BlueCare® / TennCare Select

BlueCross BlueShield of Tennessee, Inc., an Independent Licensee of the BlueCross BlueShield Association. This document has been classified as public Information.
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
- 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
- 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

<table>
<thead>
<tr>
<th>Data Elements</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. NDC Qualifier</td>
<td>N4</td>
</tr>
<tr>
<td>2. NDC Number</td>
<td>11 – digit number</td>
</tr>
<tr>
<td>3. NDC Quantity Qualifier</td>
<td>F2 – International Unit GR – Gram ML – Milliliter UN – Unit</td>
</tr>
<tr>
<td>4. NDC Quantity</td>
<td>Numeric value</td>
</tr>
<tr>
<td>5. NDC Unit Price</td>
<td>(ANSI-837 only)</td>
</tr>
</tbody>
</table>

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 wins managed care contracts in East & West

**Effective November 1, 2008**
- AmeriChoice
- BlueCare
- TennCareSelect

**Effective January 1, 2009**
- AmeriChoice
- BlueCare
- TennCareSelect

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

1. Ask now

2. Visit our Resource Center

3. Call Provider Service:

- BlueCare 1-800-468-9736
- TennCareSelect 1-800-276-1978