



August 13, 2014

Dear Health Care Provider:

Effective January 1, 2015, BlueCare Tennessee is excited to again be serving the TennCareSM members in the Middle Grand Region. While many of you have been our partners previously and have been providing services to TennCareSelect members, we look forward to working with you on a broader scale. We are committed to transparency, and communication is beneficial in maintaining a collaborative working relationship with our provider network. We want to make you aware of our programs, services and guidelines and to help ensure there is no service disruption for your patients who are our members.

You are invited to attend our FREE annual All Blue education workshop designed to simplify your day-to-day interactions with us. You will be able to talk with BlueCare Tennessee professionals who can share important information. The Nashville Workshop is Wednesday, Aug. 20 at the Millennium Maxwell House Hotel. Register at <http://www.bcbst.com/providers/workshops/index.page>. You can also view information about other workshops across the state.

You are also invited to attend the Tennessee Medical Association (TMA) Workshop. At this workshop you will be able to talk with professionals from several insurance companies and Managed Care Organizations (MCOs). This year's Nashville TMA workshop will be held Oct. 28 at the Nashville Airport Marriott. To attend, please register online at <http://www.tnmed.org/professional-development/insurance-workshops/>

Things To Do:

1. Search the Provider Section on the BlueCare Tennessee's Website - <http://bluecare.bcbst.com/Providers/index.html>. The Provider Section on the website presents the most up to date information featuring the *BlueCare Tennessee's Provider Administration Manual* which is updated quarterly, newsletters, Electronic Data Interchange, regulations, guidance and Medicaid audit contractors along with provider education and resources.
2. Please make sure you have a current Ownership and Disclosure form submitted with BlueCare Tennessee. If you need a new form or have questions, please call 1-800-924-7141 and choose the "touchtone" option 2 or say "Network Contracts or Credentialing" when prompted. To print a copy of the form, visit the BlueCare Tennessee website at http://bluecare.bcbst.com/forms/Provider%20Forms/Disclosure_form_for_a_Provider_Person.pdf.

Things to be Aware of:

- The *BlueAlertSM Newsletter* has important articles, including important changes that transpired in 2014.

February 2014 Edition

New Claims Editing system for BlueCare Tennessee and CoverKids
Home Health Billing Specifications

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March 2014 Edition

Identification Numbers for Newborns
Newborn Authorization Requirements

June 2014 Edition

CHOICES Billing Update

July 2014 Edition

Reminder: TENNderCare Medical Record Documentation Requirements
Reminder: Reporting Home Health Missed Shifts

August 2012 Edition

Quest Diagnostics Now Providing Lab Services

To read these articles and more, please view our BlueAlert newsletters online at
<http://bluecare.bcbst.com/Providers/Provider-Administration-Manual-and-Newsletters.html>.

- If you have moved, acquired an additional location or made other changes to your practice, please call 1-800-924-7141 and choose “touchtone” Option 2 or say “Network Contracts or Credentialing” when prompted.
- To review the status of your claims, you can log into BlueAccessSM at <http://bluecare.bcbst.com>.
- BlueAccess also houses e-Health Services, Real Time Claims Estimation/Adjudication (RTCA), BlueCare Tennessee CHOICES Program Portal, Transparency Review – Physician Quality Information, Provider Ratings Review and additional Provider Services. If you have not registered for BlueAccess, click on the “Register Now” button. You can also e-mail the eBusinessTechnical Support team at ebusiness_service@bcbst.com or call them at (423) 535-5717, Option 2.

We appreciate the opportunity to work with you in our efforts to provide Tennesseans with quality, cost effective health care. Thank you for your support.

Sincerely,



Scott Pierce
BlueCare Tennessee CEO and President