

Blue Shield Report

A NEWSLETTER FOR PROFESSIONAL PROVIDERS AND THEIR STAFF MEMBERS

January 8, 2001

S-29-00

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QUESTIONS:

Contact your Professional Relations Representative, or the Professional Relations Hotline in the Topeka area at **785-291-7060** or **1-800-432-3587**.

OUR WEB ADDRESS:

<http://www.bcbsks.com>

The Blue Shield Report is Published by your Professional Relations Department.

Communication Coordinator
Larry Callahan

H. J. Heinz Joins the BlueCard Point of Service Network

Effective January 1, 2001, H. J. Heinz will be participating in the BlueCard Network, with Blue Cross and Blue Shield of Pennsylvania (Highmark) as the Home Plan. As a provider, knowing the dynamics of the Home and Host Plans, as well as how to identify which insureds are Kansas residents, will be advantageous when requesting benefit information and submitting claims.

Dynamics of the Home and Host Plans

As the Home Plan, Highmark is responsible for maintaining insured benefit information, precertification of mental health/substance abuse admissions and maintaining insureds' files when changes in address or Primary Care Physician (PCP) occur. Providers are directed to contact Highmark directly for service in these categories.

As the Host Plan, Blue Cross and Blue Shield of Kansas (BCBSKS) is responsible for precertifying hospital admissions and accepting PCP referrals for conditions that are not psychiatric in nature. When completing the referral and claim forms, remember to include the H. J. Heinz alpha prefix (HUZ) from the insured's identification card. The alpha prefix is essential for processing the claim appropriately through the BlueCard Point of Service (POS) program.

Insureds that reside in Kansas

Remembering that Highmark is based in Pennsylvania, insureds residing in Kansas will participate locally through the BlueCard program. To obtain the highest benefit level, these insureds must choose a PCP from the BCBSKS Blue Select Network and they can not choose *(continued pg. 2)*



Learn more about the BlueCard Program by reading Blue Shield Report S-5-00, dated April 1, 2000.



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1133 S.W. Topeka Blvd.
Topeka, Kansas 66629-0001

a PCP from the Blue Cross and Blue Shield of Kansas City Network. PCPs in Kansas City are not part of the Kansas POS Network; therefore they may not be selected.

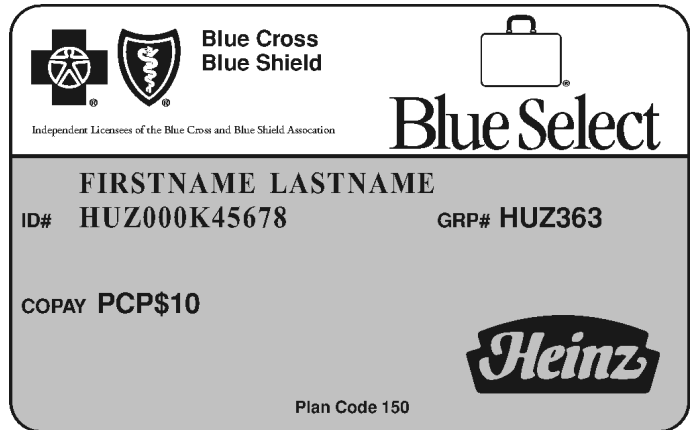
Identifying H. J. Heinz Insureds

After December 31, 2000, insureds will receive a new identification card with a new group number. It is strongly recommended that providers ask the insureds for their new card to make copies for the insureds' records. Since Highmark is the Home Plan, the card will display phone numbers for Highmark's Customer Service Center and the phone number for Mental Health and Substance Abuse (MHSA), but not the phone number for BCBSKS.

The new cards will also distinguish between an insured that resides in Kansas and an insured traveling through Kansas. Insureds residing in Kansas will have cards that display the phrase "BLUE SELECT," which is the Point of Service (POS) product for BCBSKS. Insureds traveling through Kansas, insured by another Blue Cross Blue Shield Plan, will have cards that display the POS product name from the state in which they reside.

Submitting Claims

After January 1, 2001, all claims will be processed through the BlueCard program. Submit the claim to BCBSKS with the insured's entire alpha prefix and card number.



Highmark - Heinz

MEMBER SERVICE/BENEFIT QUESTIONS: Call 1-800-571-5710 then press 2 or say 2.
BLUES ON CALL: Call 1-800-571-5710 (then press 2 or say 2) for 24-hour access to a nurse to discuss health care questions.
MENTAL HEALTH/SUBSTANCE ABUSE: Call 1-800-258-9808 before seeking treatment.
TO RECEIVE CARE: To receive the highest level of benefits you must receive care from a network provider. If you choose to receive care through an out-of-network provider, for other than emergency care, you will receive payment at a reduced level of benefits.
For all out-of-network hospital or facility admissions, you are required to call 1-800-571-5710.
MEMBER SUBMITTED CLAIMS: If the provider does not submit your claim to the local Blue Cross Blue Shield plan, send your claim to Highmark Blue Cross Blue Shield P.O. Box 1210 Pittsburgh, Pa. 15230-1210. Your health benefits are entirely funded by your employer. Highmark Blue Cross Blue Shield provides administrative and claims payment services only.
Highmark Blue Cross Blue Shield is an Independent Licensee of the Blue Cross and Blue Shield Association
www.highmark.com CB0116

Service	Who to Contact
Billing questions/Claim Status	BCBSKS BlueCard CSC 785-291-4180 or 1-800-432-3990
Referrals	Send to BCBSKS
Precertification/Preauthorization (other than psychiatric)	BCBSKS 785-291-8419 or 1-800-782-4437
Psychiatric precertification	Highmark CSC 1-800-258-9808
Benefit questions	Highmark CSC 1-800-571-5710
Changes in PCP or insured's address	Highmark CSC 1-800-571-5710

WARNING!
 Due to the new group number, H. J. Heinz referrals and precertifications for 2001 must be resubmitted.