

# BLUE REVIEW<sup>SM</sup>

A newsletter for physician, professional, facility, ancillary and Medicaid providers

**JANUARY 2021**

## Did You Know?

The following is information that Blue Cross and Blue Shield of Texas (BCBSTX) is required to provide in all published correspondence with health care providers. It includes a collection of articles to assist provider offices in servicing BCBSTX patients. For the latest updates, visit the [News and Updates area](#) of the BCBSTX provider website.

### Topics:

- Benefits and Eligibility
- Claims
- Clinical Resources
- CMS Guidance Notifications
- Education & Reference
- Electronic Options
- Pharmacy
- Provider General Information
- Rights and Responsibility
- Utilization Management

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### Benefits and Eligibility

#### BCBS Medicare Advantage PPO Network Sharing

**Applies to: Blue Cross Medicare Advantage (PPO)<sup>SM</sup>**

All Blue Cross and Blue Shield Medicare Advantage<sup>SM</sup> (BCBS MA PPO) plans participate in reciprocal network sharing. This network sharing allows all BCBS MA PPO members to obtain in-network benefits when traveling or living in the service area of any other BCBS MA PPO plan if the member sees a contracted BCBS MA PPO provider.

For detailed information on BCBS MA PPO network sharing, refer to the [Blue Cross Medicare Advantage \(PPO\) Provider Manual Supplement located under Standards and Requirements/Manuals on the BCBSTX provider website.](#)

If you have any questions regarding the BCBS MA PPO program or products, contact Blue Cross Medicare Advantage (PPO) Customer Service at 1-877-774-8592.

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### Claims

#### Preventive Services Reminder: Zero Copay for Blue Cross Medicare Advantage<sup>SM</sup>

Are your patients up to date on preventive services benefits? BCBSTX would like to remind you that there are no copays for preventive services for Blue Cross Medicare Advantage (PPO)<sup>SM</sup> or Blue Cross Medicare Advantage (HMO)<sup>SM</sup>. Blue Cross Medicare Advantage covers a full range of preventive services to help keep patients healthy, help find problems early and determine when treatment is most effective. You should let members know which of these services is right for them.

Access the Centers for Medicare & Medicaid Services (CMS) Medicare Learning Network Medicare Preventive Services

for detailed information on [Medicare Preventive Services](#) for detailed information on Medicare Preventive Services.

Additionally, you should check eligibility and benefits electronically through Availity®, or your preferred web vendor.

### Annual Health Assessment Coding\*

Code**	Service	Description
G0402	Initial Preventive Physical Examination	Code is limited to new beneficiary during the first 12 months of Medicare enrollment.
G0438	Initial Annual Wellness Visit (AWV)	The initial AWV, G0438, is performed on patients who have been enrolled with Medicare for more than one year, including new or established patients.
G0439	Subsequent AWV	The subsequent AWV occurs one year after a patient's initial visit.

\*Codes for Annual Health Assessments are subject to change by Medicare Advantage Organization (MAO), without prior notice to Medical Group, for codes to be consistent with Medicare coding requirements for Annual Health Assessments.

\*\*Any updates, deletions and/or additions to coding shall be updated according to nationally recognized coding guidelines.

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### Billing and Documentation Information and Requirements

BCBSTX has implemented changes to clarify existing policies related to billing and documentation requirements for the BlueChoice® PPO, Blue Advantage HMO<sup>SM</sup>, Blue Essentials<sup>SM</sup>, Blue Premier<sup>SM</sup>, MyBlue Health<sup>SM</sup>, Blue High Performance<sup>SM</sup>, Blue Cross Medicare Advantage (PPO)<sup>SM</sup> and Blue Cross Medicare Advantage (HMO)<sup>SM</sup> plans. These updates are reflected in the Blue Choice PPO Provider Manual and the Blue Essentials, Blue Advantage HMO, Blue Premier and MyBlue Health Provider Manual in Section F Filing Claims posted on [bcbstx.com/provider](http://bcbstx.com/provider) under [Standards and Requirements/Manuals](#).

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### ClaimsXten™ Quarterly Updates

New and revised Current Procedural Terminology (CPT®) and HCPCS codes are periodically added to or deleted from the ClaimsXten code auditing tool software on a quarterly basis and are not considered changes to the software version.

BCBSTX will normally load this additional data to the BCBSTX claim processing system within 60 to 90 days after receipt from the vendor and will confirm the effective date via the [News and Updates](#) section of the BCBSTX provider website. Advance notification of updates to the ClaimsXten software version also will be posted on the BCBSTX provider website.

