



**Independence  
Blue Cross**

# 2009 Provider Publication Cumulative Index

|   |           |
|---|-----------|
| <b>PARTNERS IN HEALTH UPDATE<sup>SM</sup></b> ..... | <b>1</b>  |
| ADMINISTRATIVE.....                                 | 1         |
| ANNOUNCEMENTS .....                                 | 2         |
| APPEALS.....  | 3         |
| BILLING.....  | 3         |
| BLUECARD <sup>®</sup> .....                         | 5         |
| CONSUMERISM.....                                    | 5         |
| CONTRACTING.....                                    | 6         |
| CREDENTIALING .....                                 | 6         |
| ICD-10 .....  | 7         |
| MANUAL UPDATES.....                                 | 7         |
| MEDICAL.....  | 7         |
| NAVINET <sup>®</sup> .....                          | 10        |
| ON THE WEB.....                                     | 11        |
| PHARMACY .....                                      | 12        |
| PREVENTIVE HEALTH / HEALTH AND WELLNESS .....       | 14        |
| PRODUCTS.....                                       | 16        |
| QUALITY MANAGEMENT .....                            | 18        |
| <b>INSIDE IPP</b> .....                             | <b>19</b> |

*Note: Partners in Health Update<sup>SM</sup> articles are specific to a provider type. The audience is identified by the following indicators:*

- P – Professional
- F – Facility
- A – Ancillary

---

## ADMINISTRATIVE

---

|  |         |
|--|---------|
| <b>An updated <i>Provider Manual</i> is coming soon</b><br>September 2009  | P       |
| <b>Call 1-800-ASK-BLUE: One number for all of your needs</b><br>August 2009 (Medical)<br>September 2009<br>October 2009<br>November 2009 | P, F, A |
| <b>ClaimCheck<sup>®</sup> upgrade scheduled</b><br>December 2009   | P, A    |
| <b>CMS compliance training deadline is December 31, 2009</b><br>December 2009  |         |
| <b>Complete your CMS compliance training by December 31, 2009</b><br>November 2009   | P, F, A |
| <b>Elimination of authorization approval letters for NaviNet-enabled providers</b><br>October 2009                                       | P, F, A |
| <b>Elimination of authorization approval confirmation letters for NaviNet<sup>®</sup>-enabled providers</b><br>November 2009             | P, F, A |
| <b>HMO/PPO Flex products require precertification for comprehensive outpatient pain management</b><br>December 2009                      | P       |
| <b>Identifying your Network Coordinator</b><br>September 2009  | P, F, A |
| <b>Interactive Voice Response (IVR) system enhancements scheduled for July</b><br>July 2009  | P, F, A |
| <b>Keep your information up to date</b><br>July 2009   | P, F, A |
| <b>Precertification changes effective January 1, 2010</b><br>October 2009  | P       |
| <b>Precertification is required for select procedures</b><br>October 2009  | P, F, A |

---

ADMINISTRATIVE (CONTINUED)

---

|  |         |
|--|---------|
| <b>Process changes for Baby BluePrints<sup>®</sup> prenotification and inpatient routine maternity services status letters</b><br>October 2009 | P, F, A |
| <b>Reminder: Timely submission of <i>Initial Maternity Patient Questionnaire</i> important for early outreach</b><br>December 2009             | P       |
| <b>Routine costs associated with qualifying clinical trials</b><br>November 2009   | P       |
| <b>The IVR's name is changing to the Provider Automated System</b><br>December 2009  | P, F, A |
| <b>Your CMS Compliance training must be completed by December 31, 2009</b><br>September 2009<br>October 2009                                   | P, F, A |

---

ANNOUNCEMENTS

---

|  |         |
|--|---------|
| <b>A message from Provider Communications</b><br>April 2009  | P, F, A |
| <b>Clear Claim Connection<sup>™</sup> service interruption scheduled for May 2, 2009</b><br>May 2009 | P, F, A |
| <b>Highmark and Independence Blue Cross withdraw applications to combine</b><br>February 2009        | P, F, A |
| <b>Important H1N1 (swine flu) information</b><br>November 2009                                       | P, F, A |
| <b>Introducing shorter, reader-friendly web addresses</b><br>June 2009                               | P, F, A |
| <b>Keep your information up to date</b><br>January 2009  | P, F, A |
| <b>Step out and walk for diabetes</b><br>September 2009  | P, F, A |

