

# Professional Provider Report



A Newsletter for  
Professional Providers and  
their Staff Members

**MARCH 30, 2016**  
**S-1-16**

## WHAT'S INSIDE ?

- Claims upgrades, improvements ...1
- Altegra gathering records for annual audit requirement .....2
- Verisk continuing to collect medical data .....2
- Customer Service asks for two ID limit .....2
- Choosing Wisely: Avoid early imaging for back pain .....3
- April 27 is National Walk@Lunch Day .....3
- Updating Medicare participation status .....3
- Billing reminders .....3
- 'Kits' not covered under prescription drug benefit .....4
- Pharmaceutical Formulary Update .....4
- Oncology drug pre-certification .....4
- Behavioral health workshops, expedited appeals .....4
- BCBSKS thanks Fresquez-Gray, welcomes Kloxin .....5
- Availity adds Payer Spaces .....6-7
- Web updates — medical policy .....8

## Claims upgrades bring improvement

The following improvements were implemented in February as part of the claims editing system upgrade.

- Consecutive dates of service can be billed on the same line as long as the units field equals the number of days billed.
- Services using right (RT) and left (LT) modifiers can be billed either on one line or separated into multiple lines. When billing RT/LT on one line, the number of units should equal "002". When billing on separate lines, units should equal "001" per line.
- When billing site-specific modifiers (i.e. digit modifiers), the number of units must

indicate the number of site-specific services. For example, if using modifiers "F5, F6 and F7" on one line item, units should equal "003".

- System edits will now recognize technical component (TC) and professional components (PC) when billed separately. PC/TC modifiers must still be billed on separate lines (global billing is still preferred for PC/TC being provided by the same provider).
- When billing bilaterally and using the "50" modifier, units should equal "001" to indicate one on each side.

The *Professional Provider Report* is published by the professional relations department of Blue Cross and Blue Shield of Kansas.

OUR WEB ADDRESS:  
<http://www.bcbsks.com>

Dustin Kimmel, Communications Coordinator

**Questions:** Contact your professional relations representative or provider network services in Topeka at (785) 291-4135 or (800) 432-3587.

**Acknowledgement:** Current Procedural Terminology (CPT®) is copyright 2015 American Medical Association. All Rights Reserved. No fee schedules, basic units, relative values or related listings are included in CPT®. The AMA assumes no liability for the data contained herein. Applicable ARS/DFARS Restrictions Apply to Government Use.



# Altegra gathering records for audit

## Customer Service asks for two ID limit

Providers are asked to limit inquiry to two IDs per call when calling Customer Service. Providers needing help with more than two IDs will be asked to call back after receiving help with two IDs.

Blue Cross and Blue Shield of Kansas asks that all providers follow this process. This now includes dental and ancillary providers, as outlined in the Jan. 22 email reminder, who were previously exempt because less information was available through Availity. Many enhancements have recently been made to the member benefit display on Availity which provides comprehensive information at your fingertips in lieu of needing to call.

Availity is a multi-payer portal that gives providers secure access to detailed information such as eligibility, benefits verification, and claims status updates at no cost to the provider. For more information or to sign up for Availity, go to [www.availity.com](http://www.availity.com).

Altegra Health will be requesting medical records on behalf of Blue Cross and Blue Shield of Kansas (BCBSKS).

BCBSKS selected Altegra as the auditor for the Risk Adjustment Data Validation (RADV) audit, an

annual audit conducted as part of the Affordable Care Act requirements.

For more information, contact your professional relations representative or Provider Network Services in Topeka at (785) 291-4135 or (800) 432-3587.

## Verisk continues to collect data

Verisk Health will continue gathering medical records on behalf of Blue Cross and Blue Shield of Kansas (BCBSKS) and other Blue Cross and/or Blue Shield companies to support HEDIS, risk adjustment and government-required programs related to the Affordable Care Act.

Verisk Health is an experienced health care analytics and services company and best-in-class supplier. Verisk Health will provide an efficient, centralized process to coordinate medical record requests from Blue Plans and help

reduce multiple requests for patient data.

All pertinent and complete medical records must be provided or made available by the contracting provider upon request. This includes requests from Verisk Health.

Medical records may be submitted to Verisk Health in the following ways:

- Via uploading the record's image to a secure portal at [www.submitrecords.com](http://www.submitrecords.com) – enter password "bcbsa89" and select the files to be uploaded.
- Via secure fax to (888) 231-9601, or
- If the above options are not feasible for your office, please contact Verisk Health directly at (877) 489-8437 to discuss retrieval options.

