

# Blue Shield Report

A Newsletter for  
Professional Providers and  
their Staff Members

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

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

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## Questions:

Contact your professional relations representative or the professional relations hotline in Topeka at 785-291-4135 or 1-800-432-3587.

## Acknowledgement:

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## Reminders

### Conscious Sedation and Anesthesia

When billing for conscious sedation, the appropriate codes are 99143, 99144, and 99145. Codes 00170 or 00190 should only be used for general anesthesia. When billing oral sedation, the appropriate code is D9248. Since oral sedation is not payable separately, this service will deny content to a medical procedure being rendered, or non-covered under dental benefits.

### Signature Required on Provider Documentation

The Blue Cross and Blue Shield of Kansas (BCBSKS) Dental Policy Memo (Section X) was revised for 2009 to specify that typed provider documentation must be authenticated (signed). To clarify, providers must sign the records; rubber stamp signatures are not permissible; however electronic signatures are. The signature must be legible and contain at least the first initial and full last name.

The revision above also applies to the policy memo for dentists in the Kansas City area who are contracting with BCBSKS.

## Updates

### Age Guidelines for Dental Services

Effective for claims submitted on or after January 1, 2009, BCBSKS will follow CDT guidelines for age specific prophylactic services (D1110 and D1120), unless the member contract differs. In such instances, language in the member contract takes precedence.

### Browser Updates

Providers who use the BlueAccess<sup>®</sup> portion of the BCBSKS Web site can now access the secured features through Internet Explorer version 7.0. BlueAccess<sup>®</sup> features include access to claims status, eligibility, remittance advices and referrals, as well as the online pre-certification system and InterQual<sup>®</sup> criteria.

The minimum browser requirement to use these online features is Internet Explorer Version 6.0; Service Pack 2. Your browser must support 128-bit encryption to use the BlueAccess<sup>®</sup> secure area. Javascript and cookies must be enabled as well.

In addition, recent changes were made to the BCBSKS Web site, which further enhance the security of BlueAccess<sup>®</sup>. As part of this enhancement the ability to use the internet browser "BACK" button or arrow icon has been inactivated. Individuals should use the options available directly on the screen to navigate to a new transaction, return to the provider main menu or to return to the Web site main menu. If the browser "BACK" button or arrow is used, the individual will receive a message stating the page has expired.

### FEP Benefits for 2009

The FEP group renews on January 1, 2009. Benefit information can be located at <http://www.fepblue.org/>.

It is highly recommended that provider offices visit this Web site, which contains important benefit changes and requirements for next year.

### New ID Cards

The most recognized health insurance identification card in Kansas is receiving a new look that makes it even easier for you, your staff and your patients to use.

All BCBSKS members will receive a newly designed ID card between mid-October 2008 and December 31, 2009. A significant number of members, including State of Kansas employees, will have their new ID cards in hand by their January 1, 2009 effective date.

Information on the card will be simple to find and easier to understand. This should help you assure that claims are processed quickly and accurately once we receive them.

Each of 38 independent Blue Cross and Blue Shield plans have collaborated on the new design meaning that 100 million Blue members across the country will soon carry the same, recognizable card.

This should make it easier for you to submit claims for someone carrying a Blue ID card from one of our sister plans.

We are encouraging our members to show all their health care providers their new ID card once they receive it. Below is a sample of the new ID card. Please watch [www.bcbsks.com](http://www.bcbsks.com) for more information.

**SAMPLE (FRONT)**

The member's name and ID number

Group ID number

Numbers used for administration of coverage

Pharmacy information

The date the card was issued

Who and what is covered under the program

Specific information about program coverage

Indicates drug coverage

If deductible or co-insurance responsibilities apply

**SAMPLE (BACK)**

Information for providers

Our Web site address

Our postal mailing address

**Original Films Requested**

When submitting films/x-rays, please send originals, making sure they are dated and contain the patient's name. This will aid us in making accurate decisions on claim determinations.

**Policy Memos for 2009**

All Blue Shield policy memos for 2009 can be accessed on our Web site at the link below. <http://www.bcbsks.com/Customerservice/Providers/Publications/professional/PolicyMemos/index.htm>

Provider offices that do not have Internet access may obtain copies of our policy memos by calling the professional relations hotline.

