

CHOICES

NEWSLETTER

BlueCare Tennessee CHOICES Program

August 2014

Billing guideline changes-Attending Physician

Changes to billing guidelines related to Attending Physician information have been implemented.

Sandata* Technologies has updated their system to comply with the updated guidelines.

The following guidelines must be applied to claims submitted outside of Sandata on or after July 1, 2014.

- **Attending Providers - Consumer Direction:** These claims will continue to be submitted with the worker's assigned CD number as the Attending Provider. The ID must be within the range of CD00001 – CD99999.
- **Attending Providers with an NPI:** These claims will continue to be submitted with the provider's NPI as the Attending Provider. The NPI must be valid and recognized by our system.
- **Atypical Attending Providers without an NPI:** Effective July 1, 2014, these claims must be submitted with the Attending Provider's seven digit Medicaid ID number. The Medicaid ID number must be valid and recognized by our system.

If you need assistance, please contact BlueCare Provider Service at 1-800-468-9698, 8 a.m. to 6 p.m. ET, Monday through Friday.

Reminder: Timely Filing Limits

Effective Jan. 1, 2013, claims must be submitted within 120 days from the date of service or within 60 days from the date of the original BlueCare Tennessee rejection notice, whichever is later. This denial can be reviewed per the provider's request, with acceptable documentation. The member cannot be billed when a claim has received a timely filing denial.

Timely filing for corrected bills is 120 days from the remit date of the original claim. If a corrected bill is received more than 120 days after the remit date of the original claim submission, the corrected bill will deny with WK3. For more information on filing corrected bills, see the *BlueCare Tennessee Provider Administration Manual* located on the company websites, www.bluecare.bcbst.com and www.bcbst.com.

Claim Denial Codes

The following reference material provides additional information about common Explanation (EX) Codes you may see on your remittance advice. Please contact Provider Service should you have any questions about claims processed with these, or any other Explanation Codes.

TF1: This EX Code is generated when a claim is not received within timely filing limits. Please refer to the Timely Filing article in this newsletter for additional information.

WK2/WK3: This EX Code indicates the corrected claim was not submitted within timely filing limits.

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Please refer to the Timely Filing article in this newsletter for additional information.

X87: This EX Code is generated when an incorrect type of bill has been submitted or when an incorrect Revenue Code/HCPSC Code combination has been submitted. A corrected claim must be submitted.

BlueCare CHOICES-Prevention of Falls

Our CHOICES members depend on BlueCare Tennessee and CHOICES providers for their safety. As we age, falls are more likely to happen for many reasons, including changes in our balance and how we walk. One third of people age 65 and older fall each year; every 29 minutes an older adult dies from a fall; one in five falls causes a serious injury such as head trauma or fractures; and over two million older adults are treated in emergency departments for nonfatal fall injuries each year. Your efforts help prevent many of these injuries! There are many known “risks of falling” you may identify to help facilitate the member’s safety.

Identify risks to help avoid a fall:

- People who have fallen once are likely to fall again
- People who have been advised to use a cane or walker may already be more likely to fall
- Unsteadiness or needing support while walking are signs of poor balance
- People with chronic illnesses are often physically dependent and are at risk of falling
- People who are worried about falling are more likely to fall
- People that experience drops in blood pressure when standing are likely to fall
- People that are mentally or cognitively impaired are at a high risk of falling
- Leg muscle weakness is a major reason for falling
- Having problems stepping up onto a curb is a sign of leg muscle weakness
- Rushing to the bathroom, especially at night, increases chances of falling

- Numbness in feet can cause stumbles and lead to falls
- Side effects from medicines and taking many medicines increase the chance of falling
- Symptoms of depression, such as not feeling well or feeling slowed down, are linked to falls
- People who have poor vision are at risk of falling

Actions to prevent falls:

- Remove rugs or use double-sided tape or non-slip backing so rugs won’t slip
- Keep objects off floors and stairs
- Be mindful of pets and pet objects in pathways
- Turn on lights at the top and bottom of stairs
- Keep pathways clear of obstacles and well lit
- Use handrails; install handrails and grab bars if needed
- Improve activity/exercise/balance with physician direction and approval
- Obtain a physician review of all medications, including non- prescription medicines
- Get up slowly after sitting or lying down
- Wear sturdy shoes with non-slip soles
- Place items within reach to prevent unstable over- reaching
- Make sure the member knows it is always ok to ask for help
- Member to use assistive devices as suggested even if they think they “don’t need it this time”

Electronic Visit Verification (EVV) Training

BlueCare Tennessee is enhancing our Electronic Visit Verification (EVV) authorization process. We are also implementing changes to the EVV system that will improve the scheduling process for providers.

We are offering training via webinars that will be give you the information you need. Please ensure that those who attend the training sessions are those who

most frequently schedule and work in the EVV system. Due to the numerous system enhancements, it is **MANDATORY** that we have representation at one of the designated sessions from each of our Home and Community Based Services (HCBS) providers that utilize the EVV system. Please only attend one session and limit participation to three staff members per agency.

Webinar Date	Time (Central)
Sept. 8, 2014	2:00-3:30 p.m.
Sept. 9, 2014	10:00-11:30 a.m.
Sept. 10, 2014	2:00-3:30 p.m.
Sept. 11, 2014	10:30 a.m.-12:00 p.m.

Contact Information

BlueCare Provider Service: 1-800-468-9736

TennCareSelect: 1-800-276-1978

Care Coordination: 1-888-747-8955

NurseLine: 1-800-262-2873

Nursing Facility Hotline: 1-866-502-0056

Sandata Client Relations (EVV):
1-877-526-0516