



Professional Provider Report

A newsletter for professional providers and their staff members

December 2023 • S-3-23

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

Sarah Shaw,
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Information regarding Artificial Intelligence (AI) calls

Blue Cross and Blue Shield of Kansas (BCBSKS) has noticed an influx of AI vendor/application calls checking member eligibility. BCBSKS wants to warn providers that AI vendor/application calls will count against your Electronic Self-Serve (ESS) QBRP incentive.

BCBSKS is committed to safeguarding your patient and our member's Personal Health Information (PHI) and Personal Identifying Information (PII). We would like to remind providers the importance of providing us with the names of your business partners, which allows BCBSKS to validate the caller when an inquiry is received. This process includes obtaining and supplying a copy of your Business Associations

Agreement (BAA) any AI vendors/applications you do business with.

To report a business arrangement or to attest to not having any current business arrangements, please follow the path below:

Availity.com > Payor Spaces > BCBSKS > BCBSKS Provider Secure Section (Blue Access) > Select NPI for practice/facility you wish to attest on > Provider Information > Business Arrangements.

If you have any questions regarding AI vendors/applications, contact your BCBSKS provider representative.



bcbsks.com



RX appeals now come to BCBSKS

Blue Cross and Blue Shield of Kansas (BCBSKS) has identified an opportunity to streamline our appeals process and reduce the wait time for a decision on a drug appeal. Our current process involves sending appeals to Prime Therapeutics. Effective, 1/1/2024, please follow updated procedures for submitting appeals:

- Appeals should be sent directly to BCBSKS rather than to Prime Therapeutics
- Providers may choose to pursue one (1) re-review by submitting additional information to Prime Therapeutics. A re-review does not count as an appeal, nor is it a full appeal, but it does allow for an additional review to ensure that an accurate determination is provided

We anticipate this appeal process change will do the following:

- Result in quicker decision turnaround times
- Increase continuity and understanding of benefits for members and providers
- Establish better lines of communication for sharing medical information during a re-review

In order for BCBSKS to respond in a timely and effective manner, please follow the above instructions, and please provide information or medical documentation that supports the medical necessity of the drug requested.

New Medicare Advantage Provider Offset/Check Request Form

For provider convenience, you may now notify Blue MA of an overpayment, duplicate payment, or to request a claim be voided due to billing error by completing the new provider refund/overpayment request form.

Providers can find the provider refund/overpayment request form on our website, www.bcbsks.com, then:

- Select “Providers”

- Select “Access Medicare Advantage resources”
- Scroll to “Forms”
- Select “Medicare Advantage Provider Offset/Check Request Form”

If you have additional questions regarding the new Blue MA provider offset/check request form, please contact your MA representative.

New Billing Guides: E0486

Effective October 1, 2023, Blue Cross Blue Shield of Kansas (BCBSKS) will reimburse for sleep apnea dental appliances (E0486) under a global concept.

When billing for sleep apnea dentistry, a low-level E/M for the initial evaluation (99202- 99203 new patient or 99212-99213 established patient) should be used. If billing anything higher, make sure the documentation supports the use of the higher-level E/M code. Bill E0486 for the appliance itself (which includes the fitting and

adjustments). BCBSKS will also use code E0486 to bundle any X-Rays, impressions and AM aligners. The bundled services should not be billed separately.

Any follow up visit within the first 42 days of receiving the appliance will also be considered content of service to the E0486. After the initial 42 days have passed, the dentist may bill a follow-up visit (low level E/M 99212-99213) if it is medically necessary.

Kansas roots. Medicaid experience.

With more than 80 years of experience serving the people, communities and doctors of Kansas, Healthy Blue is ready to be the Blue Cross and Blue Shield Medicaid plan for Kansas.

