

Facets Migration FAQs Effective 5/5/09

Member Identification and verification

How can I tell that a member has been migrated to Facets?

While some accounts may have account specific prefixes, the majority of members will have one of the following, depending upon their product.

Indemnity

XIJ DC based groups and individuals
XWY MD based groups and individuals

PPO (BluePreferred)

XIL DC based groups and individuals
XWV MD based groups and individuals

HMO (BlueChoice)

XIK DC based groups and individuals
XWR MD based groups and individuals

What will the identification card look like?

The identification cards follow the standard format required by the Blue Cross Blue Shield association. Samples will be available in upcoming training materials and on the CareFirst web-site.

Can I use the Voice Response Unit for members who migrate to the Facets claims processing platform?

Yes - FirstLine will be used for claims processed on the Facets platform. The telephone number is 800-842-5975.

Can I use CareFirst Direct to verify eligibility and benefits for members who have migrated to the Facets system?

Yes - Use CareFirst Direct to obtain eligibility and benefits, check claim status, submit administrative appeals and view authorizations and referrals.

Does CareFirst Direct show Facets as the 'Source System' in the member eligibility screen?

CareFirst Direct shows 'TZF' as the Source System. A change is being made to update CareFirst Direct to show 'Facets' as the source system.

Claim Submission

What is the address for paper claims?

Mail Administrator
P.O. Box 14116
Lexington, KY 40512-4116

What EDI payer id should be used for electronic claims?

Submit electronic claims to the DC payer

What provider number should be submitted?

Submit claims using your Regional (aka DC, National Capital Area, GHMSI) provider number.

Reimbursement

What will the Notice of Payment look like?

The Notice of Payment looks the same as the Notice of Payment for FLEXX (the one that is currently generated for claims processed on the FLEXX system).

What is the schedule for the Notice of Payment?

The Notice of Payment schedule is the same as the Notice of Payment schedule for claims processed on the FLEXX system.

Will there be a separate 835?

Yes. There is a separate 835 for claims processed on the Facets system.

What will the check look like?

The check looks the same as the check that is issued for claims that are processed on the FLEXX system.



Does the provider need to create new A/R 'buckets?'

Providers should evaluate their own business to determine whether or not a new bucket is needed based upon their practice management system and business needs.

Provider Service

What is the correspondence address?

Mail Administrator
P.O. Box 14114
Lexington, KY 40512-4114

What is the Provider Service telephone number?

202-479-6560 or 800-842-5975.

Authorizations and referrals

What number should be called for authorizations?

Providers should fax their requests to 410-781-7661.

Will iExchange be remediated for authorizations?

Yes. A new payer has been added to the payer selection box indicating 'Facets CareFirst BlueChoice' which should be used for all members who are on the Facets system.

What will happen with existing out-patient authorizations?

The authorizations are linked to the Facets system.

What will happen with authorizations for therapies (PT/OT/ST)?

The authorizations are linked to the Facets system.

What will happen with Magellan Authorizations and referrals?

Magellan authorizations and referrals are linked to the Facets system.



How can I learn more about the migration?

Additional information related to both this and the large account migration to NASCO will be available through a number of sources. You can attend a Basics and Updates seminar or you can participate in a Webinar. The Basics and Updates seminar is a full three-hour training that describes CareFirst products, processes, and procedures. It also includes CareFirst updates such as the NASCO and Facets migration. The webinar will be a 30 minute presentation that focuses on the account migration. You can register for both through the provider section of the CareFirst web-site.

You can also receive instant updates related to the Facets migration and other CareFirst initiatives by registering on-line at <http://www.carefirst.com/providers/html/HealthPlanMailingList.html>.