

eBusiness Solutions

Getting the best out of BlueAccess



eBusiness Solutions

eBusiness Topics

- ❖ 5010 Updates
- ❖ BlueCORE
- ❖ Provider Challenges
- ❖ BCBST Solution
- ❖ BlueAccess
- ❖ Real Time Claims Adjudication
- ❖ eMessaging
- ❖ Message Center
- ❖ Benefit and Eligibility Re-design

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5010 Readiness and Implementation

- ❖ BCBST is currently performing 5010 readiness strategies and conducting internal testing
- ❖ BCBST plans to begin external 5010 testing in May 2011

Key Changes for 5010

- ❖ Confirmation Reports will be replaced with the 277CA Claims Acknowledgment Transaction
- ❖ The 277CA Claims Acknowledgement will be returned within 2 hours of submission
- ❖ Creation of a Web-based reporting tool for EDI claim reporting
- ❖ BCBST will utilize the 999 Transaction and the TA1

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BlueCORE

- ❖ BCBST is compliant with CAQH CORE Phase I and Phase II
- ❖ Real-Time Benefits, Eligibility and Claims Status
- ❖ In production with several providers, software vendors and clearinghouses.
- ❖ More information at <http://bluecore.bcbst.com/>
- ❖ Questions about 5010 or BlueCORE?
- ❖ Contact the eBusiness Service Center at (423) 535-5717 or e-mail at ecomm_technicalsupport@bcbst.com

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Provider Challenges

- ❖ Identify patient eligibility and coverage
- ❖ Accurate member liability at point-of-service
- ❖ Increased consumer driven health care plans
- ❖ To avoid more bad debt
- ❖ Administrative hassles
 - Balance billing
 - Over collection and redistribution to the consumer
- ❖ Confusion at the point-of-service

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BCBST Solution

BlueAccess



- ❖ BlueAccess is the BCBST secure online application
 - Verify patient liability
 - Submit and Track authorizations
 - View or print remittance advice
 - Access PCP roster if applicable
 - Exam cost and quality information
 - View Bluecard/FEP eligibility and claim status

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BCBST Solution

- ❖ Real Time Claims Adjudication (RTCA) allows a fully adjudicated response back to provider at the point-of-service
 - Feature to allow providers to create an estimate to collect accurate patient responsibility
 - Standard EDI formats
 - Permit providers to bill at point-of-service
 - Secure online environment
- ❖ Training available
 - Onsite
 - Internet

Claim Totals

Charges:	\$150.00
Network Savings:	\$0.00
Not Covered:	\$0.00
BCBST Pays:	\$0.00
Deductible:	\$150.00
Co-pay:	\$0.00
Co-insurance:	\$0.00
Total Member Responsibility:	\$150.00
Less HRA Payments:	\$0.00
\$ Balance to Collect from Member:	\$150.00

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bcbst.com

The screenshot displays the bcbst.com website interface. At the top left is the logo for Blue Cross of Tennessee, with the tagline "plans for better health. plans for a better life.™". A search bar is located at the top right. Below the logo is a horizontal navigation menu with buttons for "about us", "plan options", "health tools", "learn about", "self service", and "blueaccess".

On the left side, there is a vertical menu with options: "I'm a Member", "I'm a Provider" (circled in red), "I'm an Employer", and "I'm a Broker". The "I'm a Member" section includes links for "Check your benefits or claim status", "View latest news and reminders", and "Check pharmacy coverage details", along with a "More »" link.

In the center, there is a "ChannelBlue" logo with a play button icon below it.

On the right side, there is a "BlueAccess" login section. It includes a "Forgot / Reset Password?" link, "User ID:" and "Password:" input fields, a "Remember me?" checkbox, and a "log in" button. Below this is a "What is BlueAccess?" section with a brief description and a "Register now!" link.

At the bottom, there is a banner for "LOOKING FOR BETTER INDIVIDUAL HEALTH COVERAGE?" with a "Learn more" button. Below the banner is a "Popular Searches" section with a list of links: "Health Care Reform", "MVMT for Life", "Flu and H1N1 Flu", "Personal Health Statement", "Individual Health Plans", "Monthly Claims Statement", "Personal Health Analysis", and "Consumer Directed Health Care".

There are also three news articles displayed: "Health Care Reform" (BlueCross BlueShield of TN supports health care reform), "Theft: Measures Taken" (Hard Drive Theft Investigation, Analysis Continues), and "Your Health Analysis" (Get a snapshot of your health).

On the far right, there is a "Find a Doctor" section with a "Find A*" dropdown menu set to "Doctor" and two radio button options: "In TN or bordering counties or VisionBlue network" and "Outside TN & bordering counties".

