



BlueCross BlueShield of New Mexico

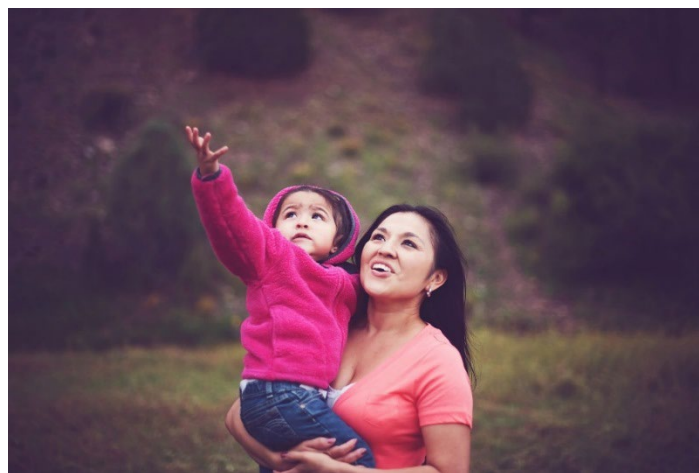


Virtual CMS and Albuquerque Area I/T/U Training

APRIL 29, 2021

Agenda

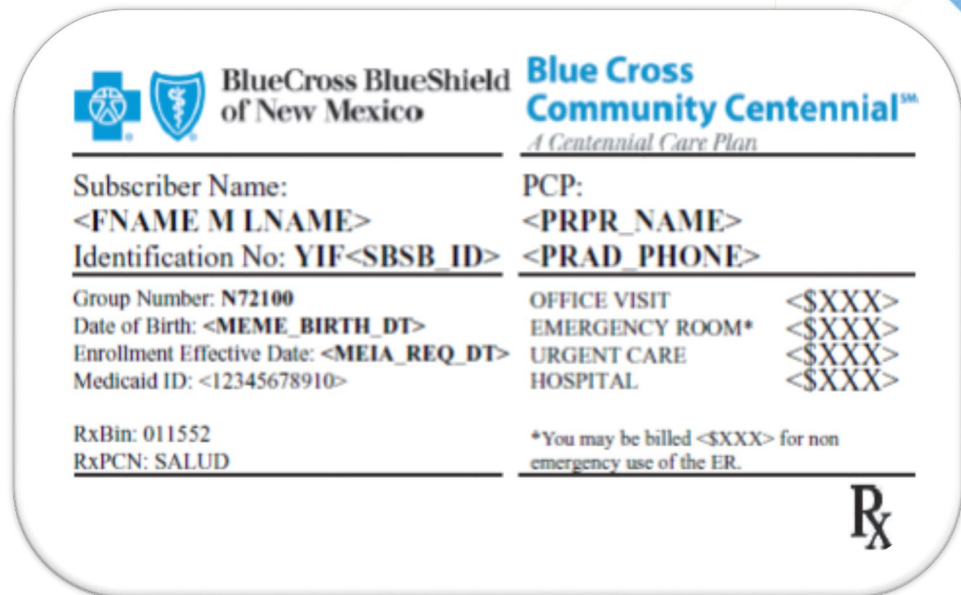
- ❑ Overview of Blue Cross Community CentennialSM
- ❑ Value Added Services
- ❑ Transportation
- ❑ Care Coordination
- ❑ Home & Community-Based Services
- ❑ Prior Authorization & Claims
- ❑ Contacts





Standard Medicaid Benefits ID Card

The front of the card contains:

- Member name
- ID number
- Benefit information

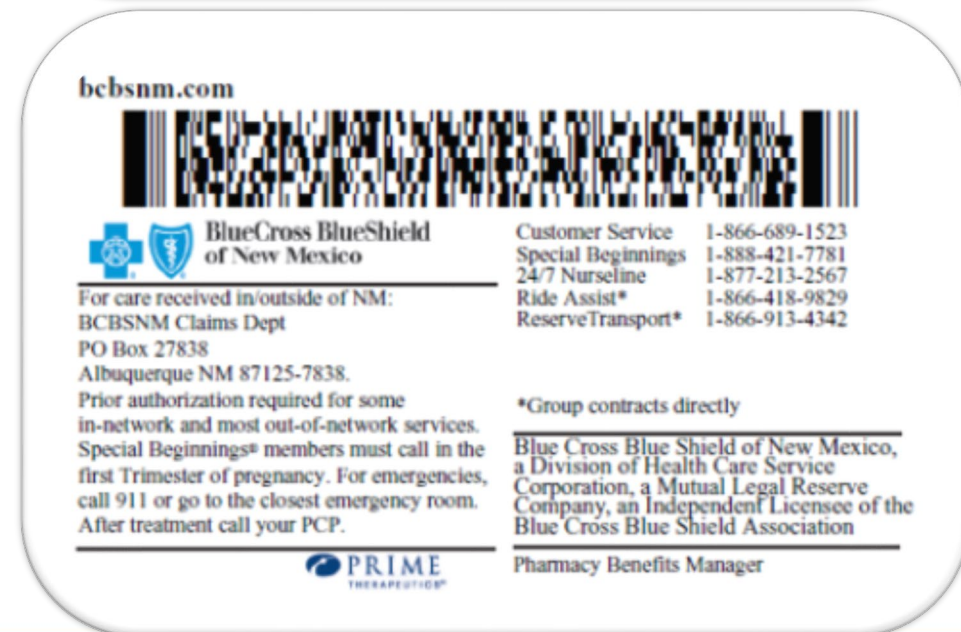


The front of the card features the Blue Cross BlueShield of New Mexico logo and the Blue Cross Community Centennial logo. It contains subscriber information, PCP details, identification numbers, group and birth information, enrollment dates, and Medicaid ID. It also lists office visit, emergency room, urgent care, and hospital services, along with a note about billing for non-emergency ER use and a pharmacy symbol (Rx).




 Blue Cross BlueShield of New Mexico		Blue Cross Community Centennial™ <i>A Centennial Care Plan</i>
<hr/> Subscriber Name: <FNAME M LNAME>		PCP: <PRPR_NAME>
Identification No: YIF<SBSB_ID>		<PRAD_PHONE>
<hr/> Group Number: N72100		OFFICE VISIT <\$XXX>
Date of Birth: <MEME_BIRTH_DT>		EMERGENCY ROOM* <\$XXX>
Enrollment Effective Date: <MEIA_REQ_DT>		URGENT CARE <\$XXX>
Medicaid ID: <12345678910>		HOSPITAL <\$XXX>
<hr/> RxBin: 011552		*You may be billed <\$XXX> for non emergency use of the ER.
RxPCN: SALUD		
		

The back of the card contains:

- Important phone numbers to coordinate services
- Prior authorization request instructions



The back of the card features the website bcbsnm.com, a barcode, and contact information for customer service, special beginnings, 24/7 nurseline, ride assist, and reserve transport. It also includes a note about group contracts and a disclaimer about Blue Cross Blue Shield of New Mexico being a Division of Health Care Service Corporation, a Mutual Legal Reserve Company, an Independent Licensee of the Blue Cross Blue Shield Association. The Prime Therapeutics logo is also present.

bcbsnm.com		
		
 Blue Cross BlueShield of New Mexico		Customer Service 1-866-689-1523 Special Beginnings 1-888-421-7781 24/7 Nurseline 1-877-213-2567 Ride Assist* 1-866-418-9829 ReserveTransport* 1-866-913-4342
<hr/> For care received in/outside of NM: BCBSNM Claims Dept PO Box 27838 Albuquerque NM 87125-7838.		*Group contracts directly
Prior authorization required for some in-network and most out-of-network services. Special Beginnings* members must call in the first Trimester of pregnancy. For emergencies, call 911 or go to the closest emergency room. After treatment call your PCP.		
<hr/> 		Blue Cross Blue Shield of New Mexico, a Division of Health Care Service Corporation, a Mutual Legal Reserve Company, an Independent Licensee of the Blue Cross Blue Shield Association <hr/> Pharmacy Benefits Manager

There are two kinds of ABP recipients:

ABP Recipient

- The recipient is considered to be in COE 100 but does not meet medically frail criteria.

ABP Exempt

- The recipient is considered to be in COE 100 but meets medically frail criteria. ABP Exempt recipients have access to full Medicaid benefits including long-term services and supports for individuals who qualify based on need.

Alternative Benefit Plan

ABP Recipient - COE 100

Coverage for adults
(ages 19 through 64)

Some of the benefits **included** are:

- Provider visits
- Preventive care
- Hospital care
- Emergency care
- Urgent care
- Specialist visits
- Behavioral health care
- Substance abuse treatment
- Prescriptions
- Certain dental services



The Alternative Benefit Plan (ABP) does **not include** the following:

- Agency-Based Community Benefits
- Nursing facility care, except as a temporary step-down level of care from the hospital prior to being discharged to home
- Routine vision services, such as refraction (vision check)
- Self-Directed Community Benefits

Some recipients will pay small copays for certain services, depending on their income. There are exceptions.

ABP Exempt Qualifications

Qualifying conditions for ABP Exempt may include being medically frail, blind, disabled, terminally ill and in hospice, or pregnant.

