



**BlueCross BlueShield
of Vermont**

Independent Licensees of the Blue Cross and Blue Shield Association.

2009 Fall Operational Training Session
St. Albans – Northwestern Medical Center
September 15, 2009

Thanks to all who attended. Below are the questions and answers from the session. If you have any follow up questions or comments, please feel free to contact your Provider Relations Consultant at (888) 449-0443.

Q: Will all Prior Approvals be available on the BCBSVT website?

A: Only those services on the prior approval list for BCBSVT. TVHP prior approvals for Vermont Managed Care should continue to be faxed to VMC.

Q: Can I send a check for overpayments?

A: We will accept checks submitted with the Overpayment Form; however, recoupment through the remittance advice is more efficient.

Q: Is there a specific waiver form that must be used?

A: No, whatever form is developed by the office is sufficient. However, it must provide specific details of services that will be provided and the members financial liability.

Q: What is the purpose of Quality displayed on the website?

A: This is a State mandate and part of a nationally recognized quality improvement initiative. This initiative will help improve the quality and availability of medical care provided to our members.

Q: I am a member, how do I access pricing information?

A: The information is available on the member secure website and must be accessed by a specific provider or facility.

Q: Will the upgrade allow EFT?

A: Yes, we will be rolling out to our provider community and anticipate this will be available to everyone by the end of 2010.

Q: Do ambulance claims require submission of run sheets?

A: No, we no longer require the run sheets.

Q: I submit claims through EDI direct submission, the download process is cumbersome. Will that change?

A: We are continually reviewing ways to improve the process.

Q: Will the website provide information on how much of a member's deductible has been met?

A: This information is available for BCBSVT members through BlueConnect.