Verisk Health is contractually bound to preserve the confidentiality of members' protected health information in accordance with HIPAA regulations. BCBSKS may continue to request records when needed for claims adjudication.



*Choosing Wisely* — An initiative of the ABIM Foundation

## Avoid early imaging for back pain

**Don't do imaging for low back pain within the first six weeks, unless red flags are present**

— Red flags include, but are not limited to, severe or progressive neurological deficits or when serious underlying conditions such as osteomyelitis are suspected. Imaging of the lower spine before six weeks does not improve outcomes, but

does increase costs. Low back pain is the fifth most common reason for all physician visits.

For more Choosing Wisely tips to help physicians be better stewards of health care resources, go to <http://www.bcbsks.com/CustomerService/Providers/Publications/professional/documents/AAFP-Choosing-Wisely-List.pdf>



**BlueCross  
BlueShield  
of Kansas**

**NATIONAL  
WALK@LUNCH DAY**

## April 27 is National Walk@Lunch Day

This year marks the 10th anniversary of National Walk@Lunch Day, and Blue Cross and Blue Shield of Kansas is celebrating by hosting a walk at noon April 27 in 12 Kansas communities: Dodge City, Emporia, Garden City, Hays, Hutchinson, Independence, Lawrence, Manhattan, Pittsburg, Salina, Topeka and Wichita.

National Walk@Lunch Day is a national initiative by the Blue Cross

and Blue Shield companies to encourage people to incorporate exercise into their busy schedules by starting a daily walking program.

To learn more about an event in your community or find tools to help you plan an event for your employees or patients, visit [www.bcbsks.com/walk](http://www.bcbsks.com/walk).

If you and your office staff walk April 27 and post photos to social media, please be sure to use #NWLDKS.

## Updating Medicare participation status

Effective Feb. 1, 2017, any and all Medicare prescribing providers must have their participation status with Medicare updated. The original date was June 1 (published in the S-1-15 newsletter).

As a Part D sponsor, Blue Cross and Blue Shield of Kansas is required to deny pharmacy claims covered under a member's Part D drug benefit if the physician or eligible professional (when permitted to write prescriptions

by applicable State law):

- Is not enrolled in the Medicare program in an approved status; and
- Does not have a valid opt-out affidavit on file with an A/B Medicare Administrative Contractor.

Providers can enroll or get waivers at: <http://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/MedicareProviderSupEnroll/Prescriber-Enrollment-Information.html>



## Billing reminders

► When billing for the King of Hearts monitoring, use code 93799 and state "King of Hearts" in box 19 on a CMS 1500 paper claim form while attaching the appropriate medical records.

► When billing for sleep studies and home sleep testing, please keep the following guidelines in mind.

For the sleep study, the technical component (TC) should be billed under the sleep lab's NPI number.

For home sleep testing, the TC should be billed under the home sleep testing provider's NPI number.

The professional component (PC) should be billed under the physician's National Provider Identification (NPI) number.

Please contact Vikki Long Lindemuth at (800) 432-0216, ext. 7724 or (785) 291-7724 for further assistance.



## Pharmaceutical Formulary Update

Prime Therapeutics updates the Blue Cross and Blue Shield of Kansas formulary (preferred medication list) on a quarterly basis. Please refer to the link below when prescribing or dispensing medications for your BCBSKS patients. Coverage is subject to the limitations of the member's individual plan.

A searchable version of the formulary is available at:

► [https://www.myprime.com/content/dam/prime/memberportal/forms/2016/FullyQualified/Other/ALL/BCBSKS/COMMERCIAL/KSPREFDRUG/KS\\_Alpha\\_Drug\\_List.pdf](https://www.myprime.com/content/dam/prime/memberportal/forms/2016/FullyQualified/Other/ALL/BCBSKS/COMMERCIAL/KSPREFDRUG/KS_Alpha_Drug_List.pdf)



# 'Kits' not covered under prescription drug benefit

Drug distributors recently began marketing "kits" containing at least one generic prescription medication packaged with other non-drug or over-the-counter products.

These kits are **not covered under the prescription drug benefit**, and providers utilizing kits are encouraged to identify the items individually and prescribe accordingly.

The price of these kits is dramatically inflated and exceeds the

total value of the contents, frequently thousands of dollars for a month's supply.