Examples of medically frail conditions:

- Cancer (current diagnosis/ treatment or occurred within five years)
- Chronic Substance Use Disorder
- Diabetes (insulin-dependent)
- Hepatitis C (active)
- Malignant Tumor (if treated/ occurred within previous five years)
- Needing Assistance with One Activity of Daily Living (ADL)
- Parkinson's Disease
- Stroke (CVA)

There are more than 50 conditions included on the Medically Frail Conditions List. Please let us know if you would like a copy of the list.



BlueCross BlueShield of New Mexico



Value-Added Services

Physical Health Value-Added Services

Value-Added Service	Applies To	Members on Standard Medicaid Plan	Members on Alternative Benefit Plan (ABP)	Members on ABP Exempt Plan	Prior Authorization Required for Value-Added Service?
Home Meal Delivery	Members who are transitioning from a nursing facility into the community	✓	✓	✓	No
Native American Traditional Healing and Wellness	Native American members	✓	✓	✓	No
Remote Monitoring Program	Members with chronic conditions	✓	✓	✓	Member must participate in the Paramedicine Program; requires an assessment for need
Respite Bed	Certain members discharging from an emergency room or hospital	✓	✓	✓	Yes

Maternity Value-Added Services

Value-Added Service	Applies To	Members on Standard Medicaid Plan	Members on Alternative Benefit Plan (ABP)	Members on ABP Exempt Plan	Prior Authorization Required for Value-Added Service?
Full Medicaid Benefits for Pregnant Women in COEs 301 and 035 (full benefits including dental, vision, prescription drugs, and behavioral health)	Certain pregnant members	✓	Not a value-added service; standard ABP benefits Apply	Not a value-added service; standard ABP benefits apply	Only if a particular service should require one
Infant Car Seat*#	Pregnant members	✓	✓	✓	Yes
Portable Infant Crib*^#	Pregnant members	✓	✓	✓	Yes
Prenatal Education (in person)* Prenatal Education (online)*^	Pregnant members	✓	✓	✓	No

*Must participate in BCBSNM's Care Coordination program to redeem

^Must join the Safe Sleep program to redeem

†Must complete postpartum follow-up appointment to redeem

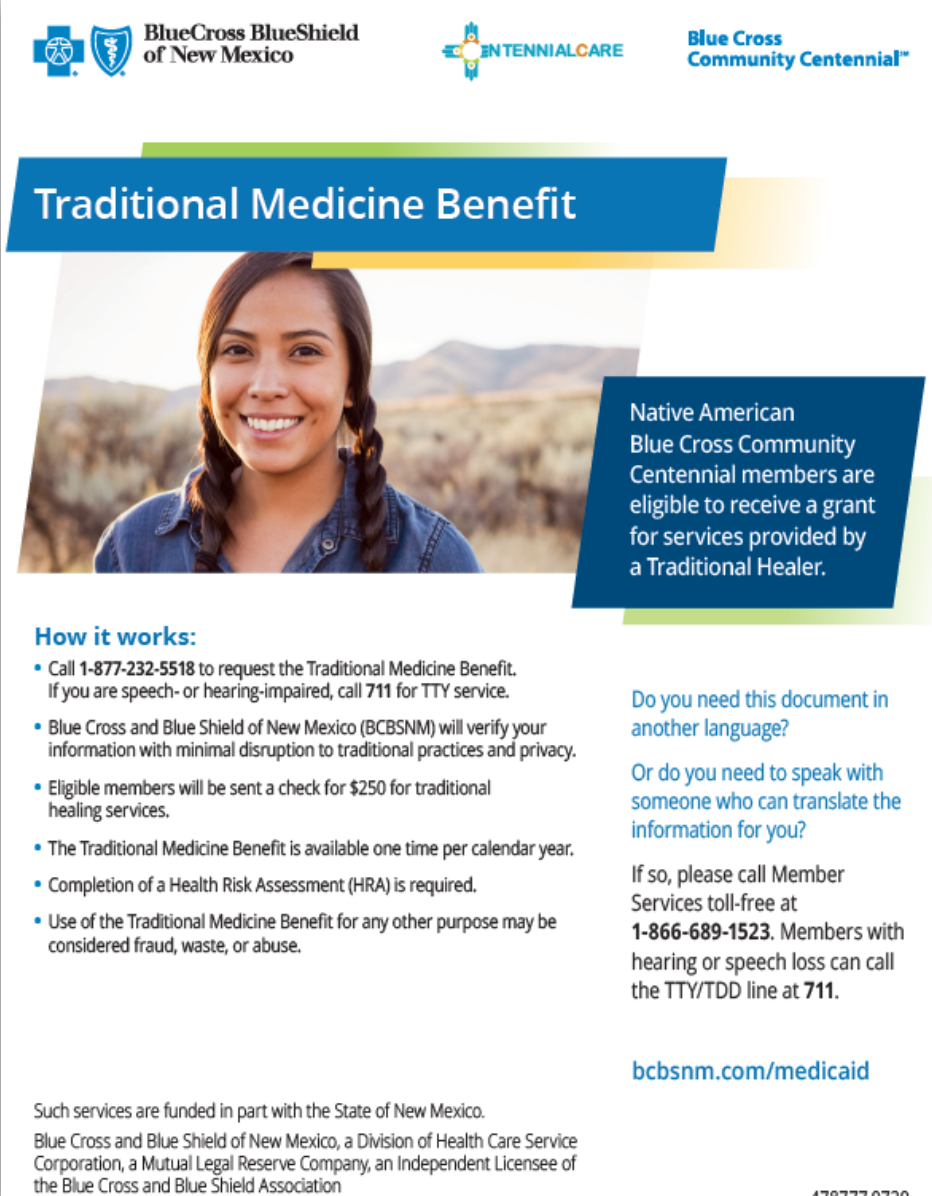
#Must complete prenatal visit requirements to redeem

