

News You Can Use

June 2009

Vol. 2, Issue 5




State of Maryland Contract Changes:

Effective July 1, 2009, CareFirst will offer state employees three health plans from which to choose. While we will continue to offer the Preferred Provider Organization (PPO) and Maryland Point of Service (MPOS) plans, state employees may now select our Exclusive Provider Organization (EPO). The EPO plan allows members to seek in-network services from PPO participating doctors, specialists, hospital and urgent care facilities. Please note: the EPO plan covers members for in-network services only.

Mental health services for EPO members will be administered through Magellan Health Services, while state PPO and MPOS members will continue to seek mental health services through APS Healthcare.

All state members (PPO, MPOS and EPO) will be issued new identification cards and should expect their new cards by the end of June 2009.

Please note: Effective July 1, 2009, the Maryland P.O. Boxes for state employees will no longer be used. Providers should submit claims to Mail Administrator P.O. Box 14115, Lexington, KY, 40512-4115. Correspondence should be sent to P.O. Box 14114, Lexington, KY, 40512-4114. This information will be in the May/June issue of BlueLink.

 BlueCross*BlueShield	SAMPLE FRONT	STATE OF MARYLAND 	
Member Name DOE JOHN Member ID MYY810 45 6789	NATIONAL ACCOUNT		
Group 1900855-M001	Coverage IND EPO P15 S25 ERFAC50 ERPHYS50 VISION		
Eff Date 07/01/09			
BC/BS Plan 190/690			

 BlueCross*BlueShield	SAMPLE BACK	www.carefirst.com Customer Service: 800-445-6036 Provider Service: 877-228-7268
This employee benefit plan provides benefits to you and your eligible dependents.		To locate an in-network provider or hospital call 800-810-2583
CareFirst Blue Cross Blue Shield provides administrative claims payment services only and does not assume any financial risk or obligation with respect to claims.		Hospital Precert: 866-773-2884 24hr FirstHelix: 800-535-9700 Mental Health/Substance Abuse: 800-245-7013 Customer Service: 410-654-8675
EPO members have no or limited benefits except when receiving services from a network provider.		Provider: This card identifies a CareFirst BlueCross BlueShield National Account Subscriber.
CareFirst BlueCross BlueShield, the business name of CareFirst of Maryland, Inc. is an independent corporation operating under a license from the Blue Cross and Blue Shield Association.		All claims should be filed to the local Plan. For service refer to the phone number at the top of this card.
		All correspondence should be filed to: Mail Administrator PO Box 14114, Lexington, KY 40512-4114
171194STEP (3/09)		

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NASCO Referral Adjustments

During the migration of some CareFirst accounts to the NASCO platform, we experienced problems with our referral process. System remediation was complete May 15. Claims that were paid incorrectly were identified and adjusted. While we made every effort to identify and proactively adjust these claims, please contact Provider Services at (877)228-7268 if you have any questions related to a claim that you feel should have been adjusted.

We apologize for any problems this may have caused your practice.

- As always in the event of an overpayment, any charges that were collected from a patient in error must be reimbursed.
- Additionally, please continue to bill BlueChoice referrals on the actual claim, whether you bill electronically or by paper.

Improvements to CareFirst Direct

CareFirst and CareFirst BlueChoice continue to improve CareFirst Direct, offering enhanced features to make it easier for providers to gather patient information and do business with us.

Auto Purge

CareFirst Direct now offers increased security measures to protect the safety of provider and patient information through the new auto purge feature.

The following auto purge rules are now in effect:

- User IDs that have been disabled for 90 days will be deleted
- User IDs that have not logged into CareFirst Direct after 180 days will be deleted

In these instances, new User IDs must be created.

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Update on the Allowed Amount for Gardasil

In the March issue, it was noted that effective 5/1/2009 Gardasil would be allowed at \$130.27. The correct allowed amount for procedure code 90649, Gardasil, is \$138.25, effective 5/1/2009.