



BlueCross BlueShield of Montana

Health Advocacy Solutions Preauthorization Service Requirements for Administrative Service Only (ASO) Blue Choice PPO Network

Oct. 4, 2017

Beginning January 1, 2018, Blue Cross and Blue Shield of Montana (BCBSMT) will provide Health Advocacy Solutions (HAS) which has three service options available with the Blue Choice PPO network for **select self-funded** (National Accounts and BCBSMT Employer Group) employer groups. There are dedicated HAS Health Advocates who will deliver personalized communication and educational resources, such as cutting-edge cost transparency tools, to help members make informed decisions concerning their health care.

As part of HAS, for members with National Accounts and/or BCBSMT Employer Group, there are new care categories that will require preauthorization. As a reminder, it is always important to check eligibility through Availity™ or your preferred web vendor prior to rendering services in addition this step will help you determine if preauthorization is required. These lists also may be found under Claims and Eligibility (<https://www.bcbsmt.com/provider/claims-and-eligibility/evicore>) on BCBSMT.com/provider. For additional information, such as definitions and links to helpful resources, refer to the Eligibility and Benefits section of our Provider website at **BCBSMT.com/provider**.

In addition to those care categories that already require preauthorization, for members who have one of the three HAS service options, eligibility and benefits should be reviewed for the following care categories to determine if authorization is required through BCBSMT or eviCore:

Primary

- Molecular and Genomic Testing (eviCore)
- Radiation Therapy (eviCore)
- Advanced Radiology Imaging (Notification Only – eviCore)

Advanced

- Molecular and Genomic Testing (eviCore)
- Radiation Therapy (eviCore)
- Sleep Studies and Sleep DME (eviCore)
- Advanced Radiology Imaging (eviCore)

Premier

- Molecular and Genomic Testing (eviCore)
- Radiation Therapy (eviCore)
- Sleep Studies and Sleep DME (eviCore)
- Advanced Radiology Imaging (eviCore)

The following will be preauthorized by BCBSMT for this selection:

- Cardiology
- Ear Nose and Throat
- Gastroenterology
- Musculoskeletal
- Neurology
- Non-Emergent Air Ambulance
- Outpatient Surgery
 - Orthognathic Surgery
 - Mastopexy
 - Reduction Mammoplasty
 - Bunionectomy
 - Carpal Tunnel Repair
 - Cardiac Catherization
 - Inguinal Hernia Repair
 - Lithotripsy
- Specialty Pharmacy



BlueCross BlueShield of Montana

- Wound Care

To obtain preauthorization through BCBSMT for the services noted above, you will continue to use iExchange®. This online tool is accessible to physicians, professional providers and facilities contracted with BCBSMT. For more information or to set up a new account, refer to the iExchange page in the Provider Tools section of our Provider website.

Preauthorization for care categories authorized through eviCore can be obtained by accessing the www.evicore.com or calling 855-252-1117.

Services performed without benefit preauthorization may be denied for payment or may impose a greater financial liability on the member. You may not seek reimbursement from members. For any service not approved for payment, BCBSMT will provide, subject to the member or provider making an appeal, all appropriate rights for rereview or appeal. Please note that a member penalty may also apply based on the benefit plan.

You may also contact your Provider Network Representative for more information.

Christy McCauley, 406-437-6068, Christy_McCauley@bcbsmt.com

Laura Knaff, 406-437-6961, Laura_Knaff@bcbsmt.com

Leah Martin, 406-437-6162, Leah_Martin@bcbsmt.com

Floyd Khumalo, 406-437-5248, thamsanga_F_khumalo@bcbsmt.com

Susan Lasich, 406-437-6223, Susan_Lasich@bcbsmt.com

Enclosure(s):

eviCore Web Orientation Schedule

Please note that verification of eligibility and benefits, and/or the fact that a service or treatment has been preauthorized or predetermined for benefits is not a guarantee of payment. Benefits will be determined once a claim is received and will be based upon, among other things, the member's eligibility and the terms of the member's certificate of coverage applicable on the date services were rendered. If you have questions, contact the number on the member's ID card.

iExchange is a trademark of Meddecision, Inc., a separate company that provides collaborative health care management solutions for payers and providers. BCBSMT makes no endorsement, representations or warranties regarding any products or services provided by third party vendors such as Availity and Meddecision. If you have any questions about the products or services provided by such vendors, you should contact the vendor(s) directly.



BlueCross BlueShield of Montana

eviCore Web Orientation Schedule

eviCore will be hosting orientation sessions for the following care categories listed below. During these training sessions, Blue Cross and Blue Shield of Montana (BCBSMT) will also provide a brief overview of the new Health Advocacy Solutions (HAS) benefit and Availity™ roles.

Anyone wishing to attend one of the sessions must register in advance. Sessions are free of charge and will last approximately one hour.

We hope you find one or more of the following session times convenient.

Web Orientation Sessions

Radiation Therapy	Dec. 5, 2017	Tuesday	11:00 a.m. central
Genomic Lab	Dec. 5, 2017	Tuesday	1:00 p.m. central
Radiology (CT/MR/PET)	Dec. 6, 2017	Wednesday	1:00 p.m. central
Sleep Testing	Dec. 7, 2017	Thursday	10:00 a.m. central
Sleep DME	Dec. 7, 2017	Thursday	1:00 p.m. central

How to Register

Please read the following instructions carefully to register for and participate in a session:

1. Once you have chosen a date and time, please go to <http://evicore.webex.com>
2. Click on the "Training Center" tab at the top of the page.
3. Find the date and time of the orientation session you wish to attend by clicking the "Upcoming" tab. All of the orientation sessions will be named "Blue Cross and Blue Shield of Montana Provider Program Name Orientation Session."
4. Click "Register".
5. Enter the registration information.

After you have registered for the conference, you will receive an email containing:

1. The toll-free phone number and pass code you will need for the audio portion of the conference.
2. A link to the online portion of the conference.
3. The conference password.

Please keep the registration e-mail so you will have the link to and dial in for the session in which you will be participating.

If you are unable to participate in a session at any of the times listed, you can find a copy of the presentation on the implementation site at <https://www.evicore.com/healthplan/BCBSMT>.