Behavioral Health Value-Added Services

Value-Added Service	Applies To	Members on Standard Medicaid Plan	Members on Alternative Benefit Plan (ABP)	Members on ABP Exempt Plan	Prior Authorization Required for Value-Added Service?
Electroconvulsive Therapy (ECT) (treatment for psychiatric conditions)	Members who meet standard ECT medical necessity criteria	✓	Not a value-added service; standard ABP benefits apply	Not a value-added service; standard benefits apply	Yes
Transitional Living for Chemically Dependent/Psychiatrically Impaired Adults 18 Years Old or Older	Members enrolled in outpatient substance abuse center or in active treatment for psychiatric issues	✓	✓	✓	Yes
Wellness/Drop-in Centers and Family Support Centers	Medicaid members	✓	✓	✓	No

Traditional Medicine Benefit

- Native American Blue Cross Community Centennial members are eligible to receive a grant for services provided by a traditional healer.
- Request the Traditional Medicine Benefit by calling 1-877-232-5518 (TTY: 711).
- See the Traditional Medicine Benefit flyer to get details on how to apply.




The flyer features the logos for BlueCross BlueShield of New Mexico, CENTENNIALCARE, and Blue Cross Community Centennial™ at the top. A central photograph shows a smiling woman with braided hair in a natural setting. A blue callout box on the right states: "Native American Blue Cross Community Centennial members are eligible to receive a grant for services provided by a Traditional Healer." Below the photo, the text "How it works:" is followed by a bulleted list of six points regarding the request process, verification, grant amount, availability, HRA requirement, and fraud prevention. To the right of the list, two questions are posed: "Do you need this document in another language?" and "Or do you need to speak with someone who can translate the information for you?" Below these questions, contact information for Member Services is provided, including a toll-free number and a TTY/TDD line. The website bcbsnm.com/medicaid is listed at the bottom right. A footer note states that services are funded in part with the State of New Mexico and identifies Blue Cross and Blue Shield of New Mexico as a Division of Health Care Service Corporation, a Mutual Legal Reserve Company, an Independent Licensee of the Blue Cross and Blue Shield Association.

BlueCross BlueShield of New Mexico

CENTENNIALCARE

Blue Cross Community Centennial™

Traditional Medicine Benefit



Native American Blue Cross Community Centennial members are eligible to receive a grant for services provided by a Traditional Healer.

How it works:

- Call 1-877-232-5518 to request the Traditional Medicine Benefit. If you are speech- or hearing-impaired, call 711 for TTY service.
- Blue Cross and Blue Shield of New Mexico (BCBSNM) will verify your information with minimal disruption to traditional practices and privacy.
- Eligible members will be sent a check for \$250 for traditional healing services.
- The Traditional Medicine Benefit is available one time per calendar year.
- Completion of a Health Risk Assessment (HRA) is required.
- Use of the Traditional Medicine Benefit for any other purpose may be considered fraud, waste, or abuse.

Do you need this document in another language?

Or do you need to speak with someone who can translate the information for you?