To help determine how coding combinations on a claim may be evaluated during the claim adjudication process, you may continue to utilize Clear Claim Connection™ (C3). C3 is a free, online reference tool that mirrors the logic behind BCBSTX's code-auditing software. Refer to our website at [bcbstx.com/provider](http://bcbstx.com/provider) for additional information on gaining access to C3.

For more details regarding ClaimsXten, including answers to frequently asked questions, refer to the [C3 page](#) under the Education and Reference then Provider Tools or Claims and Eligibility then [Claims Filing Tips](#) in the Bundling section on the [BCBSTX website](#). Additional information may also be included in upcoming issues of [Blue Review](#).

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### Cotiviti Code-Auditing Software

In addition to ClaimsXten<sup>SM</sup>, BCBSTX uses Cotiviti code-auditing software. This software further enhances the auditing of professional and outpatient facility claims for correct coding according to the Healthcare Common Procedure Coding System (HCPCS), Current Procedural Terminology (CPT®) and the Centers for Medicare and Medicaid Services guidelines. Providers may use the Claim Research Tool (CRT), which is available on the

Availity Provider Portal to research specific claim edits.

*\*The above notice does not apply to government program claims (Medicare Advantage and Texas Medicaid).*

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### **Technical and Professional Components**

Modifiers 26 and TC: Modifier 26 denotes professional services for lab and radiological services. Modifier TC denotes technical component for lab and radiological services. These modifiers should be used in conjunction with the appropriate lab and radiological procedures only.

Note: When a health care provider performs both the technical and professional service for a lab or radiological procedure, he/she must submit the total service, not each service individually.

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### **Contracted Providers Must File Claims**

As a reminder, health care providers must file claims for any covered services rendered to a patient enrolled in a BCBSTX health plan. You may collect the full amounts of any deductible, coinsurance or copayment due and then file the claim with BCBSTX. Arrangements to offer cash discounts to an enrollee in lieu of filing claims with BCBSTX violate the requirements of your provider contract with BCBSTX.

Notwithstanding the foregoing, a provision of the American Recovery and Reinvestment Act changed HIPAA (Health Insurance Portability and Accountability Act of 1996) to add a requirement that if a patient self pays for a service in full and directs a provider to not file a claim with the patient's insurer, the provider must comply with that directive and may not file the claim in question. In such an event, you must comply with HIPAA and not file the claim to BCBSTX.

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### **Hospitals, and Routine Services and Supplies**

Routine services and supplies are generally already included by the provider in charges related to other procedures or services. As such, these items are considered non-billable for separate reimbursement. The following guidelines may assist hospital personnel in identifying items, supplies, and services that are not separately billable (this is not an all-inclusive list):

- Any supplies, items and services that are necessary or otherwise integral to the provision of a specific service and/or the delivery of services in a specific location are considered routine services and not separately billable in the inpatient and outpatient environments.
  - All items and supplies that may be purchased over-the-counter are not separately billable.
  - All reusable items, supplies and equipment that are provided to all patients during an inpatient or outpatient admission are not separately billable.
  - All reusable items, supplies and equipment that are provided to all patients admitted to a given treatment area or units are not separately billable.
  - All reusable items, supplies and equipment that are provided to all patients receiving the same service are not separately billable.
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## **Clinical Resources**

### **BCBSTX HEDIS® Tip Sheets**

We created quality improvement and behavioral health tip sheets to help you satisfy Healthcare Effectiveness Data and Information Set (HEDIS) measures and code appropriately. These measures from the National Committee for Quality Assurance (NCQA) help ensure our members receive appropriate care.

The tip sheets include measurement requirements, medical record best practices and billing codes. Compliance with HEDIS measures reduces the need for you to send medical records later for review. Review tip sheets below:

- [Quality Improvement HEDIS Tip Sheets](#)
  - [Behavioral Health HEDIS Tip Sheets](#)
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## BCBSTX Lab Guidelines

Providers can use any in-network clinical laboratory for Blue Choice PPO®, Blue Advantage HMO<sup>SM</sup>, Blue Essentials<sup>SM</sup> (including TRS-ActiveCare Primary and TRS-ActiveCare Primary+ participants), Blue Premier<sup>SM</sup>, MyBlue Health<sup>SM</sup> and Blue High Performance<sup>SM</sup>.

HMO physicians and professional providers located in counties on the [Reimbursable Lab County List](#) will be reimbursed on a fee-for-services basis for the lab services on the [Reimbursable Lab Services List](#) if performed in the physician's or professional provider's office. All other lab services must be sent to a participating lab.

