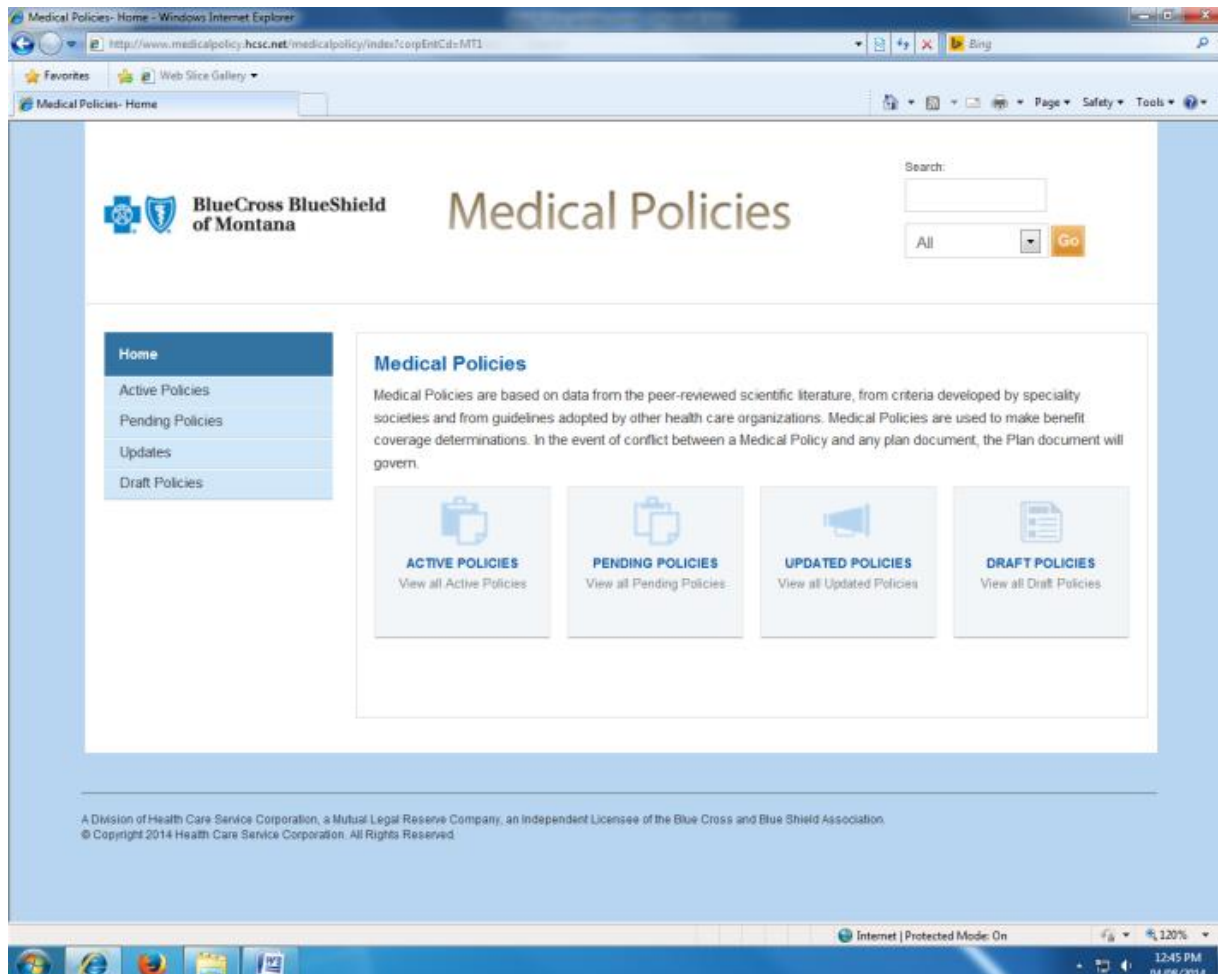


## BCBSMT streamlines Medical Policies page

Did you notice something different about Blue Cross and Blue Shield of Montana's online Medical Policies page? That's right – it has a new look!



In addition to a cleaner look, the Medical Policies page offers providers a more convenient and streamlined way to review medical policies. Individual icons enable you to look up active policies, pending policies, updated policies, and draft policies.

Some Medical Policies page users may notice that the CRSP icon, which linked to a list of codes requiring special processing, is not on the Medical Policies page. Don't worry. Access to the CRSP list is available on the Pre-auth/Predet page.

The screenshot shows the Blue Cross and Blue Shield of Montana website in Internet Explorer. The browser address bar displays <https://www.bcbsmt.com/Pages/provpriorauth.aspx>. The page title is "Blue Cross and Blue Shield of Montana". The navigation menu on the left includes "Members", "Providers", "Employers", "Agents", "Wellness", and "About Us". The "Providers" menu is expanded, showing "Pre-Auth/Predet" highlighted. The main content area is titled "Health Care Management" and "Predetermination (formerly called Prior Authorization)". It explains that predetermination is a process BCBSMT uses to make coverage decisions. It includes a "Medical POLICY" icon and a "CODES Requiring Special Processing (CRSP)" icon. The text states: "BCBSMT recommends predetermination for services if a provider is uncertain about coverage or if BCBSMT might not consider the service medically necessary." Below this, there are links for "Need Predetermination Forms?", "Send predetermination requests to the address or fax on the form.", and "Radiation Oncology Predeterminations". The "Pre-authorization/Precertification (formerly called Plan Notification)" section explains that medical and behavioral reviewers partner with members, providers, and hospitals to review inpatient admissions. The footer shows the system time as 8:58 AM on 04/09/2014.

Upon conversion to the new Medical Policies page, there were no content changes to any of BCBSMT's medical policies. However, the effective dates on the policies listed on the web page do not currently represent the effective dates for Montana policies. Throughout 2013, BCBSMT adopted these policies to align with HCSC through our formal review process, which is completely transparent to providers.

The new Medical Policies page is just one more example of how BCBSMT is working toward streamlining our processes to save time and effort for the providers in our network.

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