

# Marketplace, BlueCard and Kansas Provider Networks

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This document provides an overview of the Kansas Provider Networks, the Kansas products sold on and off the Health Insurance Marketplace and information on the BlueCard® network. The information is intended to assist providers and their office staff with changes in the new marketplaces brought about by the Affordable Care Act.



**BlueCross  
BlueShield  
of Kansas**

An independent licensee of the Blue Cross Blue Shield Association.

Blue Cross and Blue Shield of Kansas, Inc.  
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Topeka, KS 66629

# Table of Contents

Marketplace Background.....	3
Health Insurance Marketplaces.....	3
Health Plan Accreditation .....	3
BlueCard for Public Marketplaces and Multi-State Plan Products.....	4
Health Identification Card and Logos .....	5
Blue Plan Member ID Cards.....	5
BlueCard Suitcase Logos .....	5
Kansas Provider Networks and Contracts.....	6
Competitive Allowance Program .....	6
Blue Choice.....	6
Solutions, Inc.....	6
Plan 65 Select.....	6
Value Blue .....	6
Provider Directories .....	6
2018 BCBSKS Product Offerings .....	6
BCBSKS Member ID Card Prefixes.....	7
Preferred Care Blue on KS Member ID Cards.....	7
BlueCross BlueShield Solutions, Inc. ....	8
HMO differences from PPO.....	8
Solutions on and off the Marketplace.....	8
Solutions Metallic Benefits .....	8
Remittance Advice .....	8
Provider Network .....	8
2018 Solutions Member ID Card Examples .....	9
Claims Filing and Other Procedures.....	10
Marketplace Individual Grace Period .....	10
Referring Provider Required on Claims for Indian Health (Native American) Services Effective January 1, 2014.....	10
Commercial Risk Adjustment.....	10
Risk Adjustment Data Validation Audit .....	11
Vercend Medical Records Requests.....	11
HIPAA/Privacy.....	12

## Marketplace Background

The Patient Protection and Affordable Care Act (ACA) of 2010 provides for the establishment of health insurance exchanges in each state. In Kansas, there is a federally facilitated exchange marketed as the Health Insurance Marketplace. The purpose of the Marketplace, or exchange, is to allow individual consumers to purchase qualified coverage during an open enrollment period of November 1, 2017 through January 31, 2018. Plans purchased by December 15, 2017 will be effective January 1, 2018. Small business owners will be able to purchase coverage for their employees through the Small Business Health Options Program (SHOP), which will be open year round. Blue Cross and Blue Shield of Kansas (BCBSKS) will not offer SHOP in 2018.

The Marketplace and SHOPS are websites through which eligible consumers may purchase insurance. They are intended to create a more organized and competitive platform for health insurance by offering consumers a choice of health insurance plans, establishing common rules regarding the offering and pricing of insurance, and providing information to help consumers better understand the options available. The Marketplace and SHOP promise to enhance competition in the health insurance market, improve choice of affordable health insurance and give individuals and small businesses purchasing power comparable to that of large businesses.

## Health Insurance Marketplaces

The Health Insurance Marketplace and SHOPS are expected to offer consumers a variety of health insurance plans. Product and plan information, such as covered services and cost sharing (i.e. deductibles, coinsurance or copayments, and out-of-pocket limits) will be organized in a manner that will make comparisons across health insurance plans easier for consumers. In conjunction with offering a choice of health insurance plans, the Marketplace is intended to provide consumers with transparent information about health insurance plan provisions such as premium costs and covered benefits, as well as the issuer's performance in encouraging wellness, managing chronic illnesses and improving consumer satisfaction.

Blue Plans that offer products on the Marketplace and SHOP have collaborated with the state and federal governments for eligibility, enrollment, reconciliation and other operations to ensure consumers can seamlessly enroll in individual and employer-sponsored health insurance products. Kansas has a federally facilitated/state partnership Marketplace, which can be found at [healthcare.gov](http://healthcare.gov). Information about the Marketplace can be found at: <http://www.bcbsks.com/HealthPlans/Under65/index.htm>.