Statewide in-network clinical labs for PPO and HMO members include the following:

- Quest Diagnostics, Inc - Contact Quest at 1-888-277-8772 or visit [Quest's website](#)
- Clinical Pathology Laboratory (CPL) - Contact CPL at 1-800-595-1275 or visit [CPL's website](#)
- LabCorp - Contact LabCorp at 1-888-LAB-CORP or visit [LabCorp's website](#)

Refer to [Provider Finder](#)® for additional participating clinical laboratory providers.

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## Blue Cross Medicare Advantage (PPO)<sup>SM</sup> Lab Guidelines

Quest Diagnostics, Inc., Clinical Pathology Laboratory (CPL) and LabCorp, Inc. are the preferred outpatient clinical reference laboratory providers for Blue Cross Medicare Advantage (PPO) members.

Note: This arrangement excludes lab services provided during emergency room visits, inpatient admissions and outpatient day surgeries (hospital and free-standing ambulatory surgery centers).

### For locations or questions contact:

- Quest Diagnostics at 888-277-8772 or [questdiagnostics.com/patient](http://questdiagnostics.com/patient)
- Clinical Pathology Laboratory at 800-595-1275 or [cpllabs.com](http://cpllabs.com)
- LabCorp at 800-845-6167 or [labcorp.com](http://labcorp.com)

As previously indicated, if lab services are performed at the participating physician's or other professional provider's office, the physician or professional provider may bill for the lab services. However, if the physician's or other professional provider's office sends the lab specimens to a contracted lab for completion, only the contracted lab can bill Blue Cross Medicare Advantage (PPO) for the lab services.

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## Medical Necessity Review of Observation Services

As a reminder, it is the policy of BCBSTX to provide coverage for observation services when it is determined to be medically necessary based on the medical criteria and guidelines as outlined in the [MCG Care Guidelines](#). Claims for observation services are subject to post-service review, and BCBSTX may request medical records for the determination of medical necessity.

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## CMS Guidance Notifications

### CMS Notifications for Blue Cross Medicare Advantage (PPO)<sup>SM</sup> and Blue Cross Medicare Advantage (HMO)<sup>SM</sup>

The Centers for Medicare and Medicaid Services (CMS) routinely publishes notifications that provide CMS guidance to all Medicare physicians, providers and suppliers, including those serving beneficiaries enrolled in Original Medicare and one of the Blue Cross Medicare Advantage (PPO) or Blue Cross Medicare Advantage (HMO) plans. These CMS notifications are located in the Medicare Learning Network (MLN Matters) on CMS.gov and in the BCBSTX [News and Updates](#) section of the [provider website](#) under [CMS Notifications Medicare Advantage Plans](#) and may include informational regulatory updates and reminders, as well as required actions or changes by the provider rendering services. As such, it is important for providers to review these notifications and ensure your staff are aware of them.

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## Electronic Options

### Electronic Options Available in Availity®

BCBSTX offers you multiple enrollment opportunities for electronic options through the Availity Provider Portal. You can complete the online options listed below through Availity at no cost. Availity also provides single sign-on access to several [online tools](#) that offer greater convenience and security, without the need for another user ID and password. Refer to the [Provider Tools](#) and [Electronic Commerce Solutions](#) on the provider website for additional information on the following services:

- Availity transactions and single sign on
- Authorizations & Referrals
- Electronic Fund Transfer (EFT) and Electronic Remittance Advice (ERA)
- Electronic Refund Management(eRM)
- Claim Status Tool – available for all Plans as of Oct. 19, 2020
- Clinical Quality Validation (CQV)
- Electronic Quality and Risk Adjustment Medical Record Requests

For assistance or customized training, contact a BCBSTX Provider Education Consultant at [PECS@tx.com](mailto:PECS@tx.com).

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## Provider General Information

### Pharmacy Benefits

As a participating practitioner, you are given a list of drugs that are reviewed and updated throughout the year.

For certain drugs, we have quantity limits and/or may require prior authorization before we approve any benefits for the drug. Prior approval and quantity limits are in place to ensure we are following current medically appropriate drug guidelines.

For more information regarding our Pharmacy programs, visit the [Pharmacy Program](#) section on the [BCBSTX provider website](#). For Federal Employee Program (FEP) members, information can be found at [fepblue.org/pharmacy](http://fepblue.org/pharmacy). We encourage you to check the website regularly and watch for updates in this newsletter.

