

2009

Emergency Medical Services for Aliens

Presented by

New Mexico Medicaid Utilization Review

Blue Cross Blue Shield of New Mexico



Sending Prior Authorization Requests

US Mail

- P.O. Box 27950
Albuquerque NM 87125-7950

Delivery services (e.g., FedEx)

- 4373 Alexander Boulevard NE
Albuquerque NM 87107

Hand-Carried and Drop Box Submissions

- 4373 Alexander Boulevard NE
Albuquerque NM 87107

Eligibility

- Eligibility is provided through the local county ISD office.
 - Refer to Medicaid Eligibility Manual, Category 85.
 - Verify the individual's ID number on the claim to the recipient ID number on the MAD 310. Verify the eligible dates on the MAD 310 match the ones on the claim.

Required Documentation

- The provider supplies:
 - MAD-310 form (from the ISD Office) it must be legible.
 - Appropriate billing forms new ones were issued for use May 2007 (i.e. CMS-1500, UB-04) must be new red originals no copies.
 - Pertinent medical records for the service in question (usually the complete hospital medical record or emergency room record)

Required Documentation for a Successful Review

- Objective clinical/medical documentation is needed to justify services.
 - Each review **must** stand on its own.
 - Diagnosis alone does not establish medical necessity.
 - Labor and Delivery approval is based solely on the service provided rather than a review of the medical record.

Required Documentation for a Successful Review

- The medical record is not required by BCBSNM MUR for review of a delivery of live birth however, if there is a code or charges for tubal ligation it will be return to be removed as this is not a covered service.
- All labor and delivery is considered emergency labor and delivery. Coverage includes routine delivers, scheduled inductions, resulting in labor and delivery, and scheduled Cesarean Sections when EMSA criteria are met.

Definition of Emergency

- “A medical condition, including emergency labor and delivery, manifesting acute symptoms of sufficient severity such that the absence of immediate medical attention could reasonably be expected to result in one of the following:

Definition of Emergency

- Individual's death
- Placement of the individual's health in serious jeopardy
- Serious impairment of bodily functions; or
- Serious dysfunction of any bodily organ or part (MAD Program manual 8.325.10.13)"
- Scheduled and elective services do not meet the definition of emergency services.

Non-Covered Services

- Medicaid does not cover the following specific services (MAD Program Manual 8.325.10.15)
 - Long term care
 - Organ transplants
 - Rehabilitation services
 - Surgical services including scheduled C-sections, other than unscheduled emergency procedures
 - Psychiatric and behavioral services

Non-Covered Services

- Durable medical equipment or supplies
- Eyeglasses
- Hearing aids
- Outpatient prescriptions
- Podiatry Services
- Prenatal care
- Well child care
- Routine dental care

Non-Covered Services

- Routine dialysis services
- Any medical service furnished by a border or out-of-state provider
- Non-emergency transportation
- Preventive care

Review Process

- Submissions are reviewed by clinical reviewers:
 - Nurses
 - Peer consultants

Clinical Reviewers

- **Nurse reviewers** can approve reviews; however, all potential denials must be referred to a **peer consultant**.
- **Peer consultants** include medical doctors and other appropriate clinical professionals.

Approval Process

- Approved reviews are entered into the Medicaid Utilization Review system.
- A MAD-311 indicating the approval and claim's submission are picked up by ACS for processing.

[Approval Process]

- The following billing codes are the only acceptable codes for the EMSA program related to delivery of an infant.
- 59409 59612
- 59414 59620
- 59514
- All other codes will be returned to the provider for correction.

Denial of Services

- If services do not meet the definition of a medical emergency and they are denied by the peer consultant, a completed MAD 307 form is sent to the provider and the recipient of services.
- The MAD 307 designates the requested services have been denied.

Re-Review Process

- Based on MAD regulations, the written request must be received within 10 calendar days from the date of the denial letter.
 - Requests will be processed within 15 calendar days of receipt.
 - The submission should be marked “Re-review” on the cover sheet.

Re-Review Process

- The re-review request must include additional medical/clinical information (in addition to the initial information submitted) in order to meet the requirements for the re-review process.

Reconsideration Process

- The request must be received within 30 calendar days from the date of the re-review denial.
- This request must include additional medical/clinical information (in addition to the initial and re-review information submitted) in order to meet the requirements for the reconsideration process.

Reconsideration Process

- If a re-review is unable to be requested within the mandated 10-days, a request may be made for a reconsideration (without benefit of a re-review).
- The request must be received within 30 days of the date of the original denial letter.
- “Reconsideration” should be indicated on the cover sheet.

