

Provider Reference Manual Table of Contents with Changes and Updates Preface

The following changes are current in the 2010 Provider Reference Manual (PRM) Table of Contents below. Note: These changes might not be current in the print and CD PRM versions; always refer to bcbsnm.com for the most current information.

Commercial

Section 5 – Professional Provider Reimbursement

- March 2010 - Updated Note in Section 5.1

Section 6 – Facility Providers and Vendors

- July 2010 – Added Section 6.2.4 Emergency Services reimbursement.

Section 12 – Behavioral Health and Chemical Dependency Services

- Updated phone number options, removed 2nd paragraph in 12.1 (Services provided without prior auth will not be covered). 12.3.2 - removed from carveout Plan members bullet 'benefits are exhausted'.

Section 14 – Pharmacy Services

- March 2010 – Updated Section 14.2 to show 2010 average cost, added “over-the-counter” to 4th bullet of Section 14.3.2, and updated links.

Section 17 – Quality Management and Improvement

- June 2010 – Updated Clinical Practice Guidelines and Preventive Health Guidelines links to the current version.

Government

BlueSalud

- March 2010 – Updated the Condition Management/Disease Management phone number on page S28. Updated Contact List on page S63. Added behavioral health referrals on pages S21-S22. Added 2 bullets for PCP Responsibilities on page S34.
- July 2010 – Added paragraph for reimbursement in the Emergency Services section.
- August 2010 – Removed sentence “The member’s physician is also sent a letter at least 30 days prior to the effective deletion date.” From the BlueSalud Formulary section.

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[BlueCard Program Provider Manual](#)

[Blue Medicare PPO Section of the Blues Provider Reference Manual](#)

[BlueSalud Section of the Blues Provider Reference Manual](#)