



March 2009

## New clinical appeal process begins April 1

Blue Care Network is modifying its clinical editing appeal process beginning April 1. When denials require an appeal, providers will be allowed one level of appeal.

BCN currently allows two levels of appeals and will accept Level 2 appeals through March 31, 2009. Level 2 appeals received after March 31 will be returned to the submitting provider.

For more information, please see Page 35 in the March-April *Network News*.

## Now on PODS

We encourage you to bookmark PODS (Physician Online Data System) as a favorite and visit regularly to stay updated on the latest referral news.

The following resources were recently added to PODS:

- ♣ A new section devoted to BCN's Radiology Management Program; includes samples of the questionnaires required when requesting authorizations for high-tech radiology procedures.
- ♣ PODS Training manual

## Use correct coding when billing BCN

- ♣ When reporting another injection along with an immunization, report a modifier 59 on the injection procedure.
- ♣ Use age-appropriate codes for immunization administration
  - \*90465-90468 (patients under age 8)
  - \*90467 and \*90468 for intranasal or oral, when indicated by the vaccine (patients under age 8)
  - \*90473 for intranasal or oral (patients age 8 and older)
- ♣ When reporting procedures, be sure the diagnosis is appropriate for the procedure reported.

For more information on the above tips and for additional billing tips, please see Page 32 of the Jan.-Feb. *Network News* and Page 31 of the March-April issue.

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## Quality summary report notes for PCPs

- ♣ Quality Summary Reports for 2008 are now available on Health e-Blue.
- ♣ Final 2008 Quality Summary Reports will not reflect the noncompliant numerator hits or the Oct. 2008 frozen population.
- ♣ The 2009 Quality Summary Reports will be available after the March 2009 refresh.

## Health e-Blue helpful hints

Following are some recommendations for logging in to Health e-Blue:

- ♣ Health e-Blue IDs are disabled for non-use after 180 days. Please log in to Health e-Blue at least once per month to keep your ID activated.
- ♣ Select a transaction when logging in to avoid disablement.
- ♣ In order to get the most recent updates, **do not** log in to Health e-Blue from your Favorites menu.

## Payer IDs for electronic billing

When filing Blue Care Network and BCN Advantage electronic claims, professional claims should use Payer ID 00710. Payer ID 00210 is used for facility claims.



If you have questions or need assistance, please contact **(Lawrence S. Hayes)**  
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