

2009 Mental Health Forum

March 27, 2009



Agenda

- * Partial Day Guidelines
- * General Guidelines
- * New Directions
- * General Mental Health
- * Outpatient Substance Abuse Facility

General Guidelines



Who are your Institutional Provider Relations Staff?

Director, Institutional Relations

Steve Dean

(785) 291-8227

Manager, Institutional Relations

Angie Strecker

(785) 291-8129

Provider Consultants

Denny Hartman (Hospitals in Southern KS)

(316) 269-1602

Vicki Haverkamp (Hospitals in Northern KS)

(785) 291-8862

Teresa Van Becelaere (Substance Abuse Facilities)

(785) 291-8813

Education/Communication Coordinator

Cindy Garrison

(785) 291-7236

Research Analyst

Nicole Dodds

(785) 291-8849

Functions of the Institutional Relations Department

- **LIAISON:**

The institutional relations department functions as a liaison between the providers and Blue Cross and Blue Shield of Kansas.

- **PROVIDER CONTRACTS:**

Institutional provider contracts are automatically renewed each year, meaning unless either party states otherwise, the contract agreement continues.

When you sign a CAP contract you are automatically participating as a Blue Choice contracting provider.

- **POLICIES AND PROCEDURES:**

Policies and procedures are generally updated annually as are the payment rates (maximum allowable payments (MAPs)).

- **TRAINING:**

- Workshops
- E-learning Courses
- Teleconferences
- Provider Visits

Inquiries

Inquiries can be sent to BCBSKS by mail, email, fax or telephone. Be sure to include:

- Patient Name
- Member Name
- Identification Number (including alpha prefix)
- Service Date
- Complete Statement of Question/Problem
- Provider Number, Name and Address
- Inquirer's Name
- Inquirer's Telephone Number

Inquiries (cont)

TELEPHONE

MAIL: Inquiries can be mailed to:

Blue Cross and Blue Shield of Kansas
1133 SW Topeka Blvd
Topeka KS 66629-0001

ON-LINE: Providers can use the CLAIMS/ENROLLMENT INQUIRY form online for written inquiries:

https://clyde.bcbsks.com/WebCom/Secure/forms/bcbsks_provider_claiminquiry.htm

E-MAIL: Inquiries can be sent to: csc@bcbsks.com

FAX: Inquiries can be faxed to:

CSC - (785) 290-0711

For new claims only, fax to: (785) 290-0788

Attn: Steve Rodgers

WEB SITE

www.bcbsks.com

The BCBSKS Web site www.bcbsks.com offers providers fast, easy access to a wide range of information including:

Claim Status information*

Eligibility Information*

Remittance Advices*

Online Pre-certification*

Newsletters

Manuals

Workshop Information

Education Material

Medical Policies

ASK/EDI

And More

***Secured Access Required**

Web Site (cont)

BlueAccess

The secured section of the Web site is referred to as: BlueAccess

BlueAccess requires the user to create a “profile” during their first visit. Then on subsequent visits, the information established during the first visit is used to validate that the person has legitimate authorization.

When you’re visiting www.bcbsks.com for the first time, our user-friendly instructions will assist you in establishing a secure profile.

OTHER WEB RESOURCES

Forms:

- **The following forms can be completed and submitted online.**
 - Refund/Deduct Authorization
 - Room Rate Registration
 - Claim/Enrollment Inquiry
- **The following documents are in PDF format.**
 - Electronic Fund Transfer (EFT) *
 - New Directions Inpatient/PHP/IOP Treatment Request *
(Form 42-3)
 - NPI Information Changes
 - Notice of Personal Financial Obligation
 - OPL Deduct Authorization *
 - OPL Questionnaire
 - Partial-Day Treatment Program Release Form
 - Provider File Update Form
 - Refund/Deduct Authorization *
(Form 29-202)
- * You may fill out and print this form using your acrobat reader program.

Web Site (cont)

KEEP CURRENT

Sign up for e-News



Newsletters

Manuals

Workshop Information

Education Material

Medical Policies

BLUECARD® PROGRAM QUICK TIPS

The BlueCard® Program provides a valuable service that lets you file all claims for members from other Blue Cross Blue Shield Plans to BCBSKS.

Here are some key points to remember:

- Make a copy of the front and back of the member's ID card.
- Look for the three-character alpha prefix that precedes the member's ID number on the ID card.
- BlueCard® eligibility and claim status information is available on the BCBSKS Web site www.bcbsks.com (provider services section).

BlueCard Program - benefits and eligibility for out-of-area members	1-800-676-BLUE (2583)
BlueCard Program - claim inquiries for out-of-area members	1-800-432-3990 ext 4058

Remittance Advice

The Remittance Advice Guide appears on the BCBSKS Web site
<http://www.bcbsks.com/providers/publications/institutional/manuals/index.htm>

ONLINE REMITTANCE ADVICES

A few of the many advantages are:

- *Gets to you faster. At least a day earlier, sometimes more.
- *Multiple people can access the online RA at the same time. No longer do you have to copy the RA so each person has his or her own copy to work form.
- *The information is stored securely protecting PHI.
- *The online RA looks exactly like the paper copies.
- *If you need a copy of the RA, you can print it off or if you only need one or two pages, you can print only those.
- *You can search the online RA by any field including patient name, ID number, patient account number, etc.
- *If you need to see it better, the online screen image can be made bigger. The paper copy only comes in one size.

Questions?