## Health Plan Accreditation

Insurance companies selling products in the Marketplace must have achieved Health Plan Accreditation through an approved accrediting entity. BCBSKS chose URAC as our accrediting organization because our case management and disease management programs have been accredited since 2011. The utilization management program also is URAC accredited and is now a component of Health Plan Accreditation.



In 2014, BCBSKS earned URAC's Full Health Plan Accreditation for commercial (off Marketplace) products, as well as products sold on the Marketplace. BCBSKS also earned full accreditation for a commercial product known as BlueCross BlueShield Solutions, Inc., a health maintenance organization (HMO) product with in-network and emergency services only benefits (see Pages 8 and 9 for more details). On-Marketplace Solutions products became fully accredited in October 2015.

In addition, BCBSKS received Qualified Health Plan (QHP) status from the U.S. Department of Health and Human Services, which is the gold seal approval to sell health insurance products on the Marketplace.

## **BlueCard for Public Marketplaces Products**

The Blue Cross and Blue Shield Association (Association) has worked closely with the Blue Plans during the years to develop the BlueCard networks that are available to members with out-of-area benefits we refer to as BlueCard PPO.

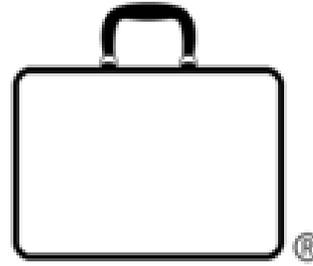
The enhanced BlueCard program is being referred to as the **BlueCard PPO Basic Program**. However, the term will not be used for marketing purposes but instead for provider education materials and within the Blue System. There will be new identification (ID) card suitcase logos identifying the member's access to the National Qualified PPO network applicable to the member coverage.

## Health Identification Card and Logos

### Blue Plan Member ID Cards

The Association has created a Quick Guide to BCBS Member ID Cards for use by provider offices. When Blue Plan members arrive at your office or facility, remember to ask to see their current member identification cards at each visit. This will help you to identify the product the member has, to obtain health issuer contact information and to assist with claims processing. For more information regarding the member ID cards, please read the Quick Guide to BCBS Member ID Cards, a document compiled by the Association.

### BlueCard Suitcase Logos

Logo	Description	Networks	Product Description
	<p>The “PPOB in a suitcase” logo on the front of a member’s ID card means the member has selected a PPO product and the member has access to a new PPO network, referred to as BlueCard PPO Basic.</p>	<ul style="list-style-type: none"> <li>Preferred Care Blue (Kansas City’s network)</li> </ul>	<ul style="list-style-type: none"> <li>Individual</li> <li>SHOP</li> </ul>
	<p>The “PPO in a suitcase” logo on the front of the member’s ID card means the member has PPO or EPO type benefits available for medical services received within or outside of the United States. It also means the provider will be reimbursed for covered services in accordance with the provider’s PPO contract with the local Blue Plan. These products are purchased off the Marketplace.</p>	<ul style="list-style-type: none"> <li>Blue Choice</li> <li>Preferred Care Blue (Kansas City’s network)</li> </ul>	<ul style="list-style-type: none"> <li>Individual</li> <li>Small Group</li> </ul>
	<p>An empty suitcase logo on the front of a member’s ID card signifies the member has out-of-area coverage that is not a PPO product. These products can be purchased on or off the Marketplace.</p>	<ul style="list-style-type: none"> <li>Limited benefit products</li> </ul>	<ul style="list-style-type: none"> <li>Individual</li> <li>Small Group</li> <li>SHOP</li> <li>Solutions</li> </ul>
<p>No logo</p>	<p>No logo the member has in-network coverage and only emergency out-of-network coverage. These products can be purchased on or off the Marketplace.</p>	<ul style="list-style-type: none"> <li>Limited benefit products</li> </ul>	<ul style="list-style-type: none"> <li>EPO</li> </ul>

## Kansas Provider Networks and Contracts

BCBSKS provider network contracts are established by a base contract referred to as the Competitive Allowance Program (CAP). Separate contracts for professional and institutional providers are offered to providers as defined below.