You can find the following information on our website:

- Formulary lists, including restrictions and preferences
- How to use our pharmacy procedures
- An explanation of limits or quotas
- How you can provide information to support an exception request
- The process for generic drug substitutions, therapeutic interchange and step-therapy protocols

BCBSTX distributes the Roles and Responsibilities Notification to our practitioners annually to keep you informed about important topics that impact you and your practice.

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### After-hours Access Is Required

BCBSTX requires that primary care and specialty care health care providers provide urgent, and emergency coverage for care 24 hours a day, seven days a week. Providers must have a verifiable mechanism in place, for immediate response, for directing patients to alternative after-hours care based on the urgency of the patient's need.

#### Acceptable after-hours access mechanisms may include:

- an answering service that offers to call or page the physician/provider or on-call physician/provider,
- a recorded message that directs the patient to call the answering service and the phone number is provided, or
- a recorded message that directs the patient to call or page the physician/provider or on-call physician/provider and the phone number is provided.

For more detail, [refer to the provider manuals](#) (Section B).

After-hours or weekend care is reimbursable, within limitations, for services provided by an individual physician or other health care professional who is required to provide office-based services outside of regular posted office hours to treat a patient's urgent illness or condition.

BCBSTX does not reimburse facility-based or non-office-based providers for CPT Codes 99053, 99056 and 99060. These codes will be considered inclusive of the primary procedure.

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### **Medical Policy Disclosure**

New or revised medical policies, when approved, will be posted on the BCBSTX provider website on the 1st or 15th day of each month. Those medical policies requiring disclosure will become effective 90 days from the posting date. Medical policies that do not require disclosure will become effective 15 days after the posting date. The specific effective date will be noted for each medical policy that is posted.

To view active and pending medical policies go to [bcbstx.com/provider](http://bcbstx.com/provider) and click on the Standards & Requirements tab, then click on the [Medical Policies](#) offering. After reading and agreeing to the disclaimer, you will then have access to active and pending medical policies.

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### **Draft Medical Policy Review**

To streamline the medical policy review process, you can view draft medical policies on the BCBSTX provider website and provide your feedback online. If there are any draft medical policies to review, these documents will be made available for your review around the 1st and the 15th of each month with a review period of approximately two weeks.

[View draft medical policies](#). After reading and agreeing to the disclaimer, you will then have access to view any draft medical policies, if available.

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### **Rights and Responsibilities Notification**

Thank you for choosing to be a participating practitioner with BCBSTX. Please review the information below for the latest information that could affect your practice.

#### **Your Rights**

As a participating practitioner of our network, you have the right to review information submitted to support your credentialing application and receive the status of your credentialing (or recredentialing) application, upon request.

Providers have the responsibility to work directly with the reporting entity(ies) to correct erroneous information and/or conflicting information within 30 calendar days. All corrections must be submitted in writing to our Enterprise Credentialing Department, your assigned Network Management Consultant or a Medical Director to avoid future delays in processing your information for consideration in BCBSTX networks.

**Mail:** 1001 E. Lookout Drive Richardson,  
Texas 75082  
**Fax:** 972-766-2137  
**Email:** [CredentialingCommittee@bcbstx.com](mailto:CredentialingCommittee@bcbstx.com)

**Note:** Credentialing decisions will not be made until the applicant has responded or if the response has exceeded the 30 calendar days allocated.

Applicants who only see patients in an office setting and do not have hospital admitting privileges at a network hospital may attest to having coverage for hospital admissions by submitting a signed [Hospital Coverage letter](#). You can find a copy of this letter by visiting the [Forms](#) section under [Education and Reference](#) on the [BCBSTX provider website](#).

### **Care Management Programs: Case Management and Disease Management**

BCBSTX Case Management (CM) and Disease Management (DM) staff work with enrolled members to increase

their knowledge about their condition and help them better manage crisis events when they occur. CM and DM staff support the member and practitioner relationship, and aid communication between them. Members are encouraged to discuss issues and questions with their practitioner, develop a “shared decision making” partnership with their practitioner and take an active role in managing their own health.

Member compliance with physician treatment plans is monitored, including keeping appointments, compliance with medications and completing ordered tests. Program interventions are designed to coordinate with the activities of a member’s treating practitioners, specifically their primary care physician and/or appropriate specialist.

As a practitioner, you may refer a member for these care management programs at any time by calling the number on the back of the member’s identification (ID) card. A clinician will collaborate with you to provide our members with available resources and additional support.