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blueaccess

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Effective October 15, 2009: When calling the Provider Service Line the complete member identification will be required. This includes any alpha characters (e.g. ZEE900117515). No changes have been made to BlueAccess.

E-HEALTH SERVICES ®

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SERVICE CENTER

See coverage, eligibility, claim status, authorization and other insurance information for Commercial, BlueAdvantage, BlueCare, & TennCareSelect.

- [Web Prior Authorization for Specialty Pharmacy Tutorial](#) 
- [Web Prior Authorization Submission Tutorial](#) 
- [Milliman Care Guidelines® Disclaimer](#)

[more >](#)

BLUECARD / FEP

Coverage, eligibility & claims status inquiries for out-of-state BCBS & FEP plans.

REAL TIME CLAIM ESTIMATION/ADJUDICATION

Enables claim submission & claim estimation to gain member liability for Commercial, BlueCare/TennCareSelect and BlueAdvantage.

- [View tutorial](#) 

[more >](#)

ACCOUNT MANAGEMENT

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REQUEST SHARED SECRET

Access information on a provider for which you do not have a shared secret.

[more >](#)

UPDATE PERMISSIONS

Add or delete providers from your account, or get a current list of providers in your account.

[more >](#)

UPDATE PERSONAL PROFILE

Update your token question, e-mail address, telephone number, or organization name.

UPDATE PROVIDER INFORMATION

Change address details and office hours for the providers in your group.

ADDITIONAL PROVIDER SERVICES

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PHYSICIAN QUALITY & COST INFORMATION

Review your individual quality and cost data used for consumer transparency

[more >](#)

H1N1 REGISTRY

Access a registry of your patients who have been identified as the most vulnerable to the H1N1 virus

[more >](#)

VIEW/PRINT YOUR REMITTANCE ADVICE

- [Commercial, BlueCare, & TennCareSelect](#)

- **For RA's effective 5/1/2008** - Including Commercial, BlueCard, FEP, BlueAdvantage, & BlueAdvantagePlus

- [Effective date before 5/1/2008?](#)

- BlueCare & TennCareSelect RA's

PCP MEMBER ROSTER

For BlueCare, TennCareSelect, and BPN lines of business.

SHAREDHEALTH

Shared Health® Clinical Xchange™ gives you a view of patients' medical histories and provides clinical decision support by merging key clinical and administrative data into a patient-centric health record including labs, encounters, medications, allergies and the ability to e-prescribe. Clinical Insight™ and Condition Tracker™ give you the ability to analyze your patient population and manage your patients' chronic problems online.

[more >](#)

PRACTITIONER PRACTICE PATTERN ANALYSIS

See your Practitioner Practice Pattern Analysis.

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Service Center



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e-Health services

e-Health Services is a quick, convenient way to answer many of your health insurance questions. The information found on this website is available, seven days a week, just as it appears in the BlueCross BlueShield of Tennessee computer system. Coverage shown is current information. Processed claims, contract changes or policy cancellations may affect final benefit determination. e-Health Services provides online benefits service for BlueCross BlueShield of Tennessee customers who buy their own health plan individually. To get started, please select an option from the menu on the left. For assistance with this website please click on the link.

Within e-Health Services you have the ability to:

- Verify eligibility, benefits and coverage details such as co-pays, applied deductible and out of pocket limits
- Check status of medical, behavioral health, and dental claims
- Verify Prior Authorization Requirements
- Submit Authorization requests for Inpatient Confinement, Outpatient Procedure, 23 Hour Observation, Global Obstetric Services, Specialty Pharmacy
- Update previously submitted authorization requests using Clinical Update
- Look up the status of previously submitted authorization requests

Commercial / BlueAdvantage Plans:

☎ Provider Service: 1-800-924-7141

BlueCareSM / TennCare *Select* Plans:

Benefits are determined by the State Bureau of TennCare and are subject to change. If you have any questions, please call Service areas at:

☎ BlueCareSM Members: 1-800-468-9698

☎ BlueCareSM Providers: 1-800-468-9736

☎ TennCare *Select* Members: 1-800-263-5479

☎ TennCare *Select* Providers: 1-800-276-1978

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Eligibility & Coverage

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You are logged in as: s67250c | [Log Out](#) | [Help](#)

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Find a Patient

You must enter search criteria in at least ONE of the following fields:
Patient ID (Prefix and Suffix are optional),
SSN, or Last Name

Patient ID 902218823 -
Prefix ID number Suffix

SSN

Last Name
At least 2 letters

You may limit your search further by entering any of the information below

First Name

City, St. ZIP ALL



Date of Service 02/23/2010

Birth Date

11

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Eligibility & Coverage



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Patient Information: CHRISTY HALL

Patient Information

Name	CHRISTY HALL
Member ID	ZEE 902218823 - 3 (Daughter/Child)
Birth Date	08/17/1993
Gender	Female
Address	PO BOx 12343 CHATTANOOGA, TN 374020001
County	
Phone	(423) 535-5912
Email	

Subscriber Details

Subscriber	CHRIS HALL
ID Number	ZEE 902218823
Gender	Male
Group	Chris B Hall Enterprises

PCP

Patient does not have a Primary Care Physician.