If so, please call Member Services toll-free at **1-866-689-1523**. Members with hearing or speech loss can call the TTY/TDD line at **711**.

bcbsnm.com/medicaid

Such services are funded in part with the State of New Mexico.
Blue Cross and Blue Shield of New Mexico, a Division of Health Care Service Corporation, a Mutual Legal Reserve Company, an Independent Licensee of the Blue Cross and Blue Shield Association

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BlueCross BlueShield of New Mexico



Transportation

Provided by **ModivCare** *(formerly LogistiCare)*

Non-Emergency Transportation

Covered Services

- Ride to routine appointments
- Ride to behavioral health appointments
- Mass transit (when prior approved)
- Mileage reimbursement (when prior approved)
- Meals (when prior approved)
- Lodging (when prior approved)



Not Covered

- Transportation to a pharmacy to get or drop off prescriptions
- Transportation to a medical supply store to get medical supplies or durable medical equipment
- Transportation for non-medical needs
- Transportation to a provider who is 65 miles or farther away from where you live (unless prior approved by BCBSNM)
- Transportation to a provider who is outside BCBSNM's network of contracted providers (unless prior approved by BCBSNM)

Non-Emergency Transportation (cont.)





- Standard benefit offered through ModivCare®.
- Must contact ModivCare at 1-866-913-4342 for reservations at least 3 working days before appointment, Monday through Friday, 8 a.m. to 5 p.m.
- Saturdays, Sundays, and holidays are not working days.
- Call ModivCare Ride Assist at 1-866-418-9829 to be picked up after seeing your provider or after being discharged from a hospital, or if your ride is late.
- If you are speech- or hearing-impaired, call 1-866-288-3133 for TTY service.

ModivCare is an independent company that administers transportation services for Blue Cross and Blue Shield of New Mexico.

Non-Emergency Transportation (cont.)

Mileage Reimbursement Form



 <p>BlueCross BlueShield of New Mexico</p>	<p>MILEAGE REIMBURSEMENT TRIP LOG AND INVOICE FORM</p>			
<p>LogistiCare Billing Department: 1-877-564-5665, Option #2 (TTY: 1-866-288-3133)</p>		<p>Mail completed form to: LogistiCare Solutions- Attn: Claims 2552 West Erie Drive Suite 101 Tempe, AZ 85282</p>		
<p>**PLEASE FILL OUT A SEPARATE FORM FOR EACH PERSON TRANSPORTED**</p>				
<p>DRIVER NAME: _____ DRIVER MAILING ADDRESS: _____ DRIVER CITY/STATE/ZIP: _____</p>	<p>RELATIONSHIP TO MEMBER: _____ DRIVER PHONE #: _____</p>			
<p>MEMBER NAME (if different from driver): _____ MEMBER HOME ADDRESS: _____ MEMBER HOME ADDRESS (CITY/STATE/ZIP): _____</p>	<p>BLUE CROSS COMMUNITY CENTENNIALSM MEMBER ID #: _____</p>			
<p>Voucher must be received within 30 days of the appointment, or it may be denied. If you are putting more than one appointment, you must submit the completed form within 30 days from the earliest appointment shown.</p>				
Trip Date	Trip #	Medical Provider Name/Phone Number	Physician/Clinician Signature*	Total Miles
		Name: Phone:		
		Name: Phone:		
		Name: Phone:		
		Name: Phone:		
		Name: Phone:		
<p>*Each date of service must have a physician or clinician signature in order for reimbursement to be approved. NOTE: Each trip will be confirmed with the physician's office before payments are made.</p>				
<p>I hereby certify the information contained herein is true, correct and accurate.</p>			<p>Driver's Signature: _____</p>	
<p><u>DO NOT WRITE IN THIS SPACE</u> Total Mileage to be Paid:</p>	<p>Total Amount of Invoice:</p>	<p>Batch #:</p>	<p>Batch Date:</p>	
<p>LogistiCare is an independent company providing transportation services to BCBSNM through a contractual arrangement between BCBSNM and LogistiCare. The relationship between BCBSNM and LogistiCare is that of independent contractors. Such services are funded in part with the State of New Mexico. Blue Cross and Blue Shield of New Mexico, a Division of Health Care Service Corporation, a Mutual Legal Reserve Company, an Independent Licensee of the Blue Cross and Blue Shield Association L_CC414 Mileage Reimbursement Form WEB_03_20_10</p>				

ModivCare is an independent company that administers transportation services for Blue Cross and Blue Shield of New Mexico.



BlueCross BlueShield of New Mexico



Virtual Visits

Powered by MDLIVE®

MDLIVE, an independent company, provides virtual visit services for Blue Cross and Blue Shield of New Mexico. MDLIVE operates and administers the virtual visit program and is solely responsible for its operations and that of its contracted providers.

MDLIVE is a registered trademark of MDLIVE, Inc. and may not be used without written permission.

