

Blue Shield Report

A Newsletter for
Professional Providers and
their Staff Members

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OUR WEB ADDRESS:
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Questions:

Contact your Professional
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the Professional Relations
Hotline in Topeka at
785-291-4135 or
800-432-3587.



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Section 1: Reminders

Accurate Provider Information Important

Blue Cross and Blue Shield of Kansas (BCBSKS) strives to maintain the accuracy of our provider file information. Our online provider directories are updated weekly and correct data assists our members when selecting providers. In addition, provider reimbursement is not delayed because of outdated addresses. Providers should notify us as soon as possible when changes to any of the following occur:

- ❖ Provider name
- ❖ Practice name
- ❖ Mailing address
- ❖ Telephone number
- ❖ Fax number
- ❖ Tax ID number
- ❖ Specialty

To assist providers in keeping their information up to date, a new option has been added to the secure section of www.bcbsks.com where they can view how we have them set up in our provider files. In the near future, providers will be able to submit their National Provider Identifier (NPI) numbers through this option.

Providers may also call the professional relations hotline at 785-291-4135 (Topeka) or 800-432-3587 to speak with their professional relations representative to update their records. In addition, a provider information change form is available on our Web site at:

<http://www.bcbsks.com/providers/forms/fProvChangeForm.pdf>.

New ID Numbers

In order to protect the privacy of our members, BCBSKS recently converted all IDs from Social Security Numbers to randomly selected numbers. As reported in *Blue Shield Report D-03-04*, the new ID numbers must be used beginning July 1, 2005.

Member eligibility is available on the Secured Services section of our Web site.

Section 2: Updates**Provider Offices Targeted for Identity Theft**

BCBSKS has learned that providers are being targeted by scam artists who may represent themselves as payors to obtain social security numbers and other information providers normally share with legitimate payors. We recommend that providers establish an office protocol to authenticate whom is calling to request such information. We here at BCBSKS have protocols we follow to ensure that we do not give out information to persons not authorized to receive that information.

Right of Offset

In our annual Competitive Allowance Program (CAP) mailing of July 2004, we communicated an addition to the Dental Policy Memo, Section XIV, Right of Offset, which indicated we would be implementing auto deduct.

Auto deduct has been successfully tested with various providers and will be implemented July 1, 2005. The Remittance Advice will provide complete information on adjustments. For example, the patient's name, ID number, date of service, and claim-specific information will be displayed as a voided claim followed by the corrected processing of the adjusted claim.

Many providers identify overpayments and return a check to balance their books. We will continue to receive and process these refunds.