

News You Can Use

January/February 2009

Vol. 2, Issue 1

Large Groups Begin Migrating to the NASCO Platform as of January 1, 2009

On January 1, 2009 CareFirst and CareFirst BlueChoice moved 35 large groups from our older claims processing systems to the NASCO platform. During the next two years, we will move all of our non-FEP business to one of two systems: NASCO or FACETS.

Below are some key requirements:

- To ensure that you have up-to-date information make it your routine practice to check the patient's membership card at each visit.
- To verify eligibility or benefits, use the web-base CareFirst Direct system, or call the service department.
- You can no longer depend on the prefix on the card to validate coverage. For example, NASCO does not use the XIC prefix for Blue Choice, and the XIP prefix for BluePreferred.
- Each employer group has customized prefixes.

What provider number do I use to file the claim to NASCO?

Because there will be unique prefixes for each group, the way to identify if the member is a Maryland or NCA member is to examine the card.

For the BlueChoice contract:

All claims are billed with your regional provider number.



For all other contracts:

- If the ID number begins with 81xxxxxx the member is Maryland, and the plan code of 190/690 appears on the card. Use your Maryland provider number to submit the claim.
- If the ID number begins with 83xxxxxx - the member is NCA, and the plan code of 080/580 appears on the card. Use your Regional provider number to submit the claim.

Webinars are being offered to further explain the NASCO migration. Register for these or any of our training opportunities by visiting the provider section of CareFirst.com or by calling the Provider Seminar Registration Line at 877-269-2219. While you are visiting our website, be sure to check out the Center for Provider Education and Training. The Center offers stand-alone training modules that anyone can complete anywhere, anytime.

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Blue Cross and Blue Shield Association Mandates ID Card Changes

	
Member Name JOHN DOE	OPEN ACCESS
Member ID XICxxxxxxxx	PCP JOHN Q. PUBLIC
Group OF27	Copay P10 S20 ER25
(Bin #011834 PCN #0300-000) BCBS Plan 080/580	Preferred Provider Option OV10 ER10% AB AFTER DED
	

	<p>www.carefirst.com</p> <p>Member Services: 800-296-0724 Hospital Precert: 866-773-2884 Mental Health/Substance Abuse: 800-245-7013 24hr FirstHelp: 800-535-9700 Overseas Medical Help: 800-810-2583</p> <p>Local CareFirst providers mail to: Mail Administrator PO Box 14116 (for claims) PO Box 14114 (for correspondence) Lexington, KY 40512-4114</p> <p>This employee benefit plan provides benefits to you and your eligible dependents.</p> <p>CareFirst BlueCross BlueShield, the business name of CareFirst of Maryland, Inc., and CareFirst BlueChoice, Inc. are independent corporations operating under a license from the Blue Cross and Blue Shield Association.</p> <p>IC0021-IN 18/08</p>
	<p>Provider Claims and Benefits: 800-842-5975 To locate Participating Providers outside the CareFirst BlueCross BlueShield service area, call 800-810-2583 Dental Member Svcs: 866-891-2802 Dental Provider Svcs: 866-891-2804 Argus Pharmacy Services* Providers: 888-850-4399 Member: 800-241-3371 Davis Vision*: 800-783-5602</p> <p>*Not a BlueCross BlueShield product</p> <p>DP Regional Dental - PPO DT Regional Dental - Traditional DV or EC - Refer to Member Svcs number</p>

The Blue Cross and Blue Shield Association has required all national Blues Plans to redesign member ID cards. Effective Jan. 27, 2009, all “Blue-branded” ID cards will have a consistent format for member information, benefit information and logo placement. This new format will make ID cards more user-friendly for CareFirst and CareFirst BlueChoice members and providers. Current information such as member name, group name, group number, co-pays, “open access” and service numbers will still appear on the ID cards, but their placement will change. CareFirst and CareFirst BlueChoice began distributing new member ID cards for newly-issued and reissued cards on Jan. 27, 2009, and will complete the new format by Jan. 1, 2011.

Reminder to Collect the Correct OB/GYN Co-pays

Please verify if your patient has different co-pays for a medical visit versus a routine visit. For example, a routine GYN visit co-pay may be \$15.00, while a sick GYN visit of may be \$25.00. Collecting the incorrect co-pay results in refunds to the patient after the claim is processed.

2009 Benefits for FEP Members

A benefit reference guide highlighting the changes can be found in the provider News and Updates section of www.carefirst.com. Click on *Providers & Physicians*, and then go to *News and Updates* on the right side of the screen.

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Clarification of ICD9 Code Submission Requirements

In the November's "News You Can Use" we asked that you submit all diagnosis codes with the ICD9 5-digit code. We realize that not all diagnosis codes were converted to 5-digit codes. Please submit the 4-digit or 5-digit code as appropriate.

Timeline for Primary Care Physician (PCP), Changes

When is a member's PCP change effective?

- Requests received on or before the 20th of the month will be effective the first day of the following month.
- Requests received after the 20th will be effective on the first of the second month following your request.
- For example: changes received by January 20th will be effective February 1st. Changes received on January 21st will be effective March 1st. New cards are issued after the PCP change is processed.

Provider Education Update

As more groups migrate to Consumer Driven Health plans – or other plans with high deductibles – it becomes even more important that you understand these products. We now offer a web-based seminar (webinar) called *CDH – The Basics and Beyond*. During this 30-minute webinar you will learn:

- Why Consumer Directed Health plans are growing in popularity.
- How to identify patients who are covered by high deductible plans.
- Common ways that patients use to pay their high deductibles and how they may impact your patients and your practice.
- Best practices used by other health care providers to your practice.
- What CareFirst is doing to help through member education and communication.

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