**Personnel Changes in Professional Relations**

As many of you know, the professional relations department has undergone several personnel changes due to retirements and opportunities within other departments at BCBSKS.

Doug Scott became director of professional relations in March, replacing Fred Boston who retired. Doug has more than 28 years of experience with BCBSKS, and held a variety of positions during that time with increasing levels of responsibility. One position Doug held that serves him well in his new role was manager of professional relations for more than 11 years.

Also in March, Robyne Goates was selected as the manager of professional relations, replacing Rusty Doty, who accepted a new role in our marketing division. Robyne brings over 24 years of health and dental care experience along with extensive field activities knowledge.

Sue Dunaway, with 26 years of dedicated service as a professional relations representative, retired effective August 31, 2008. We wish Sue the very best with her new and exciting ventures.

Sue's providers in the northeast portion of Kansas, which includes the counties of Doniphan, Atchison, Jefferson, Leavenworth, Douglas, Franklin, and Miami have been assumed by Diana Evans. Diana's Shawnee County and Kansas City area providers remain the same. Diana has been with BCBSKS for 27 years, most recently representing the providers in the southeast portion of the state. We want to thank Diana for her diligence and hard work she provided the southeast Kansas provider community and welcome her to northeast Kansas.

The providers in southeast Kansas are now represented by Darin Fieger. Darin came to the professional relations department with 15 years' experience at BCBSKS, most recently in the electronic data interchange (EDI) area as a provider marketing representative. We welcome Darin as the professional relations representative for the counties of Lyon, Coffey, Anderson, Linn, Woodson, Allen, Bourbon, Wilson, Neosho, Crawford, Montgomery, Labette, Cherokee and portions of Shawnee.

After nineteen years as the professional relations representative for the counties of Chase, Butler, Greenwood, Elk, Chautauqua and portions of Sedgwick, Denny Hartman accepted the position of provider consultant (Blue Cross) for the southern portion of the state. We want to thank Denny for her dedication and hard work and wish her the very best in her new position. Kyle Abbott now represents the counties previously supported by Denny. We welcome Kyle and her 20 years experience within the provider relations field.

Below is contact information for professional relations. We've also enclosed a dental rep territorial map for your convenience.

<u>Professional Relations Staff</u>	<u>Location</u>	<u>Phone Numbers</u>	
Doug Scott, Director	Topeka	800-432-0216 ext. 8831	(785) 291-8831
Robyne Goates, Manager	Topeka	800-432-0216 ext. 8206	(785) 291-8206
Diana Evans	Topeka	800-432-0216 ext. 8716	(785) 291-8716
Darin Fieger	Topeka	800-432-0216 ext. 8207	(785) 291-8207
Cheri Iarossi	Topeka	800-432-0216 ext. 8651	(785) 291-8651
Professional Relations Hotline	Topeka	800-432-3587, opt. 1	(785) 291-4135, opt. 1
Gwen Nelson	Dodge City	(620) 225-0884	
Debra Meisenheimer	Hutchinson	(620) 663-1313	
Kyle Abbott	Wichita	800-432-0216 ext. 1674	(316) 269-1674
Velda Fresquez-Gray	Wichita	800-432-0216 ext. 1674	(316) 269-1674



# How can we help you?

## BCBSKS Resources for Contracting Providers

### Business Support

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- Internet as a resource tool to access BCBSKS services ([www.bcbsks.com](http://www.bcbsks.com))
- Prompt payment
- Communications

When you have questions or need advice about billing, an answer is just

- a key stroke away (Internet), or
- an email away, or
- a fax away, or
- a phone call away, or
- a pen stroke away (letter)

- Field Visitation Program

- Seven Professional Relations representatives make regular practice visits
- Three field offices — Wichita, Hutchinson and Dodge City

Whichever way you prefer, BCBSKS is available 24 hours a day to support your practice.

Customer Service and Hotline support is available Monday - Friday, 8:00 a.m. to 4:30 p.m.

- Electronic Claims

### Educational Support

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Stay informed with the latest billing requirements

- Newsletters, manuals, and educational pamphlets
- HIPAA education
- Technological education

### A Voice

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More than a contract, it's a voice.

A contracting peer from your specialty represents your interests at the Medical and/or Dental Advisory Committees, which directly affect BCBSKS policies and procedures.

**Professional Relations Hotline – 1-800-432-3587**