**Competitive Allowance Program (CAP)** contracts are offered to eligible professional, ancillary and facility providers located in the BCBSKS service area, which includes all Kansas counties except Johnson and Wyandotte (note: BCBSKS does have a CAP dental network in the Greater Kansas City area). Provider types that require credentialing will be offered network participation following the credential committee decision.

**Blue Choice** is a hospital PPO network. Hospitals and Ambulatory Surgery Centers that have signed a Blue Choice agreement have agreed to lower reimbursement than the CAP agreement. Ancillary and professional providers who have signed a CAP agreement are automatically enrolled in the Blue Choice PPO Network and receive the same CAP reimbursement.

**Solutions, Inc.** is the network that represents all providers enrolled in Blue Choice. Solutions products have only in-network and emergency benefits.

**Exclusive Provider Network** is the network that represents all providers enrolled in Blue Choice. EPO products have only in-network and emergency benefits.

**Plan 65-Select** is a supplemental Medicare contract that requires the hospital to write-off the inpatient deductible. Participation is voluntary with the desire for one hospital per designated county participating in Plan 65-Select.

**Value Blue** is a network of providers who have agreed to accept 50 percent of the Blue Choice network reimbursement.

### Provider Directories

Members will automatically be directed to Blue providers in BlueCard PPO Basic, BlueCard PPO or BlueCard Traditional networks by typing in their prefix into the Provider Directory on the BCBSKS website, mobile version or mobile app, or by providing the prefix when calling the BlueCard Access Call Center.

## 2018 BCBSKS Product Offerings

BCBSKS is offering benefit plans for Kansas consumers to have the option of purchasing coverage through the Marketplace or directly from BCBSKS. The various plans offer different levels of benefits and pricing to meet individual needs.

## BCBSKS Member ID Card Prefixes

The ID card prefixes for BCBSKS members purchasing products on or off the Marketplace are listed below and effective January 1, 2018.

Prefix	Network and Product Description
XSB	Blue Choice Small Group off Marketplace
XST	Blue Choice Individual off Marketplace
XSJ	BlueCAP—SHOP
XSC	Solutions—Individual on Marketplace (for service dates before January 1, 2018)
XSG	Solutions—SHOP on Marketplace (for service dates before January 1, 2018)
XSQ	Solutions—Individual off Marketplace (for service dates before January 1, 2018)
XSR	Solutions—Small Group off Marketplace
XSN	EPO—Individual on Exchange
XSZ	EPO—Individual off Exchange
KSA	EPO—Small Group off SHOP

### Preferred Care Blue on KS Member ID Cards

- Preferred Care Blue (Kansas City’s network) will be on the ID cards for base plans with Blue Choice and BlueCAP (PPOB—Marketplace network).
- Preferred Care Blue will not be on the ID cards for the limited network plans. These cards will have Blue Choice and BlueCAP.

Prefix — identifies product and benefits

Copay and deductibles

The diagram shows two ID cards. The left card is for 'BlueChoice Preferred-Care Blue Networks' and the right is for 'BlueCross BlueShield of Kansas'. Callouts explain the following elements:

- Prefix:** Identifies product and benefits.
- Copay and deductibles:** Located in the center of the card, showing Office Visit Copay (\$25), Emergency Copay (\$100), and Deductible (\$500/\$1000) with a Coin (\$1000/2000).
- BCBSKS Dental:** A circular logo indicating dental benefits. A callout states: "Dental benefits — if blank, no dental coverage".
- Suitcase logo (PPOB) and Rx:** Logos indicating network and prescription benefits. A callout states: "Suitcase logo — helps determine network and benefits".
- PRIME THERAPEUTICS:** A logo for the pharmacy benefits administrator. A callout states: "Prescription benefit — if blank, no prescription benefit".

