueAccess Overview Continued

Tennessee Health Care Innovation Initiative

The Tennessee Health Care Innovation Initiative rewards providers for high-quality, cost-effective care over specific bundles of care.

- Frequently Asked Questions
- Guide to Reading Your Episode of Care Report
- Adjustment Methodology
- Risk Factors

More

Inter-Plans Medical Policy and Pre-Certification/Pre-Authorization

Enables providers to look up Medical Policy and General Pre-Certification/Pre-Authorization requirements applicable to Out-of-State Blue patients.

More

Provider Initiated Notice

Service for behavioral health providers to submit Provider Initiated Notice Adverse Action Forms and retrieve denial letters from PIN submissions.

More

Back to Top

Transparency Review

Physician Quality Information

Alert » New transparency scores are currently available. Please enter the Transparency portal to view your scores and submit any self-report information

Provider Ratings Review

The program, mandated by the Blue Cross Blue Shield Association, allows members to rate physicians with which they have had an interaction

More
BlueAccess Overview Continued

Additional Provider Services
View/print your Remittance Advice
- For RA's including Commercial, BlueCard, FEP, BlueAdvantage, & BlueAdvantagePlus
- Remittance Advice Quick Reference Guide

EDI TRANSACTION TOOLS AND SERVICES
- Learn about EDI processes and procedures as they become available. Submit your electronic claims online using the BCBST Secure File Gateway. View confirmation reports for electronically submitted claims.
  - 277 CA Report Quick Reference Guide

PCP member roster
For BlueCare, TennCareSelect, and BPN lines of business.

Patient-Centered Medical Home
- Key Reports
- Information Delivery Platform

BlueHealth Solutions Disease Management Program
BlueHealth Solutions includes a disease management program that helps BlueCross BlueShield of Tennessee members with chronic conditions.

Account Management
Request shared secret
Access information on a provider for which you do not have a shared secret.

Update personal profile
Update permissions
Add or delete providers from your account, or get a current list of providers in your account.
### Home Screen with Attestation Approval Queue

Welcome to the QualityCare Rewards interface for ABC Medical Clinic.

#### Contract Details
- **Reporting Period**: Jan 2014 - June 2014
- **Total Patients Attributed**: 690
- **STARS Rating (Overall)**: 2.5

#### Pay for Performance Summary
- **Current Earned**: $24,850
- **Additional Opportunity**: $41,975

#### Patient Assessment Form Summary
- **Current Earned**: $310
- **Additional Opportunity**: $106,640

#### Self Report
- **Count**: 2

#### Pharmacy Alerts
- **Count**: 218

#### Administrative Alerts
- **Count**: 8

#### Clinical Alerts
- **Count**: 149

---

#### Attestation Approval Queue

<table>
<thead>
<tr>
<th>Measure</th>
<th>Member</th>
<th>Response</th>
<th>Submitted</th>
</tr>
</thead>
<tbody>
<tr>
<td>CBP</td>
<td>Hall, Chris</td>
<td>Blood Pressure readings + 120/80 + 08/01/2014</td>
<td>By: map4gbeta18 Date: 08/03/2014</td>
</tr>
<tr>
<td>BMI</td>
<td>Hall, Christine</td>
<td>Body Mass Index performed during past 2 years + 10/08/2013</td>
<td>By: map4gbeta10 Date: 07/30/2014</td>
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</table>

**Click hyperlink to expand alert details**
Member Page

Click arrow to expand the Self-Reporting section

Pharmacy Alert
Self-Reporting

Click pencil icon to update measure

<table>
<thead>
<tr>
<th>Measure</th>
<th>Compliant Closable Status</th>
<th>Response Summary</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Controlling High Blood Pressure (CHBP)</td>
<td>✗</td>
<td>✓</td>
<td>Gap Open</td>
</tr>
<tr>
<td>Comprehensive Diabetes Care (CDC) - LDL-C Control (&lt;100 mg/dL)</td>
<td>✗</td>
<td>✓</td>
<td>Gap Open</td>
</tr>
<tr>
<td>Comprehensive Diabetes Care (CDC) - Eye Exam (Retinal) Performed</td>
<td>✗</td>
<td>✓</td>
<td>Gap Open</td>
</tr>
<tr>
<td>Comprehensive Diabetes Care (CDC) - HbA1c Poor Control (&gt;9.0%)</td>
<td>✗</td>
<td>✓</td>
<td>Gap Open</td>
</tr>
<tr>
<td>Medication Adherence for Hypertension (RAS Antagonists)</td>
<td>✗</td>
<td>✗</td>
<td>Gap Missed</td>
</tr>
</tbody>
</table>