An example of such a kit is packaging minocycline — a medication used for acne — along with a skin cleanser product and sponge applicators.

Another example is packaging diclofenac tablets, ranitidine tablets, and capsaicin cream together for treatment of joint pain.

## Oncology drug pre-certification

Effective April 1, Blue Cross and Blue Shield of Alabama will require pre-certifications for oncology drugs to assist with medical management and cost control. If pre-certification is not performed, the member will be held liable.

This should be kept in mind for BlueCard members with Blue Cross and Blue Shield of Alabama

insurance.

The eligibility and benefit inquiry response for these drugs will reflect the need for a pre-certification, as well as direction that the pre-certification can be submitted through the BCBSKS medical policy page (<http://www.bcbsks.com/Customerservice/Providers/MedicalPolicies/policies.shtml>).

## New Directions no longer offering expedited appeals starting May 1

As of May 1, New Directions Behavioral Health (NDBH) will no longer offer expedited appeals for levels of care other than inpatient acute hospitalizations.

The option of expedited appeal for lower levels of care is not a requirement of URAC or NCQA, so NDBH will no longer be providing the service.

### WORKSHOPS IN MAY

BCBSKS and NDBH are offering Behavioral Health Continuing Education Workshops. CEUs will be available.

- May 10, Wichita, 9 a.m. to noon
- May 11, Hays, 9 a.m. to noon
- May 13, Topeka, 9 a.m. to noon

Registration is available at [http://www.bcbsks.com/Customerservice/Providers/Training/workshops/pro\\_billing.shtml](http://www.bcbsks.com/Customerservice/Providers/Training/workshops/pro_billing.shtml)

# BCBSKS thanks Fresquez-Gray for service, welcomes Kloxin



Velda Fresquez-Gray

Velda Fresquez-Gray retired March 1 after 30 years of service to Blue Cross and Blue Shield of Kansas as a professional relations representative. BCBSKS thanks Velda for her career of dedication, and wishes her the best as

she begins her retirement.

A familiar name, Vickie Kloxin, will be the representative for providers who previously worked with Velda. Vickie has spent 28 years with BCBSKS, and she has been in Professional Relations since 1998.



