

BlueCare/TennCare*Select*

Improving health care for TennCare members



BlueCare/TennCare *Select*

Obtain member eligibility by:

- Using BlueAccess, the secure area of vshptn.com* and bcbst.com
- Calling Provider Service
 - BlueCare 1-800-468-9736
 - TennCare*Select* 1-800-276-1978
- Calling Family Assistance Service Center* 1-866-311-4287
- Faxing Eligibility Form 1-866-504-6356
- Accessing the State's online eligibility system at www.TennesseeAnytime.org
- Retroactive Eligibility

*For TennCare members only

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Access just a phone call or mouse click away

Answers to administrative issues, claims status, eligibility or prior authorization information

Call Provider Service

- BlueCare 1-800-468-9736

- TennCare *Select* 1-800-276-1978

Call Utilization Management

- BlueCare 1-888-423-0131

- TennCare *Select* 1-800-711-4104

Log on to BlueAccess on vshptn.com or bcbst.com

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Disclosure of Ownership and Control Interest Statement

- What is it and why is it important?
- What happens if the form is not completed and returned?
- What sections of the form are required to be completed?
- Who should sign the form?
- Obtain a copy of the form by:
 - Calling 1-800-924-7141 Monday through Friday 8 a.m. to 5 p.m., ET and speak Network Contracting
 - Visiting the BlueCare/TennCare *Select* section on the Provider page of the company Web sites, vshptn.com and bcbst.com.

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Tennessee Medicaid Number

- ❑ Required when rendering care to TennCare members
- ❑ Claims deny with WMN – Need State Medicaid Number
- ❑ Obtain a Tennessee Medicaid number by:
 - Calling Medicaid/TennCare Provider Enrollment Unit at 1-800-342-3145
 - Visiting the Provider page of the company Web sites, vshptn.com or bcbst.com
 - Visiting the Bureau of TennCare Web site, <http://tennessee.gov/tenncare/pro-forms.html>
- ❑ Submit Tennessee Medicaid number by contacting your local Network Manager or mail to:

BlueCross BlueShield of Tennessee
Provider Management – CH4.2
1 Cameron Hill Circle
Chattanooga, TN 37402



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Medical Prior Authorization is required for:

- All non-covered, investigational or cosmetic procedures or services
 - All out-of-network services (hospital and professional)
 - Transplants and transplant evaluations
 - Certain Specialty Pharmacy medications
 - Chiropractic services (lumbar, sacral and pelvic) – Medically Necessary for children under the age of 21 years
 - DME >\$500 for purchase or rental (where allowed amount of the rental equipment would be >\$500 if purchased)
 - DME repairs >\$500
 - All Home Health Services and Private Duty Nursing
 - All inpatient admissions (in network)
 - All outpatient therapies (21 years and older)
 - Orthotics and Prosthetics >\$200
 - All bariatric surgeries
 - All hysterectomies
 - All new requests for wheelchairs and accessories regardless of purchase or rental price
 - Hospice-inpatient and outpatient*
- Global OB*
 - SNF-Skilled Nursing Facility
 - All food supplements and substitutes including formulas taken by mouth for adults 21 years of age and older
 - The following outpatient services:
 - Arthroscopy
 - Endoscopy
 - Laparoscopic Cholecystectomy
 - All services performed by a plastic specialist, including, but not limited to:
 - Abdominoplasty/Panniculectomy
 - Belpharoplasty
 - Breast reduction
 - Gynecomastia
 - Reconstructive repair Pectus Excavatum
 - Reconstructive breast
 - Vein ligation
 - High-technology radiology (CT, MRI, MRA, PET)

*This service requires "Notification".

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Primary Care Provider (PCP) Changes

- Initial PCP assignment
- PCP lock-in
- Fax back form
- Member accept criteria

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Abortion, Sterilization, Hysterectomy (ASH)

- Multiple requests for medical records
- Length of time to review
- Anesthesia claim denials
- New ASH fax number: 1-800-488-0086

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TennCare *Select* still exists

- State's self-insured Health Maintenance Organization
- Administered by Volunteer State Health Plan
- Serves as backup program
- Has same benefits as other Managed Care Organizations
- Enrollees cannot choose *TennCare Select*
- Behavioral health

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When other insurance is involved

- File claim to BlueCare/TennCare *Select* with the corresponding remittance advice from commercial carrier
- File claims within 120 days from date of primary insurer's remittance advice
- TennCare is always the payer of last resort except for:
 - Child support enforcement
 - Crippled children/children services
 - TENNderCare services
 - Prenatal or preventive pediatric care

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Behavioral Health Integration

- ❑ Volunteer State Health Plan (VSHP) administers behavioral health care services to BlueCare members only
- ❑ Inpatient and higher level of care requires prior authorization
- ❑ Submit requests telephonically by mail or via Web site, www.vshptn.com
- ❑ Call 1-888-423-0131, Monday through Friday, 8 a.m. to 6 p.m., (ET), or mail request to:

BlueCare
Notification/Prior Authorization
P.O. Box 182277
Chattanooga, TN 37402-7277
- ❑ File behavioral health claims to BlueCare
- ❑ Effective Sept. 1, 2009, TennCare *Select* and *Select*Kids behavioral health services will be coordinated through VSHP

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Global and Category II Procedure Code Billing

Practitioners are urged to:

- Submit prenatal care visits that occur within the first trimester or within 42 days of enrollment with VSHP
- Submit Category II codes (0500F, 0501F, 0502F)
- Schedule member postpartum care visit to occur between 21 and 56 days after delivery
- Submit Category II code (0503F)
- Notify VSHP within 24 hours of a missed appointment
- Notify VSHP's CaringStart Maternity team at 1-888-416-3025 when pregnancy is diagnosed
- Global and Category II Codes Frequently Asked Questions available on company Web sites, vshptn.com or bcbst.com

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Care Management Program

- Offers quality and cost-effective coordination of care
- Provided at no extra cost
- All BlueCare and TennCare*Select* members are eligible
- Call 1-800-225-8698, Monday through Friday, 8 a.m. to 6 p.m., (ET) for Case Management Services

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CareSmart Disease Management Programs

- Developed to assist members with chronic conditions
- Consists of support from nurses and other health care staff, educational materials and resources and individual or group educational sessions
- Member enrollment is voluntary, but encouraged
- To enroll members call 1-888-416-3025 or use the Program Referral Form located in the *VSHP Provider Administration Manual*

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Questions?

Ask now

Call Provider Service:

- BlueCare **1-800-468-9736**

- TennCare*Select* **1-800-276-1978**