

## News You Can Use

August 2009

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### CareFirst Immediate Needs Supply List:

#### Current Situation

The Immediate Needs Supply list is now a part of the online Medical Policy in the provider section of the CareFirst website. These supplies are found online in the CareFirst Medical Policies section under the keyword "immediate needs."

#### Background Information

CareFirst and CareFirst BlueChoice primary care physicians, physical therapists, podiatrists, orthopedists and chiropractors can provide certain medical materials to patients during an office visit.

**No authorization is needed or accepted**, but member benefits must be verified prior to providing supplies as medical benefit limitations, policies and procedures still apply.

#### **Accessing Medical Policy**

1. Go to [www.carefirst.com](http://www.carefirst.com)
2. Click Providers & Physicians
3. Click Medical Policies
4. Click "ok." The medical policy screen appears
5. Type "immediate needs" in the box called "search medical policy by subject or word" at the bottom of the page.
6. Policies will appear, and within each policy you will find the immediate needs HCPCS codes under the "Provider Guidelines" section of the policy.

# iEXCHANGE Updates

When hospitals enter a request for approval into iEXCHANGE the case they are entering may pend with the response below.

This request requires clinical review. Please have the physician submit clinical information to support the medical necessity of this service. Inpatient info fax to 410-720-3058. Outpatient info fax to 410-720-3060

This response indicates that the iEXCHANGE system is working correctly, however additional information is needed. Please do not send these types of inquiries to [iEXchange.Partner@CareFirst.com](mailto:iEXchange.Partner@CareFirst.com). Advise the attending physician to fax the clinical information to support the medical necessity of the service to the fax number above.

## Open Access and BlueChoice Advantage Cards

Please be aware that during the month of July, some BlueChoice Open Access and BlueChoice Advantage identification cards were issued with the words "Open Access" or "Advantage" on the back of the card instead of the front. **New cards have been issued with the correct indicator on the front of the card.**

**NOTE:** Be sure to check members' identification cards to determine if the product has the "Open Access" or "Advantage" feature. We apologize for any inconvenience this may cause.

Below is a sample of an Open Access card with the incorrect posting. The new cards will have "Open Access" printed on the front. This also applies to the BlueChoice Advantage cards.

Member Name	
Member ID XIC XXX XX XXXX	PCP Dr's name
Group XXXX	
	Copay P20 530 DO ER100 RX DP VU
BCBS Plan 080/580	

	<a href="http://www.carefirst.com">www.carefirst.com</a> Member Service: 866-520-6099 
Providers must submit all claims to the local Blue Cross and Blue Shield Plan.	Provider Claims and Benefits: 800-842-5975
Local CareFirst providers mail to: Mail Administrator PO Box 14116 (for claims) Lexington, KY 40512-4116 PO Box 14114 (for correspondence) Lexington, KY 40512-4114	Hospital Precent: 866-773-2884 Mental Health/Substance Abuse: 800-245-7913 24hr Firsthelp: 800-535-9700 To locate Participating Providers outside the CareFirst BlueCross BlueShield service area, call 800-810-2583
This employee benefit plan provides benefits to you and your eligible dependents.	Argus Pharmacy Services Providers: 888-850-4999 Members: 800-241-3371 Dental Member Svcs: 866-891-2802 Dental Provider Svcs: 866-891-2804
<small>CareFirst BlueChoice, Inc. is an independent licensee of the Blue Cross and Blue Shield Association. A licensed underwriter of the Blue Cross and Blue Shield Association. A licensed member of CareFirst of Maryland, Inc.</small>	DNA Preferred Network (for out-of-area dental providers): 866-891-2802 Davis Vision: 800-783-5602
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