Current PAF Received

PAF Received
Self-Report Entry Form

Update Measure

Check attestation check box

Click Save
Closed Gap

Note: If non-practitioner user enters gap closure data, the status will say “Pending Attestation” instead of “Gap Closed”
Provider Group STARS

<table>
<thead>
<tr>
<th>Measure</th>
<th>Eligible</th>
<th>Complaint</th>
<th>Rate</th>
<th>Region</th>
<th>Score</th>
<th>Measure STARS</th>
<th>Need 1 STAR</th>
<th>Need 2 STAR</th>
<th>Need 3 STAR</th>
<th>Need 4 STAR</th>
<th>Need 5 STAR</th>
<th>星星</th>
<th>Weight</th>
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<tbody>
<tr>
<td>Outcomes</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>CDC - HbA1c Control</td>
<td>103</td>
<td>49</td>
<td>66</td>
<td>82</td>
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<td>156</td>
<td>156</td>
<td>-0.1</td>
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<td>1</td>
<td>4</td>
<td>6</td>
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<td>-0.1</td>
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<td>1</td>
<td>4</td>
<td>6</td>
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<td>156</td>
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<td>4</td>
<td>6</td>
<td>7</td>
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<td>3.0</td>
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<tr>
<td>Systolic Blood Pressure Control</td>
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<td>156</td>
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<td>-0.1</td>
<td>0</td>
<td>1</td>
<td>4</td>
<td>6</td>
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<td>3.0</td>
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<tr>
<td>Blood Pressure Control</td>
<td>156</td>
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<td>156</td>
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<td>1</td>
<td>4</td>
<td>6</td>
<td>7</td>
<td></td>
<td>3.0</td>
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</tbody>
</table>

Click to View Stars Rating

Click any column heading to sort

Export Options

Peer Comparison Rate

Scroll Bar
Individual Provider STARS Rating

ABC Medical Clinic, PC

Reporting Period: Jan 2014 - Apr 2014
Total Patients Attributed: 16
STARS Rating (Overall): 3.00

Provider STARS

- Smith, Bob: ★★★★★
- Kirk, Joel: ★★★★
- Lamb, Mary: ★★★★★
- Segar, Rick: ★★★
- Noris, Ella: ★★
- Sullivan, Nicholas: ★★★★★★
- Jones, Amanda: ★★★
- Hatterfield, Norman: ★★★★★
- Clapton, Zack: ★★★★★
- Harris, Emma: ★★★★★
Individual Provider Measures

ABC Medical Clinic, PC

Provider

Reporting Period: Jan 2014 - May 2014
Total Patients Attributed: 689
STARS Rating (Overall): 2.50

Provider Measures:

- Perry, Steve J
  - ABA
    - # Eligible: 18
    - # Not Compliant: 18
  - BCS
    - # Eligible: 7
    - # Not Compliant: 5
  - CMC-LDL-C
    - # Eligible: 3
    - # Not Compliant: 2
  - COL
    - # Eligible: 23
    - # Not Compliant: 11
  - CDC-Eye
    - # Eligible: 5
    - # Not Compliant: 6
  - CDC-HbA1c Contr
    - # Eligible: 5
    - # Not Compliant: 6
  - CDC-LDL-C Contr
    - # Eligible: 5
    - # Not Compliant: 6
  - CDC-LDL-C
    - # Eligible: 5
    - # Not Compliant: 5
  - CDC-Neph
    - # Eligible: 5
    - # Not Compliant: 2
  - CEP
    - # Eligible: 9
    - # Not Compliant: 9
  - D_Tx
    - # Eligible: 5
    - # Not Compliant: 3
  - HRM
    - # Eligible: 29
    - # Not Compliant: 3
  - MA_CHOL
    - # Eligible: 5
    - # Not Compliant: 0
  - MA-HTN
    - # Eligible: 7
    - # Not Compliant: 0

Click + symbol next to each measure to view eligible members.
Individual Provider, Measure and Member List

ABC Medical Clinic

Provider

Reporting Period: Jan 2014 - June 2014
Total Patients Attributed: 690
STARS Rating (Overall): 2.5

Provider | Provider STARS | Measure | # Eligible | # Not Compliant | Measure STARS
--- | --- | --- | --- | --- | ---
| Donkey, Sam | ★★★ | Body Mass Index | 22 | 19 | ★

Member

- Lamb, Mary
- Hill, Chris
- Papper, Joe
- Brown, Chuck
- Borning, Lynn
- Cruz, Juan
- Holland, Linda
- Stewart, Doug
- Burton, Dale
- Smith, Steve
- House, Cody
- Vance, Water
- Grabowski, Sue

Click Member Name
Member Historical Information

ABC Medical Clinic, PC

Burton, Christina

Member Demographics

- Address: One Cameron Hill Circle
- City/State/Zip: Chattanooga, TN 37402
- Phone: 423-535-5555
- Birth Date: 11/02/1942
- Gender: Female
- Provider: Dr. Robert Seger

Member Page

Historical Information

Click Self-Reporting

Self-Reporting

Pharmacy Alerts

- 05/09/2014 MEDICATION ADHERENCE Seger Robert
  
Patient was prescribed LISINOPRIL by Dr. Robert Seger on Jun-26-2014.