Claims and Authorizations Inquiry

- [Claims Inquiry](#)
- [Authorizations - Physician](#)
- [Authorizations - Facility](#)
- [Prior Authorization Requirements](#)

Eligibility

Dental Product

As of 02/23/2010, CHRISTY HALL is **Eligible** for coverage for the period from 10/01/2006 - 08/31/2017 under **Dental Benefit Plan**.
[View benefits description](#)

FSA - Flexible Spending Account

As of 02/23/2010, CHRISTY HALL is **Eligible** for coverage for the period from 07/01/2009 - (present) under **Flexible Spending Account**.

Medical Product

As of 02/23/2010, CHRISTY HALL is **Eligible** for coverage for the period from 01/01/2010 - 08/31/2017 under **Blue Network P**.
[View benefits description](#)

Pre Existing Waiting Period

No Pre-Existing Waiting Period

Vision Product

As of 02/23/2010, CHRISTY HALL is **Eligible** for coverage for the period from 01/01/2010 - 08/31/2017 under **VISION - EYEMED - HIGH - 12/12/24 - 10/25/150/150**.

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Locating Claims

e-Health Services

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Find Claims

Find claims

for service dates from to

with status

for patient [Find Patient](#)

submitted by provider [Find Provider](#)


Find a specific claim by Claim ID

Claim ID:

(This field is case sensitive.)

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Authorizations



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Submit a Inpatient Notification/Authorization/Advance Determination


● Select Patient ○ Select Providers/ Requested Services ○ Summary ○ Apply Milliman Criteria ○ Confirmation

Enter the patient

This is an Inpatient Notification/Authorization/Advance Determination for:

No patient has been selected for this Inpatient Notification/Authorization/Advance Determination

Enter Requested Admit Date :

 (mm/dd/yyyy)

To select a patient, search by ID number:

Patient ID

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Claim Estimates

Enter the referring provider's exact NPI if known or enter a Last Name and click "Search" to find the provider. Click "Advanced" for more provider search options.

+ Referring Provider (Optional): (none selected)

* Indicates required information

+ Prior Authorization or Referral Number (Optional)

+ Patient's Condition Impact on Estimate (Optional)

Medical Claim Details: New

Use Template...

#	Date of Service from*	Date of Service to*	Place of Service*	CPT* & Modifiers 1-4	Diagnosis*	Charge*	Units*	
1:	05/14/2010	05/14/2010	11				1	
2:	05/14/2010	05/14/2010	11				1	
3:	05/14/2010	05/14/2010	11				1	
4:	05/14/2010	05/14/2010	11				1	
Save As...						Total Charge:	\$ 0.00	

Click "Estimate Liability" to view the estimated patient liability or "Claim Submission" to send final claim for adjudication.

Cancel

Estimate Liability

Claim Submission

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Contacts for BlueAccess Training

- ❖ Debbie Angner – West TN
 - Debbie_Angner@bcbst.com
 - 901-544-2285

- ❖ Faye Mangold – Middle TN
 - Faye_Mangold@bcbst.com
 - 423-535-2750

- ❖ Susan Carrico – Greater Chattanooga TN
 - Susan_Carrico@bcbst.com
 - 423-535-6796

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Provider Outreach Department (POD)

- ❖ Enhanced support for all Web services

- ❖ POD responsibilities includes assisting providers with:
 - Benefits
 - Eligibility
 - Claim status
 - Web navigation