About Healthy Blue

Healthy Blue is a collaboration of Blue Cross and Blue Shield of Kansas (BCBSKS), Blue Cross and Blue Shield of Kansas City (Blue KC), and Anthem Partnership Holding Company, LLC (APHC), which was formed specifically to serve Medicaid enrollees. APHC has 30 years of Medicaid experience through its parent and affiliated companies. They serve 10.7 million Medicaid enrollees across 27 markets, including 1.6 million Medicaid members with specialized needs similar to those of the KanCare population. Their Medicaid expertise — combined with the strong and longstanding provider relationships held by BCBSKS and Blue KC

across all 105 counties — would position Healthy Blue to infuse both innovation and accountability to the KanCare program if selected as a new MCO when the state begins conducting procurement this year.

For more information about joining our network, please visit <https://www.healthybluekansas.com> or contact us at ksproviderinquiry@healthybluekansas.com. We look forward to working with you to provide quality services to our members.

Healthy Blue is the trade name of Community Care Health Plan of Kansas, Inc., an independent licensee of the Blue Cross and Blue Shield Association.

SOK new hearing aid benefit: get added to the list

The State of Kansas (SOK) employer group has a new hearing aid benefit. Blue Cross and Blue Shield of Kansas (BCBSKS) will provide a list of eligible providers for SOK members on our website, <https://www.bcbsks.com/members/state/hearing-benefits>. If you are not

already listed and would like to be, please reach out to your professional provider representative.



Save the dates: BCBSKS workshops

Blue Cross and Blue Shield of Kansas (BCBSKS) would like you to save the dates for our annual workshops throughout the year. Below are listed the dates currently scheduled for workshops in 2024, please note, all workshops will be for 9am - 12:30pm unless otherwise indicated:

Insurance Billers Workshop:

- April 11th
- May 7th
- June 12th

Dental Workshop:

- August 9th - 9am - 11am
- August 20th - 1pm - 3pm

Behavioral Health Workshop:

- March 7th
- Fall date coming soon

Medicare Advantage Workshop:

- October 22nd

What's New in 2025:

- September 26th
- October 9th
- November 12th

Annual Workshop

- Coming soon

This is not an all-inclusive list, dates are subject to change, be cancelled, or additional dates added at any time. We know schedules can get busy and wanted to give providers as much notice as possible. Providers will be able to sign up for the dates listed above soon. In January, providers will be able to sign up on our professional provider education and workshops page: <https://www.bcbsks.com/providers/professional/education>. If you have additional questions regarding BCBSKS workshop dates, please contact your professional relations representative.



Blue MA correspondence/appeals addresses changing

Effective January 1, 2024, Blue Cross and Blue Shield of Kansas (BCBSK) Blue Medicare Advantage (MA) correspondence mailing addresses for payment disputes/retrospective reviews on local claims/M3A prefix and claims records requests and appeal addresses will change. Listed below are the updated correspondence and appeal addresses.

Blue MA provider correspondence:

BCBS Kansas
P.O. Box 211421
Eagan, MN 55121

Blue MA provider appeals:

BCBS Kansas
P.O. Box 21792
Eagan, MN 55121

Please note: Blue MA claims filing, for dental and medical, will remain the same.

If you have any questions regarding this upcoming change, please contact your BCBSK MA provider representative or institutional relations provider consultant.

New 2024 Medicare eligible providers: MFTs and MHCs

Blue Cross and Blue Shield of Kansas (BCBSK) values you as a contracting provider and wants to ensure you are aware, effective January 1, 2024, Medicare has established a new Medicare benefit category recognizing services furnished and billed by Marriage and Family Therapists (MFTs) and Mental Health Counselors (MHCs).

BCBSK credentialing/enrollment

BCBSK Competitive Allowance Program (CAP) contracting Mental Health Counselors and Marriage and

Marriage and Family Therapists (LPCs, LCPCs, LMFTs, and LCMFTs) do not need to take any additional action, though are encouraged to reach out to MA.Contracting@bcbsk.com, or their Professional Relations Representative, to opt-in to our Kansas Preferred Blue Medicare Advantage network to become preferred providers for BCBS MA PPO plans.

Medicare credentialing/enrollment

For additional questions on credentialing with Medicare, please see the [FAQ from CMS](#).