

PARTNERS

BlueCare Tennessee Long Term Services and Supports Program

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How Are We Doing?



We Want to Hear From You

We're applying new processes that we hope will improve your experience with Employment and Community First CHOICES service authorization and billing, and we want to hear how it's going. The Long-Term Services and Supports (LTSS) Provider Relations team will host regional meetings during the 4th quarter of 2018. Be on the lookout for additional information.

As always, we welcome your questions and comments. You can email us at CHOICESProviderRelations@bcbst.com.

Nursing Facility Reimbursement Moves to Blended Rate

Each network nursing facility now has a blended quality- and acuity-adjusted per diem rate. This rate takes into account several factors, including each facility's case mix of residents and quality performance in the Quality Improvement in Long-Term Services and Supports Initiative.

The blended rate replaces Level 1 and Level 2 nursing facility rates. We made these reimbursement changes Aug. 1, 2018, with an effective date of July 1, 2018.

You may still request skilled services on the Pre-Admission Evaluation application to calculate the acuity score for level-of-care determination, but not for reimbursement. The only exception to this policy is enhanced respiratory care (ERC) delivered in contracted ERC facilities.

Please note that ERC rates are now an add-on to nursing facilities' blended per diem rate. However, the submission and approval process for ERC has not otherwise changed.



Streamlining Credentialing and Contracting

For several months, we've been working with other managed care organizations (MCOs) to develop a consolidated credentialing and recredentialing process in LTSS. To reduce duplicate reviews, we've created a universal application and site visit tool for all MCOs, which is currently in pilot testing.

Based on the results of the pilot study, we'll make necessary changes and open the tool to all providers. Watch for more information about the tool in future PARTNERS newsletters, and get ready to provide your feedback. We want to make sure we're meeting your expectations and making it easier to work with us.



Updates to Our Change of Ownership Process

To make change of ownership (CHOW) easier and faster, we've developed a new CHOW process for nursing facility providers that took effect July 1, 2018. The following frequently asked questions and answers recap what you need to know.

What Is a CHOW?

A CHOW occurs when there is a change in nursing facility ownership, such as a change in individual owners, corporations or general partnerships. For example, a new partnership agreement constitutes a CHOW.

What Should I do if I'm Considering a CHOW?

Buyers considering a CHOW must notify the Division of TennCareSM and TennCare MCOs at least 60 days before the CHOW's anticipated effective date. If your practice is changing ownership, please include the following information with your notice:

1. Former legal business name (IRS 147c)
 - Primary address
 - NPI/TIN/Taxonomy
2. New legal business name (IRS 147c)
 - NPI/TIN/Taxonomy
 - Anticipated ownership change date
 - Contact person
 - Telephone number

How Can I Start the CHOW Process?

To start the CHOW process, please send these documents with your notice:

- A sales acquisition agreement and closing documents
- Paperwork from the appropriate state licensing entity stating the new owner is allowed to operate under the existing license until a new license is issued

If you're a participating BlueCareSM or TennCare *Select* provider, we also need these items:

- A detailed listing of steps to complete the transaction, including timeframes for submitting required information – such as, the universal application, licenses, insurance certificates, Medicaid ID, disclosure of ownership (DOO) registration, etc. – to us to complete a new contract
- A proposed organization chart for the surviving entity, including names and titles of key management
- Assurances that any outstanding compliance issues will be fully resolved

What Are the Steps for Getting Paid for BlueCare and TennCareSelect Services and Corresponding Networks Related to a CHOW?

If you already have a Medicaid ID number, please allow BlueCare Tennessee to release claims for out-of-network payments and begin the contracting process. If you don't have a Medicaid ID number, please visit the [TennCare Provider Registration Portal](#) to enroll and complete the required DOO. Have questions or need help using the portal? Please call 1-800-852-2683 Monday-Friday from 8:30 a.m. to 4:30 p.m. CT or email Provider.Registration@tn.gov.

What if More Than One Facility Is Involved in the CHOW?

If the current legal entity (seller) is selling a group of facilities, each employer identification number (tax ID) must be completed separately.

What Happens After I Submit My CHOW Materials?

Before we can process your CHOW, we must receive the completed form and supporting documents. Please email these materials to Provider_CHOW@bcbst.com.

Our contracting representatives will review your materials and contact you if the materials are incomplete or we have questions.

What if I Need Assistance With the Form or Supporting Documents?

We're happy to help. Please call us at 1-800-468-9736 or visit the Provider section of bluecare.bcbst.com.

Q&A With BlueCare Tennessee

Q: I am having problems getting my electronic visit verification (EVV) units approved each month. What should I do?

A: Please upload your timesheets through our EVV system. Your timesheet should include MCO approval codes, as well as required missed and late codes. After you submit your timesheet, please send an MCO confirmation request through our database. You must complete all of these steps before we can review a service for billing.



EVV Manual Confirmation Training

We recently worked with Sandata to update the Santrax® Electronic Visit Verification™ (EVV) system. These improvements included an update to the approval process for BlueCare Tennessee confirmation if a visit is missed or is not confirmed in the system by proper check-in and check-out procedures.

To reduce the number of instances requiring intervention before a schedule can be billed, please update schedules as soon as possible and remind your field team to use the member's tablet, telephone or their own device to validate services they deliver to members.

Sandata will host webinars to provide training on the new process soon. Please check your dashboard for dates, times and links to the training.



PROFESSIONAL CORNER AHNA WHITE

LTSS Employment and Community
First (ECF) Provider and Fiscal
Employer Agent (FEA) Liaison

As a Provider and FEA Liaison, Ahna White works closely with providers to assist with billing and claims processes for ECF CHOICES and CHOICES programs.

In her role, Ahna looks for opportunities to train and educate providers using best practices about our claims processing system that will help them submit more accurate claims and avoid denials. When a claim is denied, she shows them the reasons and assists with filing corrective claims.

She also helps providers with the Availity® provider portal, EVV database and sometimes conducts on-site training for provider offices. Ahna is currently working on a provider resource tool and creating materials for upcoming educational webinars.

"I am passionate about what I do, and I constantly look for ways to improve our interactions with providers," Ahna said. "I want [providers] to walk away from each experience feeling like they know I am doing this because I love it – not because I have to."

If you need support with the claims process or are interested in on-site training or other resources, please reach out to Ahna by email or phone at ahna_white@bcbst.com or (615) 565-1999.

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.