



Professional Provider Report

A newsletter for professional providers and their staff members

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Coming Soon: Annual CAP Publication

The 2023 Competitive Allowance Program (CAP) changes and annual reports are coming soon. Please be on the lookout for notification, sent to your email address registered with us, mid-late July that the documents have been published to bcbsks.com.

These materials are sent electronically, if you haven't already, please follow the steps below to sign up for electronic communications:

- Go to bcbsks.com
- Click Providers
- Choose Professional Provider
- Click e-News
- Enter a valid email address, along with a name, billing NPI, facility or organization name, city and state

To view current and past CAP changes and annual reports please visit, <https://www.bcbsks.com/providers/professional/publications/policy-memos>.

For more information regarding the annual distribution of CAP materials, contact your professional relations representative or Provider Network Services in Topeka at 785-291-4135 or 800-432-3587.

The Professional Provider Report is published by the Professional Relations department of Blue Cross and Blue Shield of Kansas.

Sarah Shaw,
Communications Coordinator





Understanding Provider Directory Requirements for the No Surprises Act

As Blue Cross and Blue Shield of Kansas (BCBSKS) has previously communicated with you, the Consolidated Appropriations Act (CAA) outlines new requirements for maintaining and validating information to include in provider directories (CAA Section 116). The intent of these requirements is to help individuals make informed choices when selecting a provider.

To comply with these new CAA provisions, insurers must develop a process to verify provider directory accuracy. Effective Jan. 1, 2022, CAA requires that BCBSKS provide and regularly maintain an online provider directory to members. Providers must validate their information at least every 90 days through the provider

portal. The directories must be available to participants, beneficiaries, and enrollees.

BCBSKS would like to add that if your provider data can't be verified 180 days after the last attestation date, we will be required to suppress your information in our online provider directory. Once the data is verified, you'll be added back into the directory. All directory changes will occur within two business days of submittal.

If you have questions regarding this publication, please contact your BCBSKS provider representative.

BCBSKS Announces New Drug Management Program, HighTouchRx

HighTouchRx is a high-touch prescriber outreach program that started on April 1, 2022. The HighTouchRx program uses clinical data to target member level drug savings opportunity interventions for drugs billed under both pharmacy and medical benefits. Clinical Pharmacists review these identified drug opportunities and perform prescriber outreach to discuss these therapy interventions. Our contracting providers may receive phone calls from our HighTouchRx pharmacists who will discuss the opportunity with the prescriber or their staff. Pharmacists will identify themselves as calling on behalf of Blue Cross and Blue Shield of Kansas. We encourage providers to consider the recommendations, as they may result in increased patient safety, significant cost-savings to the member or significant total cost reductions overall.

The HighTouchRx program has already identified significant savings to our members and employers who purchase our benefits. As an example, we have

identified cases where switching a member from tablets to capsules of the same drug and strength would result in over \$120,000 annual savings for the employer group. We have identified other examples of members using multiple diabetes medications in the same treatment category (using more than one GLP-1 agonist, or more than one DPP-4 inhibitor or SGLT-2 inhibitor). Additional examples of outreach may include therapy optimization, such as switching a member from four 100mg tablets to one 400mg tablet of the same medication, or switching members to lower-cost biosimilar or generic products. HighTouchRx is a program aimed to reduce total costs and reduce waste while improving overall patient outcomes.



BCBSKS Offering licensed Pharmacists to Join Network

Blue Cross and Blue Shield of Kansas is offering the opportunity for all licensed Pharmacists to join the contracting provider network. Currently BCBSKS recognizes Pharmacists who are associated with a Physician group and providing services in a clinical setting as eligible contracting providers. Effective immediately, Pharmacists may independently contract and bill for testing, screening, and to initiate therapy pursuant to the state-wide protocol established by the state board of pharmacy for health conditions of individuals who are eligible to

receive the testing or screening service. Billing for these services will be submitted on the HCFA 1500 claim form and processed under the member's medical benefit. To initiate the contracting process, please follow the steps below.

- Complete CAQH profile
- Complete Provider Network Enrollment Request form

If you have any questions pertaining to this change, please contact Heather Schultz at 785-291-7724.

BCBSKS Providers Billing Immediate Family Member Services

Blue Cross and Blue Shield of Kansas (BCBSKS) providers often treat or provide services for their immediate family members. However, it is important to remember that services provided to immediate family members, are considered non-covered per the member and provider contracts. BCBSKS would not expect to see a claim filed for these services. When BCBSKS does see that a claim for a non-covered service has been submitted and paid, we will recoup those dollars and remind the provider not to file for services rendered to immediate family members.

Immediate family members are defined under Policy Memo 1, Section

VIII. Non-Covered Services Providers are not reimbursed for professional services they provide to an immediate family member ("immediate family member" means the husband or wife, children, parents, brother, sister, or legal guardian of the person who received the service) or themselves as specified in the member contract.

There are several categories of services, procedures, equipment and/or pharmaceuticals that may be considered non-covered services when designated by the member's contract. These denials are billable to the member. (See Section XV. CLAIMS FILING)

On the Move in Wichita

The BCBSKS office in Wichita has a new location. Effective May 2, 2022, the Wichita office is located at: 8621 E. 21st, Wichita KS.

IBEW226 Members

Effective May 31, 2022 Blue Cross and Blue Shield of Kansas will no longer be accepting and pricing claims for member IDs that are associated to the Master Policy ID of IBEW226. Effective 06/01/2022 IBEW226 members will begin coverage with Blue Cross and Blue Shield of Illinois.

St. Francis Ministries Benefit Information

Benefits for St. Francis Ministries members are accessible via Availity. When a BCBSKS member presents with an ID card that has a KAS prefix, enter the member ID along with the patient's first and last name, date of birth and gender in order to receive accurate member benefit returns in Availity.

For additional information regarding St. Francis Ministries, please view the information provided on the back of the member ID card.

Behavioral Health Workshop

Blue Cross Blue Shield of Kansas (BCBSKS) and New Directions Behavioral Health (NDBH) invite you to join us for our latest virtual workshop developed specifically for Behavioral Health and Substance Abuse providers.

BCBSKS and NDBH are teaming up to deliver the most up-to-date information in the areas of substance abuse services, QBRP, secure provider portal, Provider Message Portal, telemedicine, uniform charging

practice, pre-determination requests, medical policies, documentation, and MiResource.

The virtual workshop will be held Wednesday, June 29th, from 9:00 a.m. to 12:30 p.m. Pre-registration is required. Click [here](#) to complete the registration process.

If you have any questions regarding this publication, please contact your BCBSKS provider representative.