

CHOICES

NEWSLETTER

BlueCare Tennessee CHOICES Program

2018 - Second Quarter

Make an Impact in the Community as an ECF CHOICES Provider

Becoming a part of the Economic and Community First (ECF) CHOICES network is about more than the bottom-line. It's a distinction that shows your dedication to serving your community and supporting the most vulnerable among us. Your business can be a part of ECF CHOICES and help make an impact in your community.

Business owners across Tennessee work hard to keep their companies running every day by serving their customers. And the same is true for businesses that are part of the ECF CHOICES program. It isn't just business as usual for them, they benefit by strengthening their businesses and by serving the community.

As we seek to broaden our services and supports of ECF CHOICES members, we must also expand our network of community partners because we have a need for well-qualified providers. This presents an opportunity for service providers like you to augment your business model to include much needed services for our members.

To learn more, please contact your regional Provider Network Manager (see page 3). The manager can advise you on the services the ECF program offers members, help you navigate the program guidelines, as well as the contracting and credentialing requirements.

As your community partner, we are eager to identify ways we can grow together for the benefit of the program, and all the members we serve.

For more information please visit the ECF CHOICES section of bluecare.bcbst.com.

Direct Support Professionals Drive LTSS Program Success

Throughout the LTSS program, countless direct support professionals (DSP) go to work caring for BlueCare Tennessee members. They provide essential services and help support an independent and fulfilling life for the people they serve. Simply put: DSPs drive the success of the LTSS program.

On a daily basis, DSPs are faced with the challenge of supporting some of the most vulnerable members of our communities, while balancing the members' person-centered plan of care and sense of individuality. While this role is not easy, they are essential and their dedication makes a tremendous impact.

BlueCare is actively increasing awareness of the vital role DSPs play. Your strong support of the people charged with the direct delivery of high-quality care is important. Encouraging, supporting and acknowledging these people strengthens our program and helps sustain the quality care our members deserve.

DSP Recognition Awards

Honoring the direct support professionals that care for LTSS members is essential to fostering a culture that recognizes their invaluable service. Thank you to everyone who participated in the Innaugrual Employment and Community First CHOICES Direct Support Professionals Recognition Award.

We offer a special thanks to those who nominated a deserving DSP. We appreciate you taking the time to acknowledge this group of amazing individuals.

Q&A

with BlueCare Tennessee

Q: Our company is changing ownership soon, how do we make sure that we can continue providing services to our members?

A: The change of ownership process is complex. The steps of the process will vary from provider to provider and from case to case, so please let your provider network manager know about changes like this as soon as possible. They can walk you through the requirements and assist you with the change, help avoid disruptions to your operations, and most importantly, prevent interruptions to the care of our members. If your business is expecting a change of ownership, please contact us for assistance.

PROFESSIONAL CORNER

CAITLIN WRIGHT Manager LTSS Housing Services and Supports

Join us in welcoming the newest member to our LTSS leadership team.

Caitlin worked in behavioral health with a community provider for seven years before working with the state's Department of Mental Health and Substance Abuse Services in 2013.

In 2015, she transitioned to a new role as the Director of Interagency Collaboration and Complex Care Coordination for TennCare's Money Follows the Person program.

Caitlin loves nature and enjoys hiking with her two children in Tennessee's beautiful state parks.

How Your Provider Network Manager Can Help You

Your Provider Network Manager is your link to BlueCare Tennessee. Their role is to partner with you to best serve the members in your care. Here are a few ways your PNM can help you.

Introducing You to the Program

The Network Manager in your region will probably be the first program representative you meet face to face and will be in constant contact with you during the contracting and credentialing process.

Guiding You Through Regulatory Compliance Requirements

Your Network Manager will educate and guide you through the regulatory compliance steps -- an important

requirement for remaining a participating provider. Your Network Manager is your first go-to to help ensure you operate within the program requirements.

Education and Outreach

You know that the nature of our industry is constant change. That's why your Network Manager is always available to walk you through what's required for your understanding of the LTSS program and help serve your needs as a network provider.

Who Represents Your Region?

Provider Network Managers are assigned by program and region. Use the list of managers on the next page to find the PNM who serves your area.

Committed to Service

As your partner in serving our CHOICES and ECF CHOICES members, we're committed to providing you unmatched service and support. Stay current with the most current news and program guidance. Visit us at bluecare.bcbst.com to find resources, updates and the most recent version of the CHOICES newsletter.

CHOICES Provider Network Managers			
Manager	Region	Phone	Email
Clarissa Noble	East	(423) 535-5900	clarissa_noble@bcbst.com
Deana Long	East	(423) 260-0427	mark_watson@bcbst.com
Thurston Stephens	Middle	(615) 565-1907	thurston_stephens@bcbst.com
Mark Watson	Middle	(615) 565-1937	mark_watson@bcbst.com
Ashley Hill	West	(901) 544-2136	ashley_hill@bcbst.com
Marilyn Turner	West	(901) 573-2607	marilyn_turner@bcbst.com
Britney Douglas	Statewide	(615) 565-1988	britney_douglas@bcbst.com

ECF CHOICES Provider Network Managers			
Manager	Region	Phone	Email
Komeisha Rodgers	East	(865) 588-4866	komeisha_rodgers@bcbst.com
Keshanna Brents	Middle	(615) 760-8792	keshanna_brents@bcbst.com
LaTasha Cole	West	(901) 544-2002	latasha_cole@bcbst.com

Where to Turn for Help

Your Service Need	Operational Area	Contact
Eligibility Services, Claims Inquiries, General Contracting/ Credentialing Questions	BlueCare Provider Services/ Eligibility Service Line	1-800-468-9736
Member Related Questions/ Supports, Member Emergencies (After Hours/Weekends Only) During Regular Hours Contact Coordinator Directly	Support/Care Coordination	1-800-262-2873
Sandata/EVV Tech Support	Sandata Client Relations (EVV)	1-855-389-4843
Availity Claim Submission Tech Support	Availity	1-800-282-4548
CHOICES Web Portal Claims Tech Support	e-Business	(423) 535-5717, select option 2
Provider Education, General Provider Support, Assistance with Contracting/Credentialing	CHOICES/ECF Provider Relations	CHOICESProviderRelations@bcbst.com
Authorizations Support, General Billing – Release of Units	Provider Inquiry Specialist Team	ProviderAuthIssues@bcbst.com OR call 1-800-747-8955, select option 2
Change of Ownership Notifications, Questions/ Concerns		Provider_CHOW@bcbst.com

How Are We Doing?

As a valued BlueCare Tennessee provider, we welcome your feedback and want to hear from you. If you have questions and/or concerns about a process, or if there's an individual that you'd like to point out for good service, please email us at: CHOICESProviderRelations@bcbst.com.

We look forward to hearing from you.