Customer Service

- 800-392-9019 (number is valid both in- and out-of-state)
- Customer Service hours are 8:00 a.m. to 5:00 p.m., Monday-Friday.
- ACD (Automatic Call Distribution) allows calls to be handled in the order received.
- MUR may also be contacted via the Internet.

Following up on Submissions

- Please allow time for review to reach MUR before calling to ask if it has been completed.
 - MUR has 8 business days to complete reviews (per the HSD/MAD contract).
- MUR's imaging system allows the Customer Service representatives to view where the review is in the process (and when it was received).

Corrected Submissions

- If a procedure code needs to be added for billing on a previously submitted request, do the following:
 - Make sure all of the information is correct.
 - Submit the corrected submission request with an explanation on the cover sheet as to why the request is being re-submitted (i.e. new procedure code).

Corrected Submissions

- Do not write on the request.
- Do not submit request more than once. This slows down the process and leaves room for error.
- If your request is denied and you submit the same information it will still be denied. Follow the directions on the denial letter.
- Do call Customer Service if you have questions on the status of your request.

Getting It Right

- Check Provider numbers, making sure they are correct as incorrect provider numbers cause payment denials.
- Check Medicaid ID numbers for all individuals.
- Do not submit a duplicate request that has NO changes; call customer service to verify authorization.

Getting it Right

- If you receive a conflict of information form, check with the ISD office to resolve the conflict (which is usually stated on the form) prior to re-submission.
- After verifying MUR received and processed your request, DO call ACS with any questions concerning payment issues.

What's New!

The New MUR Image--

- requests are scanned into our Image program when they are received and then retained electronically
- The requests are reviewed through the electronic Image system.
- As MUR will no longer maintain paper copies of your submissions and will be unable to supply copies to you, make sure you retain your originals.

[What's New!]

- Frequent BCBSNM-MUR Website Updates—
 - Now THE provider's resource for:
 - General review information
 - Time frames for submissions
 - Monthly training schedules and provider training presentations
 - Frequently Asked Questions (FAQs)

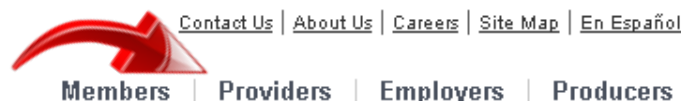


Medicaid UR Website

The Medicaid UR website is
located at:

<http://bcbsnm.com>





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Provider Finder[®]



Search for doctors, dentists, hospitals, and other health care providers with Provider Finder.

Search by Name

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Address, City, State, or ZIP Code

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Already a Blue Cross and Blue Shield of New Mexico member?

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Large Groups

If you are a member of one of our largest groups, select your group name:

-- Choose One --

Quick Help

- ▶ [Prescription Drugs](#)
- ▶ [Health and Wellness](#)

News and Updates

- ▶ [Join the Making Strides Against Breast Cancer Walk on Sunday, April 26](#)
- ▶ [Five Steps to Safer Health Care: Learn how to "Take Five"](#)
- ▶ [Find wellness tips and expert advice @besmartbewell.com](#)

Providers

Promotional Photo



Welcome, Providers

News and Updates

- [Availity Webinar Training Schedule - March](#) 03/03/09
- [NPI Edit Update Notification Effective March 2, 2009](#) 02/27/09
- [Electronic Remittance Advice \(835\) Update](#) 02/27/09
- [Medicaid BlueSalud - Urgent Care Services](#) 02/18/09
- [March Provider Webinar Training Schedule](#) 02/13/09

Electronic Commerce

- [Availity LLC](#)
- [Clear Claim Connection](#)
- [EDI Format Specifications](#)
- [EFT/ERA FAQs](#)
- [EFT/ERA Forms](#)
- [Electronic Commerce Alerts](#)
- [Electronic Transactions](#)
- [HealthXNet](#)
- [Online Transaction Tip Sheets](#)

Claim Filing

Provider Library

- [Provider Reference Manual \(PRM\)](#)
- [PRM Changes/Updates](#)
- [Medical Policies](#)
- [Draft Medical Policies](#)
- [Newsletter \(Blue Review\)](#)
- [Forms](#)
- [NPI](#)
- [Interactive Voice Response \(IVR\) System](#)
- [FAQs](#)
- [Become a BCBSNM Provider](#)

UM/QI/Medical Management

- Preventive Health Guidelines: [Adult](#), [Children](#), and [Prenatal](#)
- Clinical Practice Guidelines: [Asthma](#), [Diabetes](#), [Hypertension](#), [Depression](#)
- [Blue Care Connection@ Disease Management Programs](#)
- [Diabetes Guidelines and](#)

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About Medicaid Utilization Review

Our Mission Statement

To provide state-of-the-art professional Medicaid utilization review services in a timely, accurate, efficient and cost effective manner to our customers.

