

February 2018

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AvailityTM Claim Research Tool Offers Enhanced Claim Status Results

One of the most convenient, efficient and secure methods of requesting detailed claim status from Blue Cross and Blue Shield of New Mexico (BCBSNM) is by using an online option such as the Availity Claim Research Tool (CRT)*.

The CRT allows registered Availity users to search for claims by Member ID, Group Number and Date of Service, or by National Provider Identifier (NPI) and specific claim number, also known as a Document Control Number (DCN). The CRT also enables users to check the status of multiple claims in one view to obtain near real-time claim status, with easy-to-read denial descriptions.

The search results page now delivers the rendering provider ID and name submitted on the claim. Additionally, the claim status service line break-down returns:

- Diagnosis Code
- Copay
- Coinsurance
- Deductible
- Modifier
- Unit or Time or Mile

This important information is available within a few clicks, lessening the need to speak with a Customer Advocate. For additional information, refer to the [CRT tip sheet](#) in the Education and Reference Center/Provider Tools section of our website at bcbsnm.com/provider. As a reminder, you must be registered with Availity to utilize the CRT. For registration information, visit availity.com, or contact Availity Client Services at 800-282-4548.

Join us for a webinar! BCBSNM hosts complimentary Back to Basics: 'Availity 101' Webinars for providers to learn how to use the CRT and other electronic tools to the fullest potential. You do not need to be an existing Availity user to attend a webinar. To register online now for an upcoming webinar, visit the [Training page](#) in the Education and Reference Center section of our Provider website.

***The CRT is not available for Medicare Advantage claims.** To check claim status in the Availity web portal for Medicare Advantage members, providers should use the **Claim Status Inquiry tool**, instead of the CRT. The Availity **Claim Status Inquiry** tool is located under the **Claims & Payments** tab on the Availity home page.

Availity is a trademark of Availity, LLC, a separate company that operates a health information network to provide electronic information exchange services to medical professionals. Availity provides administrative services to BCBSNM. BCBSNM makes no endorsement, representations or warranties regarding any products or services provided by third party vendors such as Availity. If you have any questions about the products or services provided by such vendors, you should contact the vendor(s) directly.

Online Magazine Spotlight: *The Persistent Threat of Vaccine-Preventable Diseases*

[Making the Health Care System Work](#) is BCBSNM's online magazine that helps tell our story and explore ways we can all work together to make the health care system work better for everyone. Insurers, providers, employers and members all have a vital role to play in finding bold solutions for the future.

Did you catch our recent online magazine article titled, [The Persistent Threat of Vaccine-Preventable Diseases](#)? A number of contagious diseases thought to have been eradicated or contained in the United States appear to be making a comeback. Public health experts are tracking resurgent viruses and bacteria such as measles, mumps, whooping cough and more. This article features video commentary by Dr. Damon Arnold, who notes that the memory of the effects of these diseases is declining. [View the full story here.](#)

Join the Conversation

[Subscribe](#) to get updates from [Making the Health Care System Work](#) delivered right to your inbox. We will let you know when new stories are published and share featured stories that explore how we can help expand access to quality coverage and care, reduce costs and improve health.

Electronic Commerce Services – Hours of Operation Update

Blue Cross and Blue Shield of New Mexico (BCBSNM) supports the use of Electronic Data Interchange (EDI) transactions and related online tools for increased security and efficiency of daily operational, financial and administrative processes. We want to make it easier for you to conduct business with us, and electronic solutions can help.

BCBSNM's Electronic Commerce Service Center is available to assist if you have questions or if you experience issues with EDI transactions or online tools. Beginning **March 5, 2018**, the Electronic Commerce Service Center hours of operation will change to the following schedule:

- Monday through Thursday – 7:00 a.m. to 3:30 p.m. (MT)
- Friday – 7:30 a.m. to 2:00 p.m. (MT)

You may contact our Electronic Commerce Service Center for assistance by emailing ecommerceservices@bcbsnm.com or calling 800-746-4614. If sending an email, make sure to include any pertinent information needed to research your issue.

To learn more about EDI transactions and other electronic options available to providers, refer to the [Electronic Commerce page](#) in the Claims and Eligibility section of our website at bcbsnm.com/provider. BCBSNM also hosts educational webinars to assist you with getting connected and navigating online tools and resources. To view upcoming webinar dates and times and register for a session, visit the [Training page](#) in the Education and Reference Center on our Provider website.

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Blue Cross Community CentennialSM (Medicaid)

BCBSNM Awarded Centennial Care 2.0 Contract

We are pleased to announce that the New Mexico Human Services Department (HSD) has awarded Blue Cross and Blue Shield of New Mexico (BCBSNM) the Centennial Care 2.0 contract. BCBSNM has served Medicaid members since 2008 with comprehensive benefits, services and access to a broad provider network.

The Centennial Care 2.0 contract will start on Jan. 1, 2019, and will offer the opportunity for BCBSNM to collaborate with the state in innovative ways to serve Medicaid members in New Mexico. BCBSNM currently serves approximately 139,000 Medicaid members under Blue Cross Community CentennialSM.

