

BLUE REVIEWSM

A Provider Publication

July 2020

Education & Reference

COVID-19 Information for Providers

Please check the following Blue Cross and Blue Shield of New Mexico (BCBSNM) resources frequently for updates to important information related to COVID-19:

- [Provider Information on COVID-19 Coverage](#)
- [BCBSNM News and Updates](#)
- [BCBSNM COVID-19 Member Website](#)

BCBSNM will update CPT[®] codes for some preauthorization services

On Sept. 1, 2020, Blue Cross and Blue Shield of New Mexico (BCBSNM) will update its list of Current Procedural Terminology (CPT) codes to comply with changes from the American Medical Association (AMA). These changes are the result of new, replaced or removed codes implemented by the AMA since Jan. 1, 2020.

What's New: On Sept. 1, 2020 we will update the procedure code list for services that require preauthorization.

More Information: View a revised list of codes (effective Jan. 1, 2020) on the preauthorization page of our provider website, bcbsnm.com/provider. Check the AMA website for more information on CPT codes.

Check Eligibility and Benefits: To identify which members require preauthorization for services on the code list, check eligibility and benefits through Availity[®] or your preferred vendor.

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Availity is a trademark of Availity, L.L.C., a separate company that operates a health information network to provide electronic information exchange services to medical professionals. Availity provides administrative services to BCBSNM.

Blue Cross®, Blue Shield® and the Cross and Shield Symbols are registered service marks of the Blue Cross and Blue Shield Association, an association of independent Blue Cross and Blue Shield Plans.

The vendors are solely responsible for the products or services they offer. If you have any questions regarding any of the products or services they offer, you should contact the vendor(s) directly.

Are you submitting claims correctly for medications that come in additional packaging?

Submitting claims with the appropriate National Drug Code (NDC) information can help with claims processing and help you spend less time troubleshooting a rejected claim line.

A [common question](#)  is, “If a medication comes with additional packaging like a box with multiple vials, which NDC information should be submitted on the claim? Is it the NDC number on the box (outer packaging), or the NDC number on the individual vial?”

In these cases, the best option is to use the NDC number on the box (outer packaging), along with the appropriate NDC unit of measure and NDC units. You should do this whenever possible to help improve claims processing and to have fewer unnecessary claim rejections. Not all NDC numbers on vials have manufacturer pricing to support an allowance, so outer packaging NDC numbers are the preferred method of NDC claim submission.

Pharmacy Program Updates: Quarterly Pharmacy Changes Effective July 1, 2020 — Part 2

This article is a continuation of the previously published Quarterly Pharmacy Changes Part 1 article. While that part 1 article included the drug list revisions/exclusions, dispensing limits, utilization management changes and general information on pharmacy benefit program updates, this part 2 version contains the more recent coverage additions, utilization management updates and any other updates to the pharmacy program.

Based on the availability of new prescription medications and Prime’s National Pharmacy and Therapeutics Committee’s review of changes in the pharmaceuticals market, some additions or drugs moving to a lower out-of-pocket payment level, revisions (drugs still covered but moved to a higher out-of-pocket payment level) and/or exclusions (drugs no longer covered) were made to the Blue Cross and Blue Shield of New Mexico (BCBSNM) drug lists. Your patient(s) may ask you about therapeutic or lower cost alternatives if their medication is affected by one of these changes.

[View the Pharmacy Program Updates effective as of July 1, 2020](#) 



New Email Address for Prior Authorization Appeals Changing Effective July 1, 2020

Effective July 1, 2020, Blue Cross and Blue Shield of New Mexico (BCBSNM) is adding an email address for members and contracted providers to send prior authorization appeals. This new email address is appeals@bcbsnm.com.

For questions regarding this notification, please contact Provider Customer Service at 888-349-3706.

Blue Cross Medicare AdvantageSM (Medicare)

COVID-19 Coverage Updates for Medicare Providers

As the COVID-19 crisis continues to evolve, Blue Cross and Blue Shield of New Mexico (BCBSNM) is making changes to serve our Medicare members. We are following [Centers for Medicare & Medicaid Services \(CMS\)](#)  guidelines as appropriate. You can find updates in our [COVID-19 FAQs for Medicare Providers](#) , including on testing, treatment, telehealth and claims.

[Read More](#)

CMS-Required Training for Dual-Special Needs Plans

Providers who treat dually-eligible Medicare and Medicaid members are required by the Centers for Medicare and Medicaid Services (CMS) to complete an annual Dual-Special Needs Plan (DSNP) training on DSNP plan benefits and requirements, including coordination of care and Model of Care elements.

[Read More](#)

Blue Cross Community CentennialSM (Medicaid)

Required Cultural Competency Training Available Online

The New Mexico Human Services Department (HSD) requires all providers contracted within a New Mexico Medicaid Network, like Blue Cross Community Centennial, to take annual cultural competency training. This training is intended to include all cultures and not be limited to any particular group and is designed to address the needs of racial, ethnic, and linguistic populations that may experience unequal access to health services.

[Read More](#)

Not Yet Contracted?

Providers who are participating in commercial BCBSNM products are not automatically participating providers in Blue Cross Community Centennial. If you are interested in becoming a Blue Cross Community Centennial provider, please call 505-837-8800 or 800-567-8540.

Reminder: Update your Enrollment Information

Due to Centennial Care requirements, all enrollment information (changes to demographics, licensure or certification, provider status, etc.) must be updated on the [NM Medicaid Provider Web Portal](#). Failure to update information on the NM Medicaid Provider Web Portal may result in the denial of claims

Such services are funded in part with the State of New Mexico.

BCBSNM Website

It's important for you to stay informed about news that could affect your practice. BCBSNM offers many ways to stay informed via our website, bcbsnm.com/provider, and our provider newsletter, *Blue Review*. [Signing up is easy](#).

Medical Policy Updates

Approved new or revised medical policies and their effective dates are usually posted on our website the 1st and 15th of each month. These policies may impact your reimbursement and your patients' benefits. These policies are located under the [Standards & Requirements](#) tab at bcbsnm.com/provider.

Clinical Payment and Coding Policies

BCBSNM has adopted additional clinical payment and coding policies. These policies are based on criteria developed by specialized professional societies, national guidelines (e.g. Milliman Care Guidelines (MCG)) and the CMS Provider Reimbursement Manual and are not intended to provide billing or coding advice but to serve as a reference for facilities and providers. These policies are located under the Standards & Requirements tab at bcbsnm.com/provider.

Claims Inquiries

Our Provider Service Unit (PSU) handles all provider inquiries about claims status, eligibility, benefits and claims processing for BCBSNM members. For the BCBSNM BlueCard® PSU, call 800-222-7992. For out-of-area claims inquiries, call 888-349-3706.

[Network Services Contacts and Related Service Areas](#)


Do We Have Your Correct Information?



Maintaining up-to-date contact and practice information helps to ensure that you are receiving critical communications and efficient reimbursement processes. Please complete our quick and easy [online form](#) for any changes to your contact or practice information.

Member Rights and Responsibilities

[BCBSNM policies](#) help address the issues of members participating in decision making regarding their treatment; confidentiality of information; treatment of members with dignity, courtesy and a respect for privacy; and members' responsibilities in the practitioner-patient relationship and the health care delivery process.

[bcbsnm.com/provider](#)

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