## BlueCross BlueShield Solutions, Inc.

Since 2015, BCBSKS has been offering BlueCross BlueShield Kansas Solutions, Inc., an HMO and a wholly owned, branded subsidiary of BCBSKS. Solutions will phase out by 2019.

Although a separate company, Solutions functional tasks are handled by existing BCBSKS staff. Solutions Inc. provides BCBSKS with more product-offering flexibility on and off the Marketplace. The products do not have capitation or gatekeeper aspects of an HMO while providing the opportunity to develop benefits for exclusive networks and more flexibility with out-of-network benefit design.

## HMO, EPO differences from PPO

HMO and EPO products are different than PPO products in Kansas. PPO products cannot vary more than 30 percent of the actuarial value between in- and out-of-network benefits. HMO and EPO products are not limited to the 30 percent differential between in- and out-of-network benefits. Out-of-network services can be classified as not covered except in some instances (i.e. emergency services, services not provided in the network, etc.).

## Solutions on and off the Marketplace

Before January 2018, these HMO products are available for the individual (on and off the Marketplace) and small group (on and off SHOP) markets.

## Remittance Advice

Claims for Solutions members will be remitted to providers on a co-branded BCBSKS and Solutions remittance advice. A separate Solutions check will be cut and mailed with the co-branded remittance advice or sent EFT at the provider's request. Providers who receive electronic remits (835) will receive a separate remittance Solutions file.

## Provider Network

Professional providers who are CAP contracted also are Blue Choice, Solutions, and EPO contracted. When admitting a Solutions/EPO patient to a hospital, providers are asked to confirm the admitting hospital is in the Blue Choice Hospital network to protect the member from any out-of-network charges. Contracting providers with BCBSKS/Blue Choice will receive the same reimbursement for services provided to Solutions/EPO members as they do for all BCBSKS members. No additional contracting is necessary.

## 2018 Solutions/EPO Member ID Card Examples

Notice the empty suitcase logo in the bottom right corner of the front side of the Solutions card and no suitcase logo on the EPO card. The empty suitcase logo and absence of a logo signifies the member has out-of-area coverage for emergency services or services not provided in network.

The Solutions ID card for members who purchase health benefits only will have only the Solutions logo. Members who purchase Solutions health and BCBSKS dental will have both logos on the ID card.

Prefix — identifies product and benefits

Copay and deductibles

**BlueChoice® SolutionsChoice Networks**

**JOHN D SMITH**  
Identification Number  
**XSO123456789**

Non-Group Health Individual Dental Individual

Group No. **714553005**  
Plan Code **650/150**  
Rx BIN/PCN **610455/BCBSKS**  
Card Print Date **12/15/15**  
**Deductible/Coinsurance Applies**

Office Visit Copay **\$35**  
Specialist Copay **\$70**  
Ded. **\$3000** Coin. **80%**

**No Out-of-Network Benefits (see back of card for exceptions)**

Benefit Plan  
**BlueCare Solutions Silver Ch**

**BCBSKS DentalPlus**  

Dental benefits — if blank, no dental coverage

Suitcase logo — helps determine network and benefits

**BlueCross BlueShield Kansas Solutions**

**www.bcbsks.com**  
Customer Service: **1-800-392-7366**  
In Topeka: **785-291-4186**  
Outside Area: **1-800-810-BLUE (2583)**  
Nervous/Mental Health: **1-800-952-5906**  
In Topeka: **785-233-1165**  
GRID+ Dental: **1-800-432-3990**

Members: See your contract for coverage details. Possession of this card does not guarantee eligibility for benefits.

Hospitals or physicians: File claims with your local Blue Cross and/or Blue Shield Plan.