“We are excited to continue offering comprehensive services to our Medicaid members through the new Centennial Care 2.0 program,” said Kurt Shipley, president of BCBSNM. “We look forward to expanding our services throughout New Mexico and remain committed to serving our communities statewide.”

Click [here](#) to read the full the press release from HSD.

Hypertension: Resources for Providers and Members

Blue Cross and Blue Shield of New Mexico (BCBSNM) Government Programs Division (GPD) has adopted the evidence-based guidelines for management of hypertension established by the Eighth Joint National Committee (JNC 8). BCBSNM utilizes the Healthcare Effectiveness Data and Information Set (HEDIS®) technical specifications set forth by the National Committee for Quality Assurance (NCQA) for controlling blood pressure. These technical specifications allow BCBSNM to monitor overall performance on the management of blood pressure for our Blue Cross Community CentennialSM Members.

Clinical Practice Guidelines are located under the ‘Clinical Resources’ tab at www.bcbsnm.com/provider/.

BCBSNM GPD provides hypertension education to our Members via direct mail, handouts, and publishing educational pieces in our newsletter and website. Our educational materials for Members include:

- The importance of routine provider visits
- The importance of adhering to prescribed treatments plans including medication
- Encouraging healthy lifestyle changes
- The importance of using proper technique to measure blood pressure
- Tracking blood pressure measurements

Members can also receive one-on-one hypertension education from our Care Coordination and Community Outreach staff, or attend any of our community events for more information.

If you would like more information about the Care Coordination program for our Blue Cross Community CentennialSM Members, please call Health Services at 877-232-5518 Monday through Friday, 8 a.m. to 5 p.m. After business hours, please leave a message and our staff will return your call.

HEDIS is a registered trademark of the national Committee for Quality Assurance.

Not yet contracted?

Providers who are participating in commercial BCBSNM products are not automatically participating providers in Blue Cross Community Centennial. If you are interested in becoming a Blue Cross Community Centennial provider, please call 505-837-8800 or 1-800-567-8540.

Reminder: Update your Enrollment Information

Due to Centennial Care requirements, all enrollment information (changes to demographics, licensure or certification, provider status, etc.) must be updated on the [NM Medicaid Provider Web Portal](#).

Such services are funded in part with the State of New Mexico.

Provider Resources

BCBSNM Website

It's important for you to stay informed about news that could affect your practice. Blue Cross and Blue Shield of New Mexico (BCBSNM) offers many ways to stay informed via our website, bcbsnm.com/provider, and our provider newsletter, *Blue Review*.

Signing up is easy. Go to bcbsnm.com/provider, select *Update Your Information*, complete the form, and click *Submit*.

We guard your privacy. BCBSNM treats your email address as confidential. We never sell or give your email address(es) to any third party without your permission.

Don't have email? If you do **not** have an email address, please call 1-800-567-8540 or (505) 837-8800. We can mail paper copies of *Blue Review* to providers.

The *Blue Review* is posted online after the email distribution date—go to bcbsnm.com/provider, then select *Blue Review*.

Stay current with BCBSNM provider news and updates. Visit bcbsnm.com/provider regularly—look under *Education and Reference / News and Updates*.

Medical Policy Updates

Approved new or revised Medical Policies and their effective dates are usually posted on our website the first and fifteenth of each month. These policies may impact your reimbursement and your patients' benefits. These policies are located under the [Standards & Requirements tab](#) at bcbsnm.com/provider.

Claims inquiries?

Our Provider Service Unit (PSU) handles all provider inquiries about claims status, eligibility, benefits, and claims processing for BCBSNM members. **Call 888-349-3706** For out-of-area claims inquiries, please call the BCBSNM BlueCard PSU at 800-222-7992.

[Network Services Contacts and Related Service Areas](#)

[Network Services Regional Map](#)

Do we have your correct information?

Maintaining up-to-date contact and practice information helps to ensure that you are receiving critical communications and efficient reimbursement processes. Please

complete our quick and easy [online form](#) for any changes to contact or practice information.

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Member Rights and Responsibilities

Blue Cross and Blue Shield of New Mexico (BCBSNM) is committed to ensuring that enrolled members are treated in a manner that respects their rights as individuals entitled to receive health care services. BCBSNM is committed to cultural, linguistic and ethnic needs of our members. BCBSNM policies help address the issues of members participating in decision making regarding their treatment; confidentiality of information; treatment of members with dignity, courtesy and a respect for privacy; and members' responsibilities in the practitioner-patient relationship and the health care delivery process.

BCBSNM also holds forth certain expectations of members with respect to their relationship to the Managed Care Organization and the independently contracted providers participating in Blue Cross Community Centennial. These rights and responsibilities are reinforced in member and provider communications, including those on the Provider website.

BCBSNM encourages all our independently contracted providers to become familiar with the following member rights and responsibilities, so you can assist us in serving our members in a manner that is beneficial to everyone.

[Commercial, Exchange, and FEP](#)
[Blue Cross Community Centennial \(Medicaid\) \(Page S97\)](#)
[Medicare \(Page S20\)](#)

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You can find *Blue Review* [online!](#)

We want your feedback on *Blue Review*! Have suggestions for future articles? Drop us a line anytime: [NM Blue Review Editor@bcbsnm.com](mailto:NM.Blue.Review.Editor@bcbsnm.com).

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