Vickie Kloxin

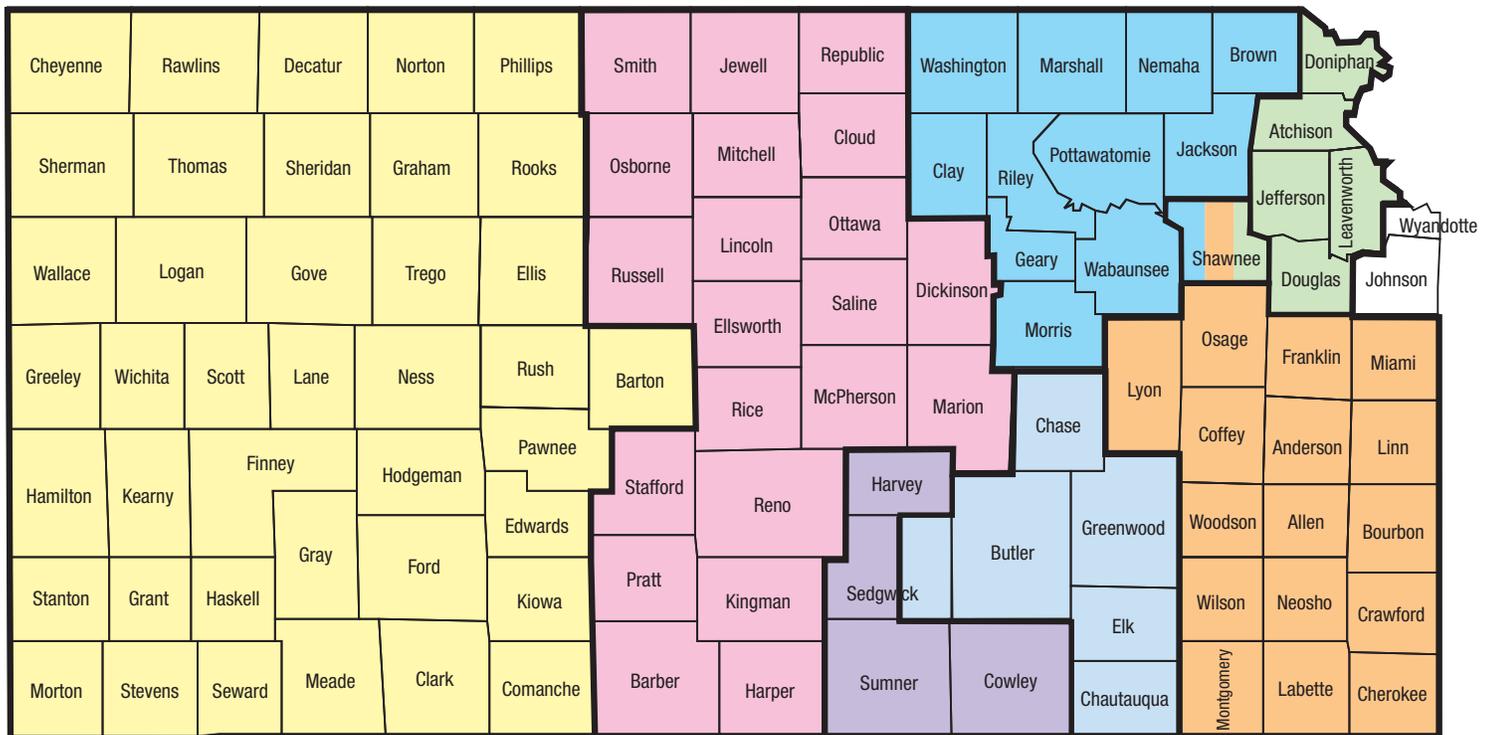


**BlueCross  
BlueShield  
of Kansas**

An independent licensee of the Blue Cross Blue Shield Association.

## Professional Relations

FIELD REPRESENTATIVE TERRITORIAL MAP



**MD, DO, DPM, DC, PA, APRN, CRNA, LCSW, PHD, OD, OOD, OSAP**

- Diana Evans - Topeka - REP. CODE C
- Vickie Kloxin - Wichita - REP. CODE M
- Kyle Abbott - Wichita - REP. CODE P
- Gwen Nelson - Dodge City - REP. CODE R
- Debra Meisenheimer - Hutchinson - REP. CODE K
- Christie Blenden - Topeka - REP. CODE Z
- Darin Fieger - Topeka - REP. CODE D

**CCC-A (AUD), Hearing Aid Dispensers (HAD), CCC-SLP (speech), HME, Orthotists, Private Duty Nurses, Prosthetists, Sleep Labs (SLAB), AMB, OTR, RPT**

Vikki Lindemuth - Topeka - REP. CODE V

**Pharmacy and Infusion Therapy**

Ken Mishler, PharmD, MBA - Topeka - REP. CODE B

# Availity adds Payer Spaces, will remove Payer Resources

The Availity web portal added a new link for providers known as Payer Spaces. Providers can access Payer Spaces once logged onto the Availity portal, and the new Payer Spaces link is located just below your name on the upper right side of the page. The drop down from the Payer Spaces link allows providers to click on the Blue Cross and Blue Shield of Kansas (BCBSKS) logo, which will take providers to a page that is dedicated exclusively to the BCBSKS secure and non-secure

tools and resources.

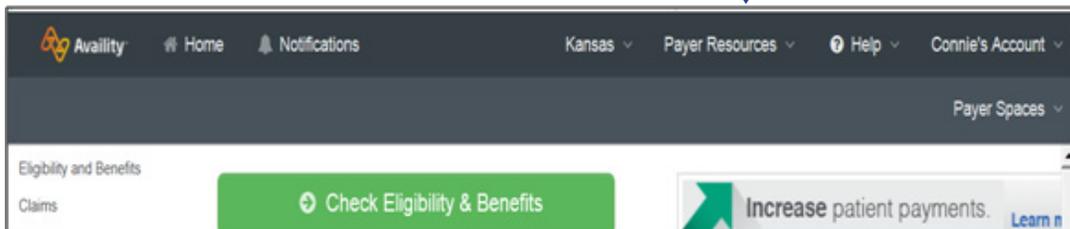
Following the same process that has been in place since 2013, providers may gain access to the secure (BlueAccess) and non-secure BCBSKS tools and resources available after logging onto the Availity web portal. Previously, providers could access BCBSKS information through both the Payer Resources and Payer Spaces links. However, BCBSKS has been removed from the Payer Resources page and only available through Payer

Spaces. The Payer Resources link will be removed later this year and only the Payer Spaces link will remain.