### **Member Rights and Responsibilities**

As a BCBSTX practitioner, it is important that you are aware of our members’ Rights and Responsibilities. Our health plan members can find their Rights and Responsibilities in their benefit booklet or on our website.

Member Rights and Responsibilities include:

- A right to receive information about BCBSTX, our services, our providers and facilities, and member rights and responsibilities.
- A right to be treated with respect and recognition of the member’s dignity and right to privacy.
- A right to participate with providers in making decisions about the member’s health care.
- A right to have a candid discussion of appropriate or medically necessary treatment options for the member’s condition, regardless of cost or benefit coverage.
- A right to voice complaints or appeals about BCBSTX or the care we provide.
- A right to make recommendations regarding our members’ Rights and Responsibilities policy.
- A responsibility to provide, to the extent possible, information that BCBSTX and the provider and facility need to provide care.
- A responsibility to follow the plans and instructions for care that the member has agreed to with their provider.
- A responsibility to understand their health problems and participate in the development of mutually agreed upon treatment goals, to the degree possible.

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## **Utilization Management**

### **Importance of Obtaining a Prior Authorization/Referral**

A prior authorization/referral is required for certain types of care and services. Although BCBSTX participating health care providers are required to obtain prior authorizations/referrals, it is also the responsibility of the member to confirm that this action has been taken for services that require a prior authorization/referral.

To determine if a service requires a referral or prior authorization, it is imperative that providers check eligibility, benefits, and prior authorization requirements through Availity® or your preferred vendor and also reference [Utilization Management \(Prior Authorizations & Predeterminations\)](#) under Clinical Resources. In addition, providers can submit needed prior authorizations managed by BCBSTX via [Availity Authorizations & Referrals](#).

Prior authorizations/referrals may be required for any services provided by someone other than the member's primary care physician/provider (PCP) (i.e., specialist, ambulatory surgery centers, ancillary, etc.). A prior authorization/referral is also needed for an initial stay in a facility and any additional days or services added on.

Prior authorizations are required to allow for medical necessity review. If a member does not obtain a prior authorization/referral for initial facility care or services, or additional days or services added on, the benefit for covered expenses may be reduced. Retrospective reviews for medical necessity will not be performed for any HMO plans except in limited special circumstances.

A prior authorization/referral does not guarantee payment. All payments are subject to determination of a member’s eligibility, payment of required deductibles, copayments and coinsurance amounts, eligibility of charges as covered expenses, application of the exclusions and limitations and other provisions of the policy at the time services are rendered.

If a prior authorization/referral request is received from an out-of-network (OON) provider and the member does not have an OON benefit, BCBSTX will contact the ordering provider to discuss network options. However, if a member has an OON benefit, OON benefits will apply, which could result in a higher cost sharing.

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### **Utilization Management Decisions**

BCBSTX is dedicated to serving our customers through the provision of health care coverage and related benefit services. Utilization Management (UM) determinations are made by licensed clinical personnel based on the:

- benefits policy (coverage) of a member's health plan,
- evidence-based medical policies and medical necessity criteria, and the
- medical necessity of care and service.

All UM decisions are based on appropriateness of care and service, and existence of coverage. BCBSTX prohibits decisions based on financial incentives, nor does BCBSTX specifically reward practitioners or clinicians for issuing denials of coverage. Financial incentives for UM decision makers do not encourage decisions that result in underutilization.

The criteria used for UM determinations are available upon request. Please call the Customer Service or Health Advocate number on the back of the member's ID card.

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### **Enrollee Notification Form Required for Out-of-Network Care for Blue Choice PPO<sup>SM</sup> and Blue Advantage HMO<sup>SM</sup> (for Blue Advantage Plus)**

Prior to referring a Blue Choice PPO or Blue Advantage HMO (for Blue Advantage Plus point-of-service benefit plan) member to an out-of-network provider for non-emergency services – if such services are also available through an in-network provider – the referring participating network provider must complete the appropriate Out-of-Network Care – Enrollee Notification forms for Regulated Business (used when “TDI is on the member's ID Card) or Non-Regulated Business (No “TDI on member's ID card). Locate them under [Forms](#) on the provider website.

The referring network physician must provide a copy of the completed form to the enrollee and retain a copy in the enrollee's medical record files.

It is essential that Blue Choice PPO and Blue Advantage Plus enrollees fully understand the financial impact of an out-of-network referral to a health care provider that does not participate in their BCBSTX provider network. They have out-of-network benefits and may choose to use out-of-network providers, however they will be responsible for an increased cost-share under their out-of-network benefits.