Access to Care 24/7

Whether you are at home or on the road, you have access to a board-certified doctor, psychiatrist, or licensed therapist. Access is there for you 24 hours a day, seven days a week. With MDLIVE's virtual visits, you can speak to a doctor quickly or make an appointment based on your availability. The average wait time is less than 10 minutes. Behavioral health consultations with a psychiatrist or licensed therapist are available by appointment only, via secure video. Virtual visits may be a better choice than going to the emergency room or urgent care center.¹

MDLIVE's board-certified doctors and psychiatrists or licensed therapists can help treat these conditions and more:

General Health

- Allergies
- Asthma
- Nausea
- Sinus infections
- Cold/flu
- Cough/sore throat
- Ear problems
- Pink eye

Behavioral Health (by appointment only)

- Anxiety
- Depression
- Child behavior/learning issues
- Marriage problems

¹ In the event of an emergency, this service should not take the place of an emergency room or urgent care center. MDLIVE doctors do not take the place of your primary care doctor. Proper diagnosis should come from your doctor, and medical advice is always between you and your doctor.

Connect, Interact, Diagnose



Connect²

Access where mobile app or online video service is available



Interact

Real-time consultation with a board-certified doctor, psychiatrist, or licensed therapist



Diagnose

Prescriptions sent electronically to a pharmacy of your choice (when appropriate)



Website:

Visit the website

MDLIVE.com/bcbsnm-centennial

- Choose a doctor, psychiatrist, or therapist
- Video chat with the doctor, psychiatrist, or therapist
- You can also access through Blue Access for MembersSM



Mobile app:

- Download the app from the Apple App StoreSM, Google PlayTM Store or Windows[®] Store
- Open the app and choose a doctor, psychiatrist, or therapist
- Video chat with the doctor, psychiatrist, or therapist from your smartphone or tablet

² Internet/Wi-Fi connection is needed for computer access. Data charges may apply when using your tablet or smartphone. Check your phone carrier's plan for details. Video on-demand consultations for behavioral health are available by appointment. In Texas, service is limited to interactive-audio consultations (phone only), along with the ability to prescribe, when clinically appropriate. In Idaho, Montana, New Mexico and Oklahoma, service is limited to interactive-audio/video (video only), along with the ability to prescribe, when clinically appropriate. Virtual visits are currently not available in Arkansas. Service availability depends on member's location. Virtual visits may not be available on all plans.

MDLIVE is not an insurance product nor a prescription fulfillment warehouse. MDLIVE operates subject to state regulations and may not be available in certain states. MDLIVE does not guarantee that a prescription will be written. MDLIVE does not prescribe DEA-controlled substances, non-therapeutic drugs and certain other drugs that may be harmful because of their potential for abuse. MDLIVE physicians reserve the right to deny care for potential misuse of services.

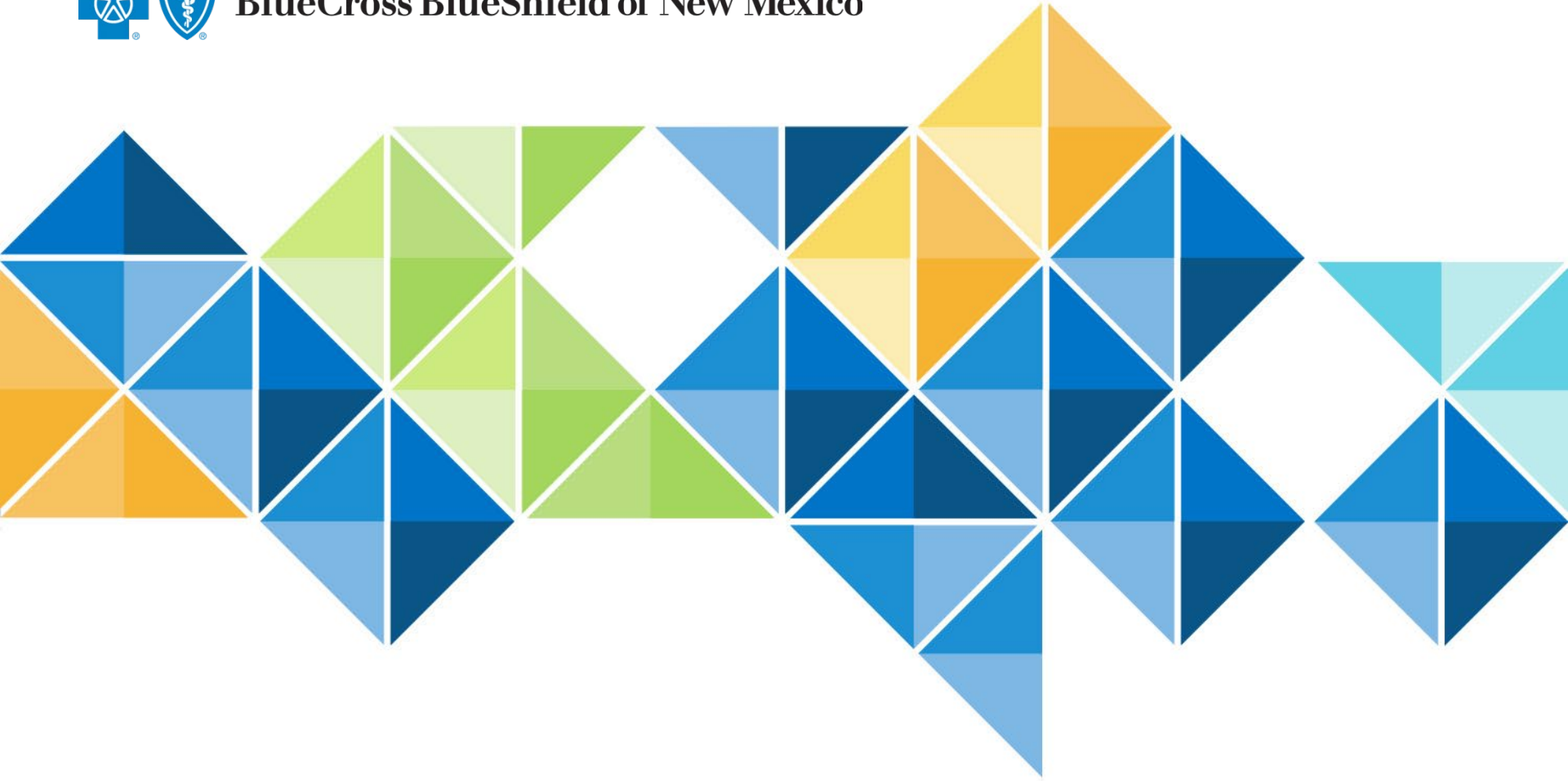
App Store is a service mark of Apple Inc.