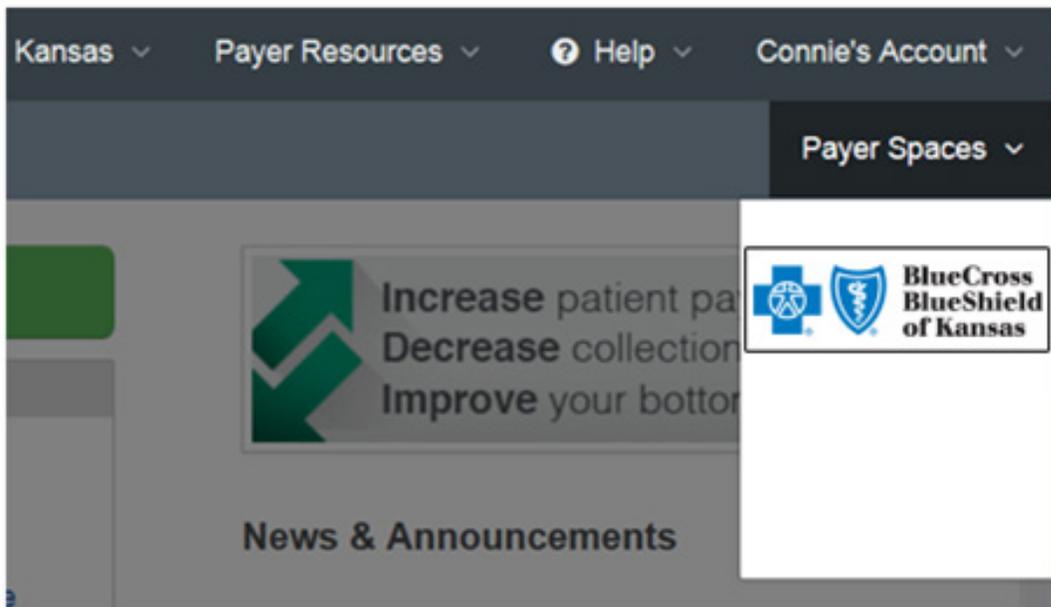
Providers should use the steps below to access the BCBSKS secure and non-secure tools and resources through the Payer Spaces link.

If you have questions, please contact your professional relations representative or Provider Network Services in Topeka at (785) 291-4135 or (800) 432-3587.

**Payer Resources link will be removed later this year.**



**Step 1: Click on Payer Spaces**



**Step 2: Click on BCBSKS logo**

**Step 3: Look for the BCBSKS Welcome page**



**Step 4: Select the Resources tab**

**Step 5: Select either BCBSKS public or secure (BlueAccess) tools page**

# Web Changes — Medical Policy

Since the publication of Blue Shield Report S-5-15, the following new or revised medical policies have been posted to our website at: <http://www.bcbsks.com/CustomerService/Providers/MedicalPolicies/>

