

July 20, 2015

IMPORTANT PROVIDER NOTICE

In compliance with the Bureau of TennCare Contractor Risk Agreement requirement, BlueCare Tennessee will no longer pay a Primary Care Provider (PCP) for services provided to members who have not been assigned to the PCP or to the practice in which the PCP is affiliated. As a BlueCare/TennCare^{Select} PCP, it is your responsibility to verify that any member you see is assigned to your patient listing for you or another participating PCP in your group. **Beginning Aug. 1, 2015, PCPs will not be reimbursed for providing services to members who are not assigned to them, unless they are loaded as a covering provider for the member's assigned PCP.**

- All PCPs within the same provider group may serve as covering for each other.
- Providers may not serve as both a PCP and a Specialist.
- All PCP claims filed with locations 11 (office) or 12 (home) will be held to these rules.

Excluded members are:

- Retro-eligible members
- Dual-eligible members
- Newborns 90 days old or younger

1**BlueAccess**

It is important for your office staff to check the member's ID card and the patient listings on [BlueAccess](#) to confirm assignment. Your secure account can be accessed from bluecare.bcbst.com. With the member roster, your office is able to:

- Sort the listing
- Choose more than one line of business (for example, choose BlueCare & TennCare^{Select})
- Export data to Excel or PDF
- View several data elements, such as the member's phone number and plan ID, along with effective and term dates of PCP assignment

Note: The member roster is updated weekly and is accessible from mobile devices.

2**Covering Providers****For PCPs with group affiliation:**

- All participating PCPs within the same provider group – we will load as covering for each other.
- All PCPs under the same tax ID but in different groups – we can load as covering for each other based on information provided from your office.

For PCPs without group affiliation:

- PCPs without group affiliation – we can load with covering provider information based on information provided by your office.

How to help ensure Covering Logic is correct:

1. Call Provider Services at 1-800-924-7141, option 1
2. Fax your covering provider listing on business letterhead to (423) 535-3066 & (423) 535-5808
3. Mail your covering provider listing on business letterhead to

BlueCare Tennessee**1 Cameron Hill Circle - Attention: Provider Network Enrollment 2.4
Chattanooga, TN 37402-0001**

3 Members are allowed to change their PCP assignment at any time by initiating a [PCP change request](#).

The member can:

- Call customer service:

BlueCare: 1-800-468-9698

TennCareSelect: 1-800-263-5479

- Fax the completed PCP Change form to 1-888-261-9025
- Print a temporary ID card from their [BlueAccess](#) secure account at [bluecare.bcbst.com](#)

Providers can submit changes to their member rosters by:

- Faxing the completed PCP Change form to 1-888-261-9025
- Calling the Customer Service line while the member is in office and allowing the member to speak to Customer Service to request the PCP Change
- E-mailing PCP change requests via e-mail mailbox: IO-BluecarePCP_GM@BCBST.com

4 PCPs Providing Services in Non-Traditional Office Settings

We recognize that some PCPs practice in locations other than the traditional office setting. In your role as a PCP, you have the opportunity to supervise a person's health care through many stages of their lives. The care you offer to our BlueCare Tennessee members should be built to meet specific quality-of-care metrics in your practice. The objectives of the program are in line with the Patient-Centered Medical Home Model, which aims to strengthen the doctor-patient relationship.

BlueCare Tennessee encourages its members to make more informed health care choices, while directing them to receive coordinated care which starts with their assigned PCP. If members consistently visit locations like the ones listed below, without being assigned to the PCP, the objective is not met.

To help address this scenario, when a PCP provides services to unassigned members at any of the locations below, we encourage you to file the appropriate location code on the claim in order to avoid claim denials.

Location Description	Location Code
School	03
Mobile Unit	15
Walk-In Retail Health Clinic	17
Urgent Care Center	20
Federally Qualified Health Center (FQHC)	50
Public Health Clinic	71
Rural Health Clinic	72

If you would like to discuss your current contracts, please contact your local Provider Relations Consultant (PRC). If you do not know who your PRC is, you can find out by calling:

- **Chattanooga (Southeast Tenn.) (423) 535-6307**
- **Nashville/Memphis/Jackson (West Tenn.) (855) 646-9258**
- **Johnson City/Knoxville (Northeast Tenn.) (865) 588-4640**

You may contact Provider Network Services at 1-800-924-7141 and choose Option 2 or say "Network Contracts or Credentialing" when prompted. The staff will be able to help you with your contracting need.

Also refer to the Primary Care Assignment Program FAQs on our website: [bluecare.bcbst.com](#).