Google Play Store is a trademark of Google Inc. ("Google").

Windows is a registered mark of MicrosoftTM

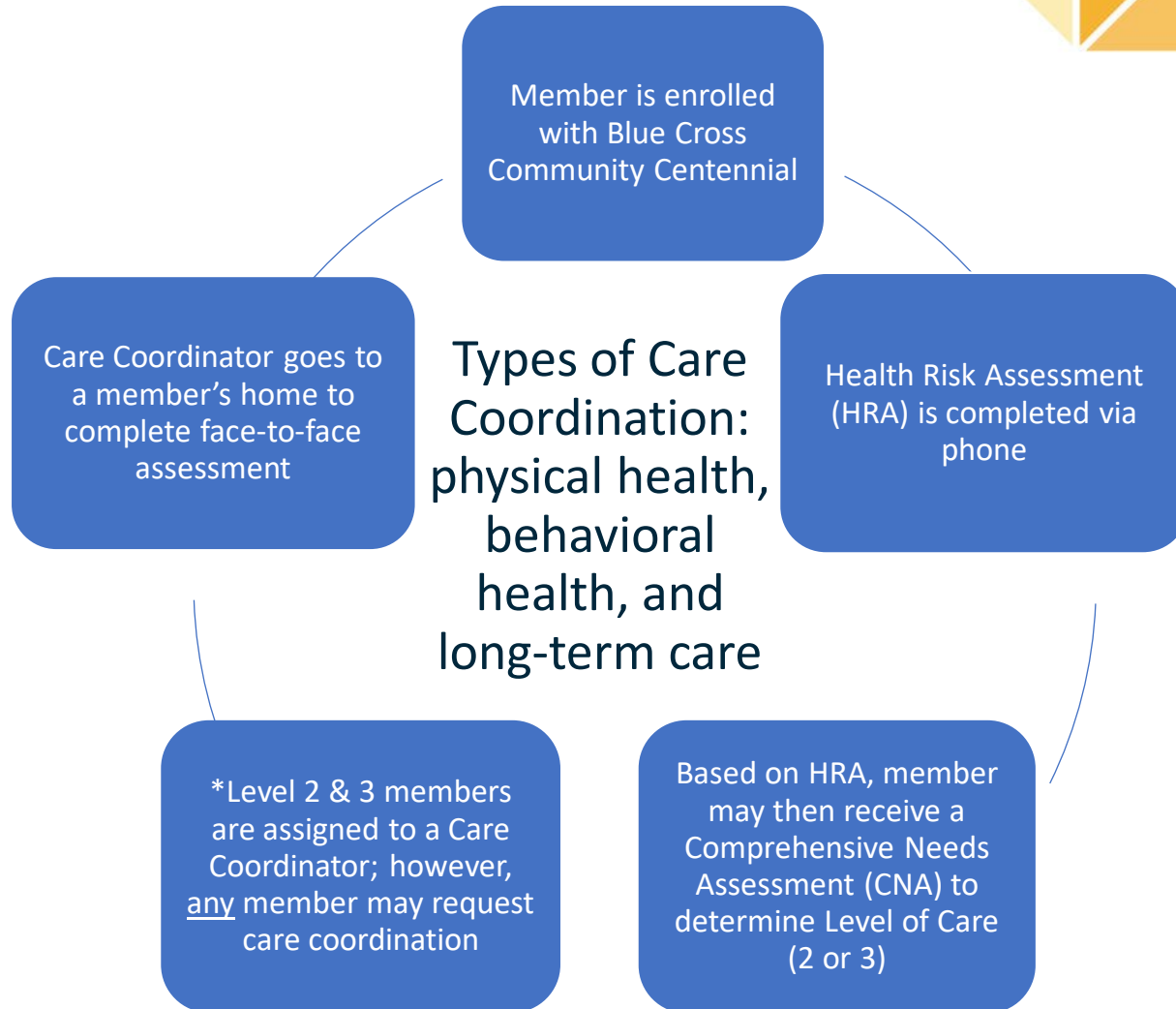


BlueCross BlueShield of New Mexico



Care Coordination

Care Coordination



What are Home and Community-Based Services (HCBS)?

These are services offered to keep a member in their home instead of a nursing home.

To qualify:

- Member must have a face-to-face Comprehensive Needs Assessment (CNA).
- Member must have a repeat CNA every year to make sure they still need help. Level 3 members require a CNA every 6 months
- Member receives services based on their needs.
- Member must have two or more personal care needs like bathing, dressing, grooming or eating





BlueCross BlueShield of New Mexico



Prior Authorization and Claims

Prior Authorization

Unless otherwise prohibited by law, prior authorizations are required for certain services before they are rendered. Prior authorizations are based on:

- Benefits and medical necessity
- Nationally recognized, peer-reviewed, evidence-based criteria
- New Mexico Administrative Code (NMAC)
- Other nationally recognized medically necessary care guidelines
- Long-Term Supports and Services (LTSS) have different prior authorization requirements.
- Native Americans are exempt from the prior authorization process when utilizing Indian Health Service, Tribal or Urban Indian (I/T/U) facilities.

Electronic Submission

- Payer ID **MC721**-effective 05/20/17
- For information on electronic filing of claims, contact Availity at 1-800-282-4548

Duplicate Claims

- Verify claims receipt with BCBSNM prior to resubmitting to prevent denials

Paper Submission

- Must be submitted on the CMS-1500 or CMS-1450(UB-04) claim form

Submit forms to:

Blue Cross Community
Centennial