- Accelerated Breast Irradiation After Breast-Conserving Surgery for Early Stage Breast Cancer and Breast Brachytherapy as Boost with Whole-Breast Irradiation
- Acute and Maintenance Tocolysis
- Androgens and Anabolic Steroids
- Androgens and Anabolic Steroids
- Antihypertensive Medications
- Artificial Pancreas Device Systems
- Assays of Genetic Expression in Tumor Tissue as a Technique to Determine Prognosis in Patients with Breast Cancer
- Autologous Chondrocyte Implantation for Focal Articular Cartilage Lesions
- Biologic Immunomodulators Therapy (Pharmacy Benefit Only)
- Botulinum Toxin (BT)
- BRCA1 and BRCA2 Testing
- Computed Tomographic Angiography (CTA) and Magnetic Resonance Angiography (MRA) of the Head, Neck, Abdomen, Pelvis, and Lower Extremities
- Contrast-Enhanced Computed Tomography Angiography (CTA) for Coronary Artery Evaluation
- Cytoreductive Surgery and Perioperative Intraperitoneal Chemotherapy for Select Intra-Abdominal and Pelvic Malignancies
- Digital Breast Tomosynthesis
- Electrical Bone Growth Stimulation of the Appendicular Skeleton
- Expanded Molecular Panel Testing of Cancers to Identify Targeted Therapies
- Fundus Photography
- Gastric Electrical Stimulation
- Gene-Based Tests for Screening, Detection, and/or Management of Prostate Cancer
- Gene Expression-Based Assays for Cancers of Unknown Primary
- Gene Expression Profiling and Protein Biomarkers for Prostate Cancer Management
- General Approach to Evaluating the Utility of Genetic Panels
- General Approach to Genetic Testing
- Genetic and Protein Biomarkers for the Diagnosis and Cancer Risk Assessment of Prostate Cancer
- Genetic Cancer Susceptibility Panels Using Next Generation Sequencing
- Genetic Testing for Lynch Syndrome and Other Inherited Colon Cancer Syndromes
- Genetic Testing for Lynch Syndrome and Other Inherited Colon Cancer Syndromes
- Genetic Testing for Predisposition to Inherited Hypertrophic Cardiomyopathy
- Genetic Testing for Predisposition to Inherited Hypertrophic Cardiomyopathy
- Genetic Testing for Warfarin Dose
- Genetic Testing for Warfarin Dose
- Hepatitis B / Oncology and Hepatitis C First Generation Agents (Pegasys®/Pegasys, Proclic®/peginterferon alfa-2a, PegIntron®/peginterferon alfa-2b, Incivek®/telaprevir, Olysio™/simeprevir)
- Hepatitis C - Sovaldi® and Daklinza™ (2015) - Through Preferred Agent(s)
- Hepatitis C Second Generation Antivirals – Through Preferred Oral Agent(s) (2015) (Harvoni®, Viekira™, Technivie™)
- Homocysteine Testing
- Identification of Periodontal Microorganisms (Availity login required)
- Implanted Peripheral Nerve Stimulator (PNS) for Pain Control
- Influenza Virus Diagnostic Testing and Treatment in the Outpatient Setting
- Intra-articular Hyaluronan Injections for Osteoarthritis
- Intravenous and Subcutaneous Immune Globulin Therapy
- In Vitro Chemoresistance and Chemosensitivity Assays
- Kalydeco™ (ivacaftor), Orkambi™ (lumacaftor/ivacaftor)
- KRAS, NRAS, and BRAF Mutation Analysis in Metastatic Colorectal Cancer
- Laboratory Tests for Heart Transplant Rejection
- Lysis of Epidural Adhesions
- Lysosomal Storage Disorders
- Measurement of Serum Antibodies to Infliximab and Adalimumab
- Molecular Analysis for Targeted Therapy of Non-Small Cell Lung Cancer
- Molecular Panel Testing of Cancers to Identify Targeted Therapies
- Multigene Expression Assay for Predicting Recurrence in Colon Cancer
- Natpara (parathyroid hormone)
- Nephilysin Inhibitor (Entresto™)
- Orthopedic Applications of Stem-Cell Therapy
- Percutaneous Vertebroplasty and Sacroplasty
- Periodontal Soft Tissue Grafting (Availity login required)
- Periureteral Bulking Agents as a Treatment of Vesicoureteral Reflux (VUR)
- Plugs for Anal Fistula Repair
- Posterior Tibial Nerve Stimulation
- Proprotein Convertase Subtilisin/kexin type 9 (PCSK9) Inhibitors
- Proteomic Testing for Targeted Therapy in Non-Small-Cell Lung Cancer
- Proteomic Testing for Targeted Therapy in Non-Small-Cell Lung Cancer
- Radioembolization for Primary and Metastatic Tumors of the Liver
- Sacral Nerve Neuromodulation/ Stimulation
- Screening for Lung Cancer Using CT Scanning
- Self Administered Oncology Agents
- Self Administered Oncology Agents
- Serologic Diagnosis of Celiac Disease
- Serum Tumor Markers for Breast Malignancies
- Spinal Cord Stimulation
- Stereotactic Radiosurgery and Stereotactic Body Radiotherapy
- Subtalar Arthroeresis
- Temporomandibular Joint (TMJ) Dysfunction (Availity login required)
- Transcranial Magnetic Stimulation (TMS) as a Treatment of Depression and Other Psychiatric Disorders
- Transesophageal Endoscopic Therapies for Gastroesophageal Reflux Disease
- Transesophageal Endoscopic Therapies for Gastroesophageal Reflux Disease
- Ultraviolet Light Therapy for Skin Conditions
- Urea Cycle Disorders
- Vacuum Assisted Wound Closure (VAC)
- Varicose Veins
- Xyrem® (sodium oxybate)