To detect and report quality of care concerns within the limits of our contracted authority and resources.

To detect and report fraud and abuse concerns within the limits of our contracted authority and resources.

To be or become an expert resource in these areas:

- Medicaid utilization review operations
- Utilization review data/information interpretation
- Clinical standards of practice
- Quality review operations
- Use of information technology in medical review

What We Do

- We perform reviews for a wide variety of services, including nursing home care, waiver services, durable medical equipment.
- We participate in provider training sessions.

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Medicaid UR Review Types

Blue Cross and Blue Shield of New Mexico (BCBSNM), serving as the Medicaid Utilization Review contractor, works within time frames required by the Medical Assistance Division (MAD). These [time frames](#) are based on the BCBSNM contract with MAD and/or the regulations as stated in the MAD Program Policy Manual.

For more information about a review type, select from the list below:

- [Contact Lens](#)
- [Dental Services](#)
- [Durable Medical Equipment](#)
- [Emergency Alien Services](#)
- [Hearing Aids](#)
- [High-volume, High-dollar Procedures, Surgical](#)
- [Home and Community-Based Waivers](#) (medically fragile, disabled and elderly, AIDS and AIDS-related complex, developmental disabilities)
- [Home Health Care](#)
- [Inpatient Rehabilitation Hospital](#)
- [In-state Transplant](#)
- [Intermediate Care Facilities for the Mentally Retarded](#)
- [Nursing Facility](#)
- [Nursing Facility - PACE](#)
- [Nursing Facility - PASRR](#)
- [Out-of-state Medical](#)

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Medicaid UR Forms

Our most frequently requested forms are available in Adobe Acrobat PDF and Microsoft Word. Download the appropriate form, print the form, fill it out, and mail it to:

Medicaid UR Dept.
 Blue Cross and Blue Shield of New Mexico
 P.O. Box 27950
 Albuquerque, NM 87125-7630

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Form Number	Form Name
MAD 046	Individual Service Plan Waivers PDF 293KB MS Word 58KB Includes AIDS and AIDS-Related, Developmental Disabilities, Disabled and Elderly, Medically Fragile.
MAD 056	EPSDT Personal Care Service Plan PDF 37KB
MAD 098	Disabled & Elderly Individual Service Plan Waiver PDF 69KB MS Word 294KB
MAD 301	Home Health Care (PDF 223KB)
MAD 302	Contact Lenses PDF 26KB MS Word 115KB
MAD 303	Durable Medical Equipment (with medical justification forms, see list below): PDF 82KB

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Address <http://www.bcbsnm.com/pdf/forms/mad303.pdf> Go