Inpatient care and nervous and mental health services may require prior authorization.

**No benefits for out-of-network services are available, except services for Medical Emergencies and covered services not available in-network. See your certificate for details.**

BlueCross BlueShield Kansas Solutions/  
Blue Cross and Blue Shield of Kansas  
1133 S.W. Topeka Boulevard  
Topeka, Kansas 66629-0001  
Independent Licensees of the  
Blue Cross and Blue Shield Association.

**PRIME THERAPEUTICS** Pharmacy benefits administrator

Prescription benefit — if blank, no prescription benefit

**BlueChoice® SolutionsCap Networks**

**JOHN D SMITH**  
Identification Number  
**XSC123456789**

Non-Group Health Individual

Group No. **714553005**  
Plan Code **650/150**  
Rx BIN/PCN **610455/BCBSKS**  
Card Print Date **02/18/16**  
**Deductible/Coinsurance Applies**

Office Visit Copay **\$25**  
Specialist Copay **\$50**  
Emergency Copay **\$300**  
Ded. **\$1500** Coin. **80%**

**No Out-of-Network Benefits (see back of card for exceptions)**

Benefit Plan  
**BlueCare Solutions Gold**

The absence of the BCBSKS logo and dental language at the bottom indicates no dental coverage.

**BlueCross BlueShield of Kansas**

**BlueChoice® SolutionsChoice Networks**

**John Doe**  
Identification Number  
**XSB871215433**

Non-Group Health Individual Dental Individual

Group No. **714553005**  
Plan Code **650/150**  
Rx BIN/PCN **610455/BCBSKS**  
Card Print Date **11/02/17**  
**Deductible Applies**

Deductible **\$6500**

**No Out-of-Network Benefits (see back of card for exceptions)**

Benefit Plan  
**BlueCare EPO Bronze HDHP**

The EPO card has no suitcase logo, which signifies a lack of out-of-network benefits.

## Claims Filing and Other Procedures

### Marketplace Individual Grace Period

The ACA mandates a three-month grace period for individual members who receive a premium subsidy from the government and are delinquent in paying their portion of premiums. The grace period applies as long as the individual has previously paid at least one month's premium within the benefit year. BCBSKS will pend claims the second and third month of the grace period when payment has not been received. Providers will be notified by letter when a member's claims have been pended for non-payment of premium. When premium payment is received the pended claims will be processed. In the event of non-payment of premiums, the pended claims will be denied no coverage and the provider will be notified on their remittance advice. During the three-month grace period, providers may not bill the member. After the three-month grace period and notice from BCBSKS through the remittance advice that coverage has been canceled, the provider may bill the member for the services not paid during the second and third month of the grace period.

The ACA grace period also applies to policies bought on the SHOP for small groups. However, the ACA grace period for members of a SHOP policy is only 31 days, rather than 90 days. BCBSKS will suspend claims during this 31-day grace period.

### Referring Provider Required on Claims for Indian Health (Native American) Services

As of January 1, 2014 under the ACA, insurers covering Native Americans who meet defined financial criteria are prohibited from applying cost sharing for items or services furnished directly by an Indian Health Service (IHS), an Indian tribe, tribal organization or urban Indian organization, or through a referral.

To administer benefits correctly for the Native American population, the treating provider must include the referring provider name and NPI when submitting a claim for services provided to an insured Native American, when these members present their paperwork to the provider.

The referring provider's name and NPI is submitted in the 2310A (claim level) and/or 2420F (line level) electronically, or on paper in box 17 and 17b when submitting the claim.