---

APPEALS

---

**Medicare Private Fee-for-Service: Member and provider appeals and grievances** P  
June 2009

---

BILLING

---

**Balance billing and cost-sharing requirements for Keystone 65 Complete members** P, F, A  
October 2009

**Billing requirements for administration of the H1N1 vaccine** P, F, A  
December 2009

**Billing updates for dental anesthesia services** P, F, A  
September 2009

**Clarification on the use of modifier -50** P, F, A  
October 2009

**Correction: Laboratory services indicator** P, F, A  
March 2009

**Diagnostic ultrasound reimbursement** P, F  
March 2009

**How to bill claims with multiple units** P, F, A  
March 2009

**Important information regarding hospice billing and services** P, F, A  
March 2009

**Laboratory services clarification for Level I, II, and III outpatient laboratory testing services** P, A  
January 2009

**Laboratory services reminder** P, F, A  
January 2009

**No separate fee for surgical trays** P  
October 2009

**PPO Program ID cards and claims submission** P, F, A  
December 2009

---

BILLING (CONTINUED)

---

|  |         |
|--|---------|
| <b>Professional Injectable and Vaccine Fee Schedule updates effective April 1, 2009</b><br>March 2009                            | P, F, A |
| <b>Professional Injectable and Vaccine Fee Schedule updates effective January 1, 2010</b><br>December 2009                       | P       |
| <b>Professional Injectable and Vaccine Fee Schedule updates effective July 1, 2009</b><br>June 2009                              | P, F, A |
| <b>Professional Injectable and Vaccine Fee Schedule updates effective October 1, 2009</b><br>September 2009                      | P, F, A |
| <b>Reminder: Billing for Part B vs. Part D home infusion drugs</b><br>March 2009   | P       |
| <b>Reminder: Claims submitted without a valid, registered NPI will reject</b><br>January 2009                                    | P, F, A |
| <b>Reminder: Restriction on value codes for UB-04 paper claim forms</b><br>July 2009   | F, A    |
| <b>Reminder: Submit Coordination of Benefits information electronically</b><br>March 2009<br>April 2009<br>May 2009              | P, F, A |
| <b>Reporting services using modifier -50</b><br>September 2009<br><br><i>Reminder article was published in:</i><br>December 2009 | P       |
| <b>Revenue codes that will require a HCPCS/CPT<sup>®</sup> code January 1, 2010</b><br>December 2009                             | F       |
| <b>Upcoming audits to investigate trends in questionable billing</b><br>July 2009  | P, F, A |
| <b>Updated billing requirements for Avastin<sup>®</sup> in ophthalmological use</b><br>October 2009                              | P, F, A |

---

BILLING (CONTINUED)

---

**Updated claims tool kit now available** P  
December 2009

---

BLUECARD<sup>®</sup>

---

**BlueCard Coordination of Benefits Questionnaire for out-of-area members** F, A  
March 2009

**Complete and submit the *Inside IPP* web survey before time runs out** F, A  
July 2009

**Fall 2009 edition of *Inside IPP* now available** F, A  
October 2009

***Inside IPP* provider web survey coming soon** F, A  
June 2009

**Reminder: Submitting the BlueCard<sup>®</sup> *Coordination of Benefits Questionnaire*  
for out-of-area members** F, A  
May 2009  
June 2009

*Original article was published in:*  
Spring 2009 – *Inside IPP*

**Spring 2009 edition of *Inside IPP* now available** F, A  
May 2009

**Summer 2009 edition of *Inside IPP* now available** F, A  
July 2009

**Winter 2008 edition of *Inside IPP* now available** F, A  
January 2009

---

CONSUMERISM

---

**Blue Distinction Centers for Specialty Care<sup>®</sup>** P, F, A  
April 2009

---

CONSUMERISM (CONTINUED)

---

|  |         |
|--|---------|
| <b>Enhanced consumer website including new hospital comparison and locator tool</b><br>November 2009                           | P, F, A |
| <b>Health care decision-making and <i>Rx for Better Health</i></b><br>July 2009  | P, F, A |
| <b>Healthy Lifestyles<sup>SM</sup> Keys to Wellness encourages and supports healthy behaviors in members</b><br>September 2009 | P