Print Save Copy Paste Undo Redo 1 / 1 102% Find

PRIOR APPROVAL REQUEST



Medical Assistance Division
 PO Box 2348 Santa Fe, NM 87504-2348

Send PA Requests to: NM Medicaid U/R PO Box 27950 Albuquerque, NM 87125-7950 1-800-392-9019	Physical Therapy Occupational Therapy Speech Therapy Durable Medical Equipment	Nutritional Supplements Psychiatry and Psychology Prosthetics and Orthotics Hearing Aid Services Vision Services
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RECIPIENT'S Name – Last	First	MI	MEDICAID ID Number	Birth Date	Sex <input type="checkbox"/> M <input type="checkbox"/> F
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RECIPIENT'S Address – Street/PO Box/R. Rt.	City	State	Zip Code	If in Care Facility, give name
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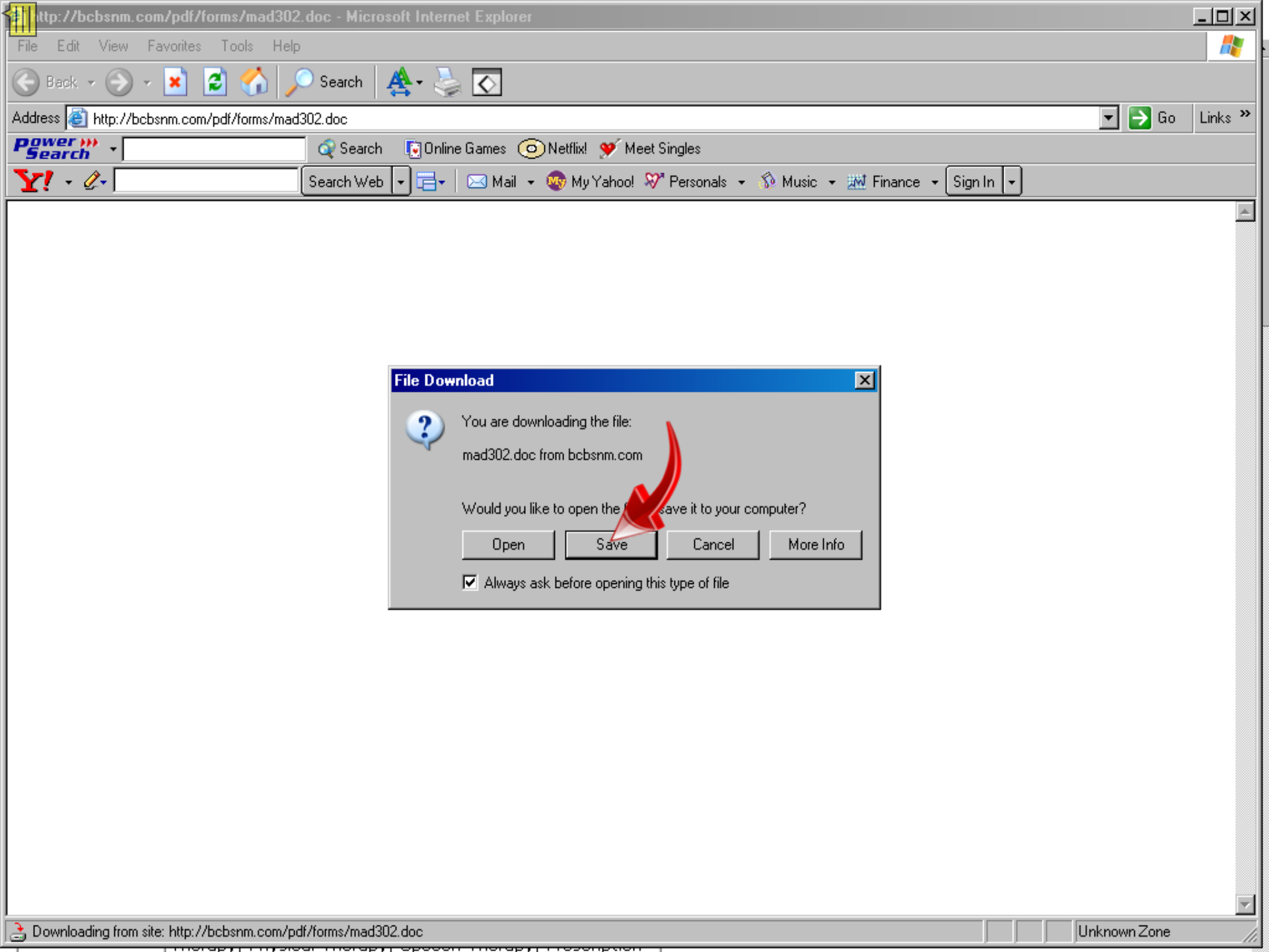
Provider, Pharmacy, etc., Name, Address, Zip Code	Ordering Physician's Name, Address, Zip Code
┌	┌
└	└

PROVIDER PHONE NO	NPI	TAXONOMY
ORDERING PHYSICIAN PHONE NO	NPI	TAXONOMY

REQUEST for TREATMENT, EQUIPMENT or SERVICE – (Specify frequency and duration)

RENTAL Duration _____ Purchase Date of Verbal Approval _____

Procedure Code:	Description:
Procedure Code:	Description:
Procedure Code:	Description:
Other:	



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Contact Medicaid UR

Mailing Address:

Medicaid Utilization Review
P.O. Box 27950
Albuquerque, New Mexico 87125-7950

Customer Service Toll-free Phone:

1-800-392-9019

E-mail:

[E-mail us](mailto:NMMedicaid_UR@bcbsnm.com) at NMMedicaid_UR@bcbsnm.com

Courier Delivery (FedEx, UPS):

4373 Alexander Boulevard NE
Albuquerque, New Mexico 87107

Hand-Carried Reviews:

Deliveries to the Alexander Blvd. address can be signed for by security personnel between 6:30 a.m. and 5:00 p.m. If you require copies of the signed receipt, please bring extra forms for security to sign, as they cannot make copies. No signatures will be available for abstracts left in the drop box.

Drop Box:

Effective March 1, 2006, abstracts can be dropped off at the Alexander Blvd. location. The drop box will be available 24 hours a day. All packages must be in a sealed envelope to comply with HIPAA regulations protecting PHI (Protected Health Information), SPI (Sensitive Personal Information), and to keep documents appropriately separated.

All mail received at this location by 3:00 p.m. each day will be processed as received that same day. Mail received after 3:00 p.m. will be processed as received the next business day. The drop box will be checked at 3:00 p.m. each business day and any contents present at that time will be date-stamped as received for that business day.

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[Thank you!]

- for your time and attention!
- Please don't hesitate to let us know how we can continue to improve our communication and services!