

Professional Provider Report

A newsletter for professional providers
and their staff members

April 22, 2020 • S-4-20

Annual CAP distribution to be electronic

The current events of our world have forced upon all of us the need to communicate as quickly as possible for the benefit of our providers and our members. In addition, the necessary deployment of the Blue Cross and Blue Shield of Kansas (BCBSKS) workforce to work from home creates new challenges with the hard copy distribution of various communications. These new dynamics make it even more evident that we need all network providers to be able to receive BCBSKS communications electronically.

As such, beginning with the annual Competitive Allowance Program (CAP) materials scheduled for distribution in July 2020, BCBSKS will move toward communicating publications

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Dustin Kimmel,
Communications Coordinator

(Policy Memos, newsletters, etc.) only in electronic form. The current Policy Memo No. 1 for 2020 section XXIII B. Mid-Year Amendments allows for electronic notices of mid-year policy changes. This communication serves as notice of an expansion of that policy to also apply to the Annual Contract Renewal, see section XXIII item A. Annual Contract Renewal. This will allow the 2021 CAP Report and Policy Memo changes to be communicated electronically in July 2020.

While we will be reaching out to all providers that have yet to sign up for 100 percent electronic communications with BCBSKS and attempt to move them to that form of communication now, beginning January 1, 2021, BCBSKS will

be communicating with our providers exclusively in this format. Such communications are posted at bcbsks.com for viewing.

To sign up for notice of digital publications, providers need to go to https://www.bcbsks.com/CustomerService/Providers/enews_professional.shtml and enter a valid email address along with a name, Billing NPI, facility or organization name, city, and state.

Many of our providers have enjoyed the benefits of receiving publication notices electronically, including earning Quality-Based Reimbursement Program (QBRP) incentive dollars for “turning off paper.” Even with that incentive, there are still a number of

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CAP: We are here to help

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provider offices that have not yet taken this step and continue to receive hard copy communications. We want to help you transition to an electronic communications environment.

BCBSKS realizes this will be easier for some providers than others. Your professional relations representative is here to guide you through the process, and Provider Network Services in Topeka is available between 8 a.m. and 4:30 p.m. Monday through Friday at 785-291-4135 or 800-432-3587 or prof.relations@bcbsks.com.

BCBSKS has a wealth of information available at <https://www.bcbsks.com/CustomerService/Providers/>. More information regarding claims, member eligibility, and data attestation is available on the secure site that can be accessed via Availity.

BLUE CROSS AND BLUE SHIELD OF KANSAS PROVIDER POLICIES AND PROCEDURES SUMMARY OF CHANGE FOR 2020

The following is a change to the Blue Shield Policies and Procedures for 2020.

NOTE: All items herein are identified by the numbering assigned in the 2020 Policy Memos. Deleted wording is noted in brackets [*italized*]. New verbiage is identified in **bold**.

Policy Memo No. 1 SECTION XXIII. Amendments to Policies and Procedures; Right to Terminate Contract

- **Page 21:** Updated verbiage to address electronic communication.
 - A. Annual Contract Renewal — As part of its annual provider contract renewal process, BCBSKS notifies providers via U.S. Mail, [*or*] hand delivery, **or electronically** of all changes to its Policies and Procedures and Maximum Allowable Payment schedules at least 150 days before the amendments' effective date, which shall be January 1 of the following year. Such amendments must be accepted or rejected in their entirety; acceptance requires no affirmative act by the provider. If the provider finds the amendments unacceptable, the provider agreement may be terminated only by providing BCBSKS written notice of nonrenewal postmarked on or before September 3 of that same year. Such termination shall be effective January 1 of the following year.
 - B. Mid-year Amendments — Occasionally, BCBSKS will amend its Policies and Procedures or Maximum Allowable Payment schedules with mid-year effective dates. When this is necessary, notice of such amendment(s) shall be provided via mail or electronic mail to affected providers at least 30 days prior to the effective date of the amendment(s). If the provider finds the amendment(s) unacceptable, the provider may subsequently terminate their contracting provider agreement by providing BCBSKS with written notification of termination postmarked on or before the effective date of the amendment(s). Termination shall be effective on the effective date of the amendment(s).