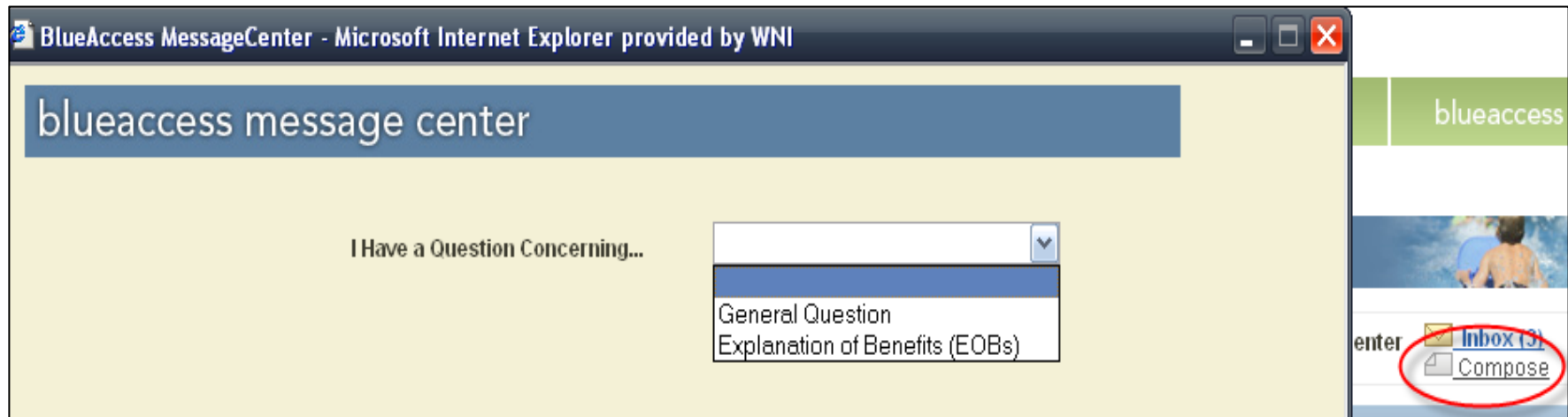
- ❖ Contact information
 - 1- 800-924-7141 (ext. 1090)
 - 423-535-1090

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Enhancements - 2010

Messaging Center

- ❖ Secure means of 2-way communication via the BCBST website
- ❖ 3rd Quarter 2010



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Enhancements - 2010

Messaging Center

- ❖ Some questions will pull up a standard form
- ❖ Other questions will direct to a look up page
- ❖ E-mail will be standard Outlook with prefix Message Center

BlueAccess MessageCenter - Microsoft Internet Explorer provided by WNI

blueaccess message center

Name: CHRIS B HALL
Subscriber Number: 902218823

Subject:
Body:

Send

REMITTANCE ADVICE HELP

Now you can ask questions about a specific EOB. Go to the page where you view your EOBs, and click on the question mark at the end of the line to ask questions about that EOB.

The information about that EOB will be pre-inserted into the help form for you.

[Click here to view your EOBs.](#)


Claim #	Medical/Dental	EOB Date	
M1LG9Q00	M	09/23/2009	?
9GTK64800	D	09/23/2009	?
M7PK9F00	M	09/30/2009	?
9P9DJ9F00	M	10/21/2009	?
P6MQ6N00	M	10/21/2009	?

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Benefit and eligibility re-design

e-Health services

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Commercial / BlueAdvantage Plans:

 Provider Service: 1-800-924-7141

BlueCaresm / TennCare Select Plans:

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Benefit and eligibility re-design

e-Health services



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Patient Search

* Date of Service
mm/dd/yyyy

* Coverage Type ▼

* Enter Patient ID, SSN or Name

Patient ID	<input type="text"/>	<input type="text"/>
	<small>Prefix</small>	<small>ID number</small>
	<small>OR</small>	
SSN	<input type="text"/>	
	<small>OR</small>	
Last Name	<input type="text"/>	First Name <input type="text"/>
	<small>At least 2 letters</small>	<small>At least 2 letters</small>

Optional - add to Name to speed up your search

Birth Date	<input type="text"/>
	<small>mm/dd/yyyy</small>
City	<input type="text"/>
State, ZIP	<input type="text"/> ▼ <input type="text"/>

 * Required field

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Enhancements 2010

Host and Home Plan

- ❖ October 1, 2010 - Separate application
- ❖ Access to medical policies and general prior authorization requirements of the Home Plan
- ❖ Key in alpha prefix and identify home plan
- ❖ Providers must have access without logging on the Home Plan's website

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Enhancements 2010

HRA Balances and COB Information

- ❖ May 2010
- ❖ Information will be located in e-Health Services on the BlueAccess homepage

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eBusiness Questions??

- ❖ To schedule training, review educational material or receive technical support for any of the topics covered today, please contact eBusiness Monday through Friday, 8am – 6:30pm (ET)

Phone: (423) 535-5717

Fax: (423) 535-1922

E-mails:

- ❖ Ecomm_Marketing@bcbst.com

- ❖ Ecomm_TechSupport@bcbst.com