- 05/09/2014 MEDICATION ADHERENCE Seger Robert
  
Patient was prescribed PRAVASTATIN SODIUM by Dr. Robert Seger on Jun-26-2014.
Member Roster

ABC Clinic

Member Roster

Provider: Dr. Sam Clooney

<table>
<thead>
<tr>
<th>Member</th>
<th>Attribution Rate</th>
<th>Medical Claim with PCP</th>
</tr>
</thead>
<tbody>
<tr>
<td>Christina Hall</td>
<td>PAF Received</td>
<td>2 of 47 (11.8%)</td>
</tr>
</tbody>
</table>

- **Outcomes**
  - High Risk Medication
  - Medication Adherence for Cholesterol (Statins)

- **Procedures**
  - Breast Cancer Screening (BCS)
  - Adult BMI Assessment (ABA)
  - Colorectal Cancer Screening (COL)

- **PAF**
  - Current PAF Received

---

Provider: Dr. Sam Clooney

<table>
<thead>
<tr>
<th>Member</th>
<th>Attribution Rate</th>
<th>Medical Claim with PCP</th>
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</thead>
<tbody>
<tr>
<td>Nick Jones</td>
<td>PAF Received</td>
<td>10 of 21 (47.6%)</td>
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- **Outcomes**
  - Controlling High Blood Pressure (CBP)
  - High Risk Medication
  - Medication Adherence for Hypertension (RAS Antagonists)

- **Procedures**
  - Adult BMI Assessment (ABA)
  - Cholesterol Management for Patients with Cardiovascular Conditions (CMC) - LDL-C Screening
  - Colorectal Cancer Screening (COL)

- **PAF**
  - Current PAF Received
Fee Schedule Information

ABC Medical Clinic

- Contract Details
- Performance / Opportunity Analysis
- Fee Schedule

<table>
<thead>
<tr>
<th>Potential Rating</th>
<th>Potential Star Rating</th>
<th>Quality Star Escalators</th>
<th>Medical Record Escalators</th>
<th>Total Opportunity</th>
<th>Quality Escalator Opportunity $</th>
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<tbody>
<tr>
<td>5.0</td>
<td>★★★★★★</td>
<td>9.0%</td>
<td>1.0%</td>
<td>110.0%</td>
<td>$40,084</td>
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<tr>
<td>4.5</td>
<td>★★★★★★</td>
<td>7.0%</td>
<td>1.0%</td>
<td>108.0%</td>
<td>38,468</td>
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<tr>
<td>4.0</td>
<td>★★★★★★</td>
<td>5.0%</td>
<td>1.0%</td>
<td>106.0%</td>
<td>20,061</td>
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<td>3.5</td>
<td>★★★★★★</td>
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<td>100.0%</td>
<td>0</td>
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<tr>
<td>3.0</td>
<td>★★★★★★</td>
<td>0.0%</td>
<td>0.0%</td>
<td>100.0%</td>
<td>0</td>
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<td>2.5</td>
<td>★★★★★★</td>
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<td>0.0%</td>
<td>100.0%</td>
<td>0</td>
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<tr>
<td>2.0</td>
<td>★★★★★★</td>
<td>0.0%</td>
<td>0.0%</td>
<td>100.0%</td>
<td>0</td>
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<tr>
<td>1.5</td>
<td>★★★★★★</td>
<td>0.0%</td>
<td>0.0%</td>
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<tr>
<td>1.0</td>
<td>★★★★★★</td>
<td>0.0%</td>
<td>0.0%</td>
<td>100.0%</td>
<td>0</td>
</tr>
</tbody>
</table>

Current Rating: 2.5 ★★★★★
Prior Year Claims Allowable Amount: $480,844*

*Prior year claims allowable amount re-based at 100% of Medicare Fee Schedule.
Marketplace Plans on BlueAccess

Advance Premium Tax Credits (APTC) Grace Periods - BlueAccess will display grace period information for Marketplace members who receive subsidies based on the current date, even if a date of service prior to the grace period start date is requested.

