



**BlueCross BlueShield  
of Tennessee**

801 Pine Street  
Chattanooga, Tennessee 37402-2555

[www.bcbst.com](http://www.bcbst.com)

## Provider Speaking Points

**Purpose of Pilot** is to provide reimbursement for alternative services for treatment of patients in specific disease categories.

### **Pilot Program Participants:**

- Select physician groups
- BCBST fully insured members (Approximately 3,300 members)
- Established patients recommended by the physician ***and*** identified with having a primary diagnosis of diabetes, congestive heart failure, and/or hypertension.

### **Participation Requirements:**

- Provider will establish patient eligibility for the pilot by checking the BlueCross BlueShield of Tennessee ID card.
- The participating provider will complete and fax the enrollment fax form.
- The patient may participate in the program by calling his/her provider, attend a group session scheduled by the provider or complete an online visit to discuss issues related to his/her health condition.
- In order to access online visits, patients must register by accessing RelayHealth at <http://www.relayhealth.com/>
- Once patient is enrolled, advise them that access to the online capability will not be available until approximately 10 days after enrollment.

### **Benefits of the pilot:**

The online, telephonic, and group session services will free up valuable time by offering patients a convenient way to directly communicate with your doctor's office at any time, from any place.

Listed below are a few of the benefits:

- Discuss non-urgent issues
- Receive/Renew prescriptions
- Schedule appointments
- Discuss lab results
- Access self-care information

### **Cost to participate in pilot:**

- During the Value Based Reimbursement Pilot Program there are no copays, deductibles, or coinsurance for the online, telephonic, and group session services provided under this pilot, if they apply to your benefit plan.