### Commercial Risk Adjustment

The ACA created a guarantee issue environment beginning January 1, 2014, for the individual and small group markets. This means there will be no health histories to fill out as part of applying for health insurance coverage and all eligible applicants will be approved for coverage regardless of their past or current health conditions during open enrollment periods or when they have a qualified triggering event. The ACA incorporated a process called commercial risk adjustment (CRA) designed to encourage issuers to compete on premium, efficiency and quality. An issuer's risk adjustment is calculated based on the average of each member's risk scores (estimate of a person's anticipated health care costs). The government will monitor which issuers have low-risk enrolled populations and those with high-risk enrollment. Based on the issuer's risk score, there will be a shift of funds from low-risk to high-risk issuers to offset the cost of care for the high-risk population insured by the issuer with the high-risk score.

The risk adjustment scores for those insured, as well as issuers, and the shifting of funds needs to be managed in a manner that is fair and equitable to all. The risk scores calculated by the issuer for each of its members is based on the member's age/gender, plan selection and ICD diagnosis codes submitted on the claim or extracted directly from the medical record. The risk adjustment calculations are based on claims data in a current year. Diagnosis coding is the primary indicator for risk adjustment calculation and auditing. When a claim record does not equal the clinical reality of the patient's overall health, this creates a gap in risk score calculations. Diagnosis specificity is critical for an issuer to manage its risk adjustment score.

## Risk Adjustment Data Validation Audit

Risk adjustment calculations are based on claims data in a current year as referenced above. In order for an issuer to maintain or improve its overall risk adjustment score, validating the diagnosis codes submitted on the claim to the medical record documentation is essential.

The U.S. Department of Health and Human Services requires issuers to conduct risk adjustment audits annually on 200 members. The audit requires the issuer to substantiate the diagnosis codes in the claims records by review of the actual medical documentation and identify any medical conditions that can be coded in addition to the codes on the claim. When diagnosis codes from claim submissions do not align with medical record documentation, CMS auditors use the medical record as the source of truth.

Provider education will occur in the instances where additional diagnosis codes were identified. The education is to encourage the level of diagnosis codes submitted on future claims to be those conditions present in the medical documentation. Annually, CMS will select 200 members with BCBSKS' Risk Adjustment Outreach staff retrieving the medical records and the Initial Validation Auditor (Altegra Health) completing the required risk adjustment coding audit of claims and medical records.

## Medical Records Requests

Effective medical record retrieval services play a fundamental role in driving optimal-quality reporting outcomes and ensuring appropriate risk scores.

Specific to the ACA's Commercial Risk Adjustment process and for the U.S. Department of Health and Human Services Risk Adjustment Data Validation Audit, BCBSKS conducts medical record requests. Requests for member records will be received directly from BCBSKS' Risk Adjustment Outreach Staff.

As outlined within the provider contract, all pertinent and complete medical records must be provided or made available by the contracting provider. Following are the methods records may be submitted:

- Email to [risk.adjustment@bcbsks.com](mailto:risk.adjustment@bcbsks.com)
- Secure fax to (785) 290-0708
- By mail to:  
Blue Cross and Blue Shield of Kansas, cc851B3  
PO Box 239  
Topeka, KS 66601

- Or by mail service (FedEx, UPS, etc.) to:  
Blue Cross and Blue Shield of Kansas, cc851B3  
1133 SW Topeka Blvd.  
Topeka, KS 66629
- For minimal disruption, BCBSKS can coordinate remote access through the provider's EMR system. To elect this option, please contact: Patty Reece LPN, CPC at [patty.reece@bcbsks.com](mailto:patty.reece@bcbsks.com) or (785) 291-6792.

## HIPAA/Privacy

BCBSKS and third-party vendors requesting medical records are contractually bound to preserve the confidentiality of members' protected health information (PHI) obtained from medical records, in accordance with HIPAA regulations. Please note that patient-authorized information releases are not required in order for you to comply with these requests for medical records.

Providers are permitted to disclose PHI to issuers without authorization from the patient when both the provider and issuer had a relationship with the patient and the information relates to the relationship [45 CFR 164.506(c) (4)]. For more information regarding privacy rule language, please visit <http://www.hhs.gov/ocr/privacy>.