



**BlueCross BlueShield  
of Tennessee**

801 Pine Street  
Chattanooga, Tennessee 37402-2555

[www.bcbst.com](http://www.bcbst.com)

## Steps to enrolling patient into Value Based Reimbursement Pilot Program

### 1<sup>st</sup> Step

Participating provider identifies patient by having one of the following primary diagnosis:

- **Diabetes** – 250.xx
- **Congestive Heart Failure (CHF)** – 398.91, 402.01, 402.11, 402.91, 404.01, 404.03, 404.11, 404.13, 404.91, 425, 425.1, 425.4, 425.7, 425.9, 428.xx
- **Hypertension (HTN)** – 401, 401.9

### 2<sup>nd</sup> Step

Provider office should ensure member eligibility of insurance coverage prior to discussing the pilot program by:

- Checking the member ID Card
- Calling Customer Service at 1-800-565-9140 and telling the Customer Service Representative that you are verifying eligibility for the Value Based Reimbursement Pilot Program.

### 3<sup>rd</sup> Step

Once eligibility is verified for the Value Based Reimbursement Pilot Program, the participating provider will need to:

- **Complete and fax the BlueCross BlueShield of Tennessee Enrollment Fax Form to 1-800-421-2885**

### 4<sup>th</sup> Step

Once provider has enrolled patient, advise them that in order to access the online visits, patients must register by accessing RelayHealth at <http://www.relayhealth.com/>

**Note that access to Web consultation capability will not be available until approximately 10 days after enrollment.**

**During the Value Based Reimbursement Pilot Program there are no copays, deductibles, or coinsurance for the online, telephonic, and group session services provided under this pilot, if they currently apply to the member's-benefit plan.**