



**BlueCross BlueShield  
of Vermont**

*Independent Licensees of the Blue Cross and Blue Shield Association.*

2009 Fall Operational Training Session  
West Lebanon, NH Session – Fireside Inn  
September 22, 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 the new prior approval link be applicable to Blue Card and New England Health Plan members?**

A: On line access can be used for those services on the prior approval list for BCBSVT members, Federal Employee Program members and referrals for New England Health Plan members.

**Q: Will prior approval for chiropractors be available on line?**

A: Not at this time. This will be a future enhancement.

**Q: Do we have list serves?**

A: Not at this time.

**Q: Will prior approvals for mental health and substance abuse be available using the BCBSVT link?**

A: No, these requests must continue to be submitted to Magellan.

**Q: Can I submit “corrected claims” electronically?**

A: Professional claims submitted on the CMS 1500 must be submitted on paper with “corrected claim” indicated at the top and the correction circled. Facility claims can be submitted electronically using the appropriate type of bill.

**Q: How do I know if a benefit is covered?**

A: Customer Service can advise if a benefit is covered or through the prior approval process for applicable services.

**Q: Is the e-fax number to be used for New England Health Plan members?**

A: No, the e-fax number is to be used for only BlueCard members.

**Q: Does the first 10 free visits include crisis?**

A: No, this is specific to a list of codes.

**Q: Blue Connect hasn’t been working for FEP, has that changed?**

A: Yes, we are now able to provide eligibility and claim status information for FEP members through Blue Connect.

**Q: What is NCQA and how do I know if someone is NCQA accredited?**

A: National Committee for Quality Assurance. The provider directory on the BCBSVT website will have an indicator for those providers that have been accredited.

**Q: Why are we not bundling codes for pricing information on the website?**

**Members are not aware of the coding used by providers and facilities.**

A: Providing pricing information is challenging as there are so many variations of coding. This is the first release and we were only able to provide individual codes as defined by the State of Vermont.

**Q: How do members know what to request for professional and facility pricing?**

A: The website has disclaimers with reference to call Customer Service if they have questions. They are able to compare facility to facility and provider to provider.

**Q: How will Catamount pricing be reflected?**

A: The State of Vermont determines the pricing for Catamount members.

**Q: Anthem gives incentives to meet HEDIS goals, will BCBSVT be doing this?**

A: No, we are working with providers to improve the HEDIS measures.

**Q: There are some websites that reflect a member's Primary Care Physician. Will BCBSVT be providing that information?**

A: We are not currently providing that information on the website. This is a possible future enhancement.

**Q: How do I obtain NPI?**

A: Visit their website to register: <https://nppes.cms.hhs.gov/NPPES>