- If the member is current or in day 1-30 of a grace period, data will return as normal:

- If the member is in day 31-90 of a grace period, a notification is present; eligibility and benefit information is still available:
Effective Jan. 1, 2014, new federal operating rules on electronic funds transfer and electronic remittance advice (ANSI 835) came into effect for HIPAA-covered entities

BlueCross meets and monitors ongoing compliance to these rules

Major impacts:

- Enrollment – All EFT and ERA enrollment is now handled via CAQH Solutions in an online offering. All paper / PDF forms have been updated to reflect these changes; please visit [http://www.bcbst.com/providers/ebusiness/electronic-claims-electronic-funds-transfer.page](http://www.bcbst.com/providers/ebusiness/electronic-claims-electronic-funds-transfer.page) for more details

- CARC/RARC Mapping – BlueCross re-mapped approximately 20% of its existing claim explanation codes to meet the new standard Business Scenarios defined by CAQH for 835 transactions

- For more information and the complete rule sets, please visit [https://www.caqh.org](https://www.caqh.org)
Group NPI Filing Requirements

+ ANSI 5010 rules state that “The Billing Provider may be an individual only when the health care provider performing services is an independent, unincorporated entity.” *

+ To remain compliant with HIPAA and NUCC** filing guidelines, BlueCross developed new editing that validates whether an NPI submitted in the following locations is associated to a group entity in our provider records:
  - The 2010AA Billing Loop of the ANSI 837P, or
  - Block 33A of the NUCC 02/12 1500 form

+ **Effective 09/01/2014, if the NPI in the billing loop of the claim represents an individual, and the tax ID number on the claim belongs to a group entity, your claim will be rejected.**

+ Avoid this issue by placing group information in the billing loop and placing individuals in the rendering portion of your claims.

*ASC X12N/005010X222 TR3, §1.10.4

**1500 Health Insurance Claim Form Reference Instruction Manual for Form Version 02/12, p. 54
BlueCross is working to close system and process gaps that prevent 100% electronic claim submission.

Based on statewide provider feedback, top barriers to 100% submission were identified:

- **Corrected / Secondary Claims** – BlueCross continues to accept both corrected and secondary claims electronically. Internal education and training has been done to ensure proper handling. Visit http://www.bcbst.com/providers/ebusiness/technical-information.page for details on submitting these claims electronically.

- **Resources** – Providers expressed concerns over constraints surrounding office processes, costs and technology. eBusiness can offer help in matching the appropriate solutions available such as EDI, Real-Time Claims Filing, and other avenues of electronic submission.

- **Attachments** – BlueCross developed a new process for accepting attachments related to electronic claims to prevent the need to drop claims to paper.
PWK Attachments

To address supplemental documentation sometimes needed to process claims, BlueCross has built system support to match faxed documentation to electronic claims (SFTP and Web upload coming soon)

Process:
• Submit EDI claim with PWK06 (short for “paperwork”) tracking number and proper qualifiers in your 837 data
• On the same day as your claim submission, fax your documents with the new PWK coversheet (one per claim)
• BlueCross will match your claim and document for internal processing purposes which will help streamline adjudication

PWK IS for...
• Submitting documents or medical records you know will be needed for processing (unlisted procedures, custom equipment, etc.)
• Initial claim submissions

PWK IS NOT for...
• Submitting a medical record with every claim
• Responding to medical record requests

Please visit the eBusiness resource table or the eBusiness section of www.bcbst.com for technical information and the new PWK Coversheet
# Contact Information

<table>
<thead>
<tr>
<th>Medicare Advantage Issues</th>
<th>eBusiness Technical Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-800-841-7434</td>
<td>(or general questions)</td>
</tr>
<tr>
<td></td>
<td>(423) 535-5717, option 2</td>
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<table>
<thead>
<tr>
<th>Region</th>
<th>Name</th>
<th>Email</th>
<th>Phone</th>
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<tbody>
<tr>
<td>East Tennessee</td>
<td>Faith Daniel</td>
<td><a href="mailto:Faith_Daniel@bcbst.com">Faith_Daniel@bcbst.com</a></td>
<td>(423) 535-6796</td>
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<tr>
<td>Middle Tennessee</td>
<td>Faye Mangold</td>
<td><a href="mailto:Faye_Mangold@bcbst.com">Faye_Mangold@bcbst.com</a></td>
<td>(423) 535-2750</td>
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<tr>
<td>West Tennessee</td>
<td>Debbie Angner</td>
<td><a href="mailto:Debbie_Angner@bcbst.com">Debbie_Angner@bcbst.com</a></td>
<td>(901) 544-2285</td>
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