PO Box 27838

Albuquerque, NM 87125

ITU Claims and Reimbursement

For I.H.S and Tribal 638 facilities, most outpatient services are paid at the Office of Management and Budget (OMB) Rate, using the UB04 claim form and one of the following revenue codes:

- (0512) dental clinic/dental service
- (0519) Physical health clinic/and all other services
- (0919) Behavioral Health practitioner service

Select services are not part of the OMB rate and are billed on the CMS 1500 form and paid at regular fee schedule rates.

Additional Provider Resources

Providers can access additional information at <https://www.bcbsnm.com/provider/index.html>

- **Provider Reference Manual (Blue Cross Community Centennial)**
- **News & Updates** – Get the latest information from BCBSNM
- **Blue Review** – Monthly updates

BlueCross BlueShield of New Mexico

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Electronic Commerce

Blue Review

Update your Information

Provider Reference Manual

Reimbursement Calculations

Telemedicine

Log In Get Registered

Contact Information

Tribal Liaisons

- **Julia Platero**, Community Outreach Specialist, Tribal Liaison,
Office: 505-816-2131 / **Cell:** 505-508-9030
Email: Julia_Platero@bcbsnm.com
- **Winona Gishal**, Community Outreach Specialist, Tribal Liaison
Office: 505-816-2116 / **Cell:** 505-604-7047
Email: Winona_Gishal@bcbsnm.com
- **Bonnie Vallo**, Tribal Affairs Specialist, Community Outreach
Office: 505-816-2210 / **Cell:** 505-999-0379
Email: Bonnie_Vallo@bcbsnm.com



Group Benefit Specialist – Blue Cross Community Centennial Claims

- **David Hall & David Romine** / **Email:** GBSCentennialCareInquiries@bcbsnm.com

Provider Network

- **Cassandra Romero**, Provider Relations Representative
Email: Cassandra_Romero@bcbsnm.com