

**2007 Fall Training Session
Newport, Vermont
Wednesday, September 13, 2007**

Question and Answer Period:

Q: What is the NPI web site where I can look up Physician and Practitioner specific information:

A: It is the National Plan and Provider Enumeration System at <https://nppes.cms.hhs.gov/NPPES/NPIRegistryHome.do>

Q: Will the Catamount Program offer benefits to members for routine eye care? What about if the diagnosis is diabetes?

A: Routine eye care with a non diabetes diagnosis will not be eligible for reimbursement. Routine eye care when billed with a primary diagnosis of diabetes will be eligible for consideration.

Q: Why does the BlueExchange web site require more information than the traditional BCBSVT web site when verifying eligibility? As a practice, sometimes we do not have all of the subscriber information, which creates a challenge.

A: The BlueExchange web site takes the information to a national data base which requires all of the information to assure the match is correct.

Q: What are the prefixes for New England Health Plan members?

A: New England Health Plan member alpha prefixes are: CTP, CTN, MEP, MEN, MTP, MTN, NHP, or NHN

Q: Does the ICD-9-CM code on the Prior Approval Form need to be populated?

A: Yes

Q: If the copayment information can appear on the Catamount cards, why can't all of the BCBSVT identification cards contain the information?

A: The Catamount program is a newly created program and resides in our new processing system which allows the functionality to capture and print the copayment on the identification cards. All of the other products we currently offer are still in an older system and until the information is migrated to the new system, we will not have the capability.

Q: Where can preventative care copayment information for members be located?

A: Either by calling our customer service department, or reviewing eligibility on the web. If reviewing on the web, you have to go to the member specific outline of coverage and the preventative care copayment is listed, even if it is \$0.

Q: How do I obtain a Catamount Fee Schedule?

A: You can request through your Provider Relations Consultant the top 25 codes billed by your practice, or if you want the full fee schedule, you can put that request in writing to your Provider Relations Consultant.