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### **AIM Prior Authorizations and RQI Programs**

AIM Specialty Health<sup>®</sup> is administering a prior authorization review and the radiology quality initiative (RQI) program for certain services and BCBSTX members. Providers should check eligibility, benefits and prior authorization or prenotification requirements through Availity<sup>®</sup> or your preferred vendor members when ordering or scheduling the below outpatient services when performed in a health care provider's office, the outpatient department of a hospital or a freestanding imaging center.

Note: Additional plan members are effective as of Jan. 1, 2021. Refer to [Prior Authorization Expansion to AIM<sup>®</sup>](#) article on our website.

#### **Services that may require prior authorization:**

- Advanced Imaging
- Cardiology
- Sleep Medicine
- Joint and Spine Surgery
- Pain Management
- Radiation Therapy
- Genetic Testing services



**Services that may require an RQI:**

- CT/CTA
- MRI/MRA
- SPECT/nuclear cardiology study
- PET scan

If prior authorization or an RQI are required, providers can submit them by logging into AIM’s provider portal at [aimspecialtyhealth.com](http://aimspecialtyhealth.com). If criteria are met, you will receive an approved order request number RQI. If criteria are not met, or if additional information is needed, the case will automatically be transferred for further clinical evaluation.

For more information refer to the [AIM Specialty Health](#) page on our provider website.

*AIM Specialty Health (AIM) is an operating subsidiary of Anthem, Inc.  
AIM Specialty Health is an independent medical benefits management company that provides utilization management services for Blue Cross and Blue Shield of Texas (BCBSTX).*

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**Use eviCore Web Portal for Prior Authorization Requests**

BCBSTX contracts with eviCore (eviCore), an independent specialty medical benefits management, for select specialty utilization management services.

After you use Availity®, or your preferred vendor, and determine the service for a member requires prior authorization through eviCore, you should submit prior authorization requests through [eviCore’s provider portal](#). Using the eviCore provider portal to submit requests for prior authorization allows you to view and print information, review clinical to determine what is needed, and schedule consultations for questions.

To begin managing eviCore authorizations, go to [evicore.com](http://evicore.com) and register. Training sessions are available through the [eviCore training center](#). For provider portal help, [portal.support@evicore.com](mailto:portal.support@evicore.com) or call 800-646-0418 and select option 2.

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**Contact Us**

View our [quick directory of contacts](#) for BCBSTX.

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**Update Your Information**

Do you need to update your location, phone number or other important details on file with BCBSTX? Do we have the most current email address for you and your staff? Use our online forms to [request information changes](#). Are you receiving a copy of the Blue Review by email? If not, contact your local [BCBSTX Network Management Representative](#) to have up to 10 of your office email addresses added.

📎 File is in portable document format (PDF). To view this file, you may need to install a PDF reader program. Most PDF readers are a free download. One option is Adobe® Reader® which has a built-in screen reader. Other Adobe accessibility tools and information can be downloaded at <http://access.adobe.com>.

🔗 By clicking this link, you will go to a new website/app (“site”). This new site may be offered by a vendor or an independent third party. The site may also contain non-Medicare related information. In addition, some sites may require you to agree to their terms of use and privacy policy.

*Checking eligibility, benefit information and/or if a service has been prior authorized is not a guarantee of payment. Benefits will be determined once a claim is received and will be based upon, among other things, the member’s eligibility and the terms of the member’s certificate of coverage applicable on the date services were rendered. If you have any questions, please call the number on the back of the member’s ID card.*

*eviCore is a trademark of eviCore health care, LLC, formerly known as CareCore, an independent company that provides utilization review for select health care services on behalf of BCBSTX.*

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*Prime Therapeutics LLC is a pharmacy benefit management company. BCBSTX contracts with Prime to provide pharmacy benefit management and related other services. BCBSTX, as well as several independent Blue Cross and Blue Shield Plans, has an ownership interest in Prime.*

*The information mentioned here is for informational purposes only and is not a substitute for the independent medical judgment of a physician. Physicians are to exercise their own medical judgment. Pharmacy benefits and limits are subject to the terms set forth in the member's certificate of coverage which may vary from the limits set forth above. The listing of any particular drug or classification of drugs is not a guarantee of benefits.*

*Members should refer to their certificate of coverage for more details, including benefits, limitations and exclusions. Regardless of benefits, the final decision about any medication is between the member and their health care provider.*

[bcbstx.com/provider](http://bcbstx.com/provider)

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