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Frequently Asked Questions

I am currently a participating provider with BlueCare Tennessee. How does myBLUEPCP affect me?

If you are a specialist, **myBLUEPCP** has no impact on you. If you are a Primary Care Provider (PCP), it is your responsibility to verify that any BlueCare Tennessee member you see is assigned to your PCP Member Roster. Your PCP Member Roster can be located on BlueAccessSM at bluecare.bcbst.com.

It is important that services are only provided to members who are on your assigned PCP Member Roster or another participating provider within your group. Beginning Aug. 1, 2015, PCPs will not be reimbursed for providing services to members who are not assigned to them. It is important to make sure your covering logic is correct.

For PCPs with group affiliation:

- All participating PCPs within the same group and tax ID will be systematically loaded as covering for each other.
- All PCPs within the same group, but with a different tax ID, can be loaded as covering for each other based on information received from your office.

For PCPs without group affiliation:

- All PCPs without group affiliation will be manually loaded with covering provider information based on information provided by your office.

Note: Specialists cannot be loaded as covering for a PCP.

To ensure Covering Information is correct:

1. Call Provider Services at 800-924-7141, option 1
2. Submit your covering provider listing on business letterhead by faxing to 423-535-3066 or 423-535-5808
3. Mail your covering provider listing on business letterhead to the address above, stating:
Attention: Provider Network Enrollment 2.4

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 found on 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, allowing the member to speak to Customer Service, to request the PCP Change
- Emailing PCP change requests via email mailbox: IO-BluecarePCP_GM@BCBST.com

I am a BlueCare Tennessee provider. What happens if my member is in the hospital on Aug. 1, 2015?

As a PCP, if you visit a member in a hospital or nursing facility setting, you will be reimbursed for the visit whether or not the member is assigned to you or your group.

What do I do if a member presents in my PCP office and the member is not assigned to me or another participating provider in my group?

If the member will be coming to your office on a routine basis, please ask the member to change his or her PCP. We recommend that you facilitate this from your office by calling BlueCare Customer Service at 1-800-468-9698 or TennCareSelect Customer Service at 1-800-263-5479. The member can also print a temporary ID card from their [BlueAccess](#) secure account found on bluecare.bcbst.com.

How long will it take for the PCP change to go into effect so I can see the member? The change is effective immediately on the date of request.

Will PCP Change Request forms be accepted when they are faxed in after-hours and on weekends?

Yes, the signature date on the form – which is the date of the member’s visit - will be the effective date of the change in PCP assignment.

When the PCP Change Request form is faxed and a claim denial incorrectly occurs, can the confirmation date of the fax form be used to override the claim denial?

Yes. We will need the Fax confirmation or the inquiry reference number. Please be aware that we do have a report in place to capture any claims that are denied incorrectly due to the high volume of requests that we are receiving.

When a member is referred to an OB/GYN by their assigned PCP, does that member have to submit a PCP change request to have the OB/GN as their assigned PCP?

No, the OB/GYN is a specialist and the [myBLUEPCP](#) program has no impact on specialists. The member does not need to submit a PCP change request for this reason. The provider types affected by the myBLUEPCP program are:

- Family Medicine
- Family Medicine – Diag Test Interpretations
- General Practice
- Internal Medicine
- Nurse Practitioner
- Nurse Practitioner, Family Practice
- Physician Assistant
- Physician Assistant – PCP

Will the member be educated about these changes so they are not upset with my office or have a delay in care?

Communications to members began Oct. 31, 2014. Letters are mailed to members who have not seen their assigned PCP in the past year, but have visited other PCPs. Also, members who have seen multiple PCPs in the past year are notified.

BlueCare Tennessee Population Health staff will reach out directly to members when necessary.

If I am a solo practitioner, will the physician covering for me be paid for the services they provide while covering for me?

As a solo practitioner, you are required to provide us with the name and the TIN of your covering physician. If someone other than the identified covering physician provides services for members on your assigned panel, or the covering physician is nonparticipating, you are responsible for reimbursing that provider per the provider manual.

Will you reimburse regardless of who sees the member and pay the claims according to that provider's contract or my own?

In this project, members will only be allowed to see their assigned PCP, another participating PCP within their group, or a PCP set up as covering for you. No other provider will be paid for providing services to them. It is our intention to provide providers with a solid framework (up-to-date PCP Member Roster) to mitigate claim denials. Reimbursement will not be denied when claims are filed from the assigned PCP's covering provider. The payment made will be based on the rendering PCP's agreement.

What if the member is shown as being assigned to a "Default PCP"?

If the member is assigned to a "Default PCP" on your PCP Member Roster, it means the member has not been assigned to a PCP at that time and you can see the member.

Will I be reimbursed if I see a newborn?

All participating PCP claims for newborns under 91 days of age will be reimbursed.

Why are you requiring members to choose a PCP?

The objectives 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 PCP.

How often will my PCP Member Roster be updated on the website?

The PCP Member Roster will be updated weekly, on Tuesdays.

Will I be able to easily tell which members were moved to me or which members were moved away from me?

Yes, you will be able to see members that were moved to and from your PCP Member Roster. We have asked for an option for you to view newly assigned members as well.

What is the best way to handle members that come into my office in the morning but later change their PCP to another doctor?

This situation will be handled on a complaint basis. The PCP should not be penalized in this case.

How can a provider address members who make frequent changes?

BlueCare conducts a routine analysis to identify members who are making frequent changes. The current threshold is based on members who have changed 3 or more times in a 6 month period. Targeted outreach, including potential enrollment into a Population Health program, is conducted to address member behaviors.

Providers may also notify us of members who may need additional education so we can stress the importance of having a stable and established relationship with a PCP.

Do all members for all lines of business have to choose a PCP?

All BlueCare and TennCareSelect members must choose a PCP, with the exception of:

- Retro-eligible members
- Dual-eligible members (having Medicare and Medicaid),
- Newborns <=90 days old

How can a newborn be assigned a new PCP?

Newborns will be auto-assigned with a PCP in their area. When necessary, the baby's parent or guardian can call BlueCare Tennessee to request a change.

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 found on bluecare.bcbst.com.

Will there be a change to the process of removing or dismissing patients from my provider panels?

No, we will handle provider panels according to our current process.

What if there are members on my PCP Member Roster that I have never seen before?

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 allowing the member to speak to Customer Service to request the PCP Change
- Emailing PCP change requests via email mailbox: IO-BluecarePCP_GM@BCBST.com

I am a PCP and have patients assigned to me. I practice from a setting other than the traditional office (such as Urgent Care). Will my claims be denied for reimbursement?

We recognize that some PCPs have members assigned and practice in locations other than the traditional office setting. To ensure we 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 for this reason.

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

[The usage of these location codes will be monitored to recognize educational opportunities.](#)

If members consistently visit one of these facility types, without being assigned to the PCP, our objective is not met. In your role as PCP, you have the opportunity to supervise a person’s health care through many stages of their lives. The care that is offered 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.

Even though my patient load acceptance is marked as “not accepting new members”, can I submit requests to have specific members added to my member roster?

PCPs who have reached their maximum number of patients in their assigned patient load can fax in the PCP change form to add patients. To do so, check the “Override patient load” box on the PCP change form. The check box is located below the line for the Physician’s signature.

Physician Signature	Date	NPI Number
Reason for the change:		
<input type="checkbox"/> Established Patients Only		
<input type="checkbox"/> Override age restrictions		
<input type="checkbox"/> Override patient load ←		
<input type="checkbox"/> Other (please explain) _____		