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ATTACHMENTS:

- 2000 Is Coming
- HCFA 1500 Claim Order Form
- BCBS Waiver Form
- Important Telephone Numbers List
- Business Procedure Manual Update

QUESTIONS:
Contact your Professional Relations Representative, or the Professional Relations Hotline at 1.800.432.3587, or in the Topeka area, 785.291.7060.

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

ACKNOWLEDGEMENT:
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Electronic Media Services Y2K Update

Currently the Electronic Media Services (EMS) is in the process of migrating all electronic trading partners (submitters) to the Muscato front-end processor system. Migration will be done by area codes, starting with 316. We will then move to the Kansas City area codes of 913, 816, and 660. The northern half of Kansas with 785 area code will complete the migration. For sites using the PACS software, there will also be an update to make sure everyone is using the latest version. All migrations for the PICS and PACS systems should be completed by April 30, 1999.
PICS Reminder

PICS claim entry will be going away for all areas except Medicare A, effective July 31, 1999. This will NOT effect entering electronic Medicare A claims directly into the Florida-shared system (FSS). PICS inquiry will still be available for eligibility and claims status. However, you will not be able to use a PICS terminal (IBM 3151) through Muscato.

If you are still renting/leasing or if you have purchased a 3151 terminal, please contact your EDI Account Representative for information on available alternatives for your office. 1.800.472.6481, option 3, or 785.291.7135, option 3.

Electronic Data Interchange (EDI)

Our Electronic Media Services Department is designed to assist our healthcare professionals in finding the most efficient and productive way of transmitting electronic healthcare transactions. Electronic transactions available to you are:

- Electronic Claims Filing
- Remittance Notices
- Electronic Inquiries
- Electronic Response Reports
- Electronic Funds Transfer

Our staff is ready to assist you in finding the best option regarding your electronic needs. For more information, please contact an EDI Account Representative.

EDI Account Representatives are: Lori Jennings, Linda Mannell, Brenda Bisel-McCarter, Marcia McKinney, Ann Tenpenny, and Gloria Wilson

EMS Department, Blue Cross and Blue Shield of Kansas
1133 SW Topeka Boulevard, Topeka, Kansas  66629
785.291.7135 or 1.800.472.6481 (Option 3)
www.bcbsks.com/ask.html

The BlueCard Program

The Blue Cross Blue Shield Association’s BlueCard Program allows YOU to file claims with us, BCBSKS, for those patients who are insured by other BCBS plans.

To verify eligibility and coverage with the member’s BCBS Plan, call BlueCard Eligibility at 1.800.676.BLUE(2583). You will be prompted to key in the alpha prefix from the member’s ID card, by converting the alpha characters to numeric. If there is no alpha prefix, this indicates the claims are handled outside the BlueCard Program. You will need to submit those claims directly to the member’s BCBS Plan. (Continued.)
Continued from page 2.

When submitting the claim for those members within the BlueCard Program, submit the claim to us, BCBSKS. Be sure to include the member’s alpha prefix and complete identification number, as identified on the member’s ID card (e.g., SSE123456789, for Schwan’s). Do not make up or guess an alpha prefix. Incorrect or missing alpha prefixes or identification numbers delay claims processing and claims payment.

When we receive the claim, we will electronically route it to the member’s BCBS Plan. The member’s Plan will process the claim and approve payment. We will pay you, per our contract and policies and guidelines.

Questions regarding the allowance or amount paid on a BlueCard claim should be directed to BCBSKS Customer Service Center: 1.800.432.3990 or 785.291.4180 in the Topeka area.

Schwan’s switched to BlueCard Program

Claims for employees of Schwan’s Sales/Tony’s Pizza are now being processed through the BlueCard (ITS) Program, as of January 1, 1999. New ID cards have been issued reflecting the alpha prefix SSE. Claims should be filed with BCBSKS. Be sure to include the new prefix, SSE, with the patient’s 9-digit identification number, as described above.

To verify eligibility and coverage for an employee of Schwan’s/Tony’s Pizza, please call the toll-free number 1.800.676.BLUE(2583). Any questions regarding the allowance or amount paid on a BlueCard claim should be directed to the BCBSKS Customer Service Center: 1.800.432.3990, or 785.291.3900 in the Topeka area.

Increase in HCFA-1500 Forms Cost

Due to a recent increase in the cost of paper, it has been necessary to increase the cost of the HCFA 1500 claim forms. The price is now $38 per carton (1200 per carton), which includes shipping costs. An updated order form is attached for your next HCFA 1500 claim form order.

Please note that we buy these forms in large volume and sell them to you at cost, plus shipping, passing our savings on to you. While this is a significant increase, you should find that this is still the lowest price available.
**FEP and Waivers**

The Federal Employee Program (FEP) has now agreed to honor the BCBS waiver form (attached) when signed by the patient prior to a service that is considered to be not medically necessary. The charges for the denied service then become the patient’s responsibility.

The waiver form documents the patient was notified of his/her financial responsibility. Without a signed waiver, the balance becomes a contracting provider write-off.

A copy of the signed waiver should be submitted with the claim for these services. Or modifier GA can be included on the claim with the procedure code, indicating that a signed waiver is on file.

**Clarification: Strapping coverage**

Strapping (29200, 29220, 29240, 29260, 29280, 29520, 29530, 29540, 29550, 29580, 29590) will be denied as content of service of an E&M service when billed on the same date and by the same provider, of fracture codes that involve wedging and bivalving of the cast, and of the initial fracture care.

Strapping is NOT content of an office procedure (i.e., physical therapy modalities).

**Professional Relations Hotline Reminder**

In order to serve you better, we ask that you delay calling the Provider Hotline for claim status information until 30 days after submission. Thank you for your cooperation.