

Blue Shield Report

A Newsletter for
Professional Providers and
their Staff Members

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OUR WEB ADDRESS:
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Reminders

New Directions Behavioral Health

As of January 1, 2009, New Directions, a full-service behavioral health organization based in the Kansas City area, will perform utilization management services for Blue Cross and Blue Shield of Kansas (BCBSKS) members. These utilization management services specifically include preauthorization of inpatient admissions, concurrent stay renewals and review of outpatient treatment plans for biologically based diagnoses and apply to all BCBSKS products.

Accredited by URAC for utilization management, New Directions provides managed behavioral health care and employee services to more than two million members. New Directions first offered employee assistance program services in 1978 and introduced behavioral health carve-out services in 1995.

This new partnership will allow you and your patients, our members, access to review services 24 hours a day, seven days a week, 365 days a year.

Assistance from behavioral health professionals is available 24/7 at 800-952-5906. Their fax number is 913-982-8176.

Updates

2009 Policy Memos

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.

FEP and State of Kansas Benefits for 2009

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

The State of Kansas group renews on January 1, 2009. Benefit information is available on our Web site at the link below:
<http://www.bcbsks.com/CustomerService/Members/State/index.htm>

It is highly recommended that provider offices visit these Web sites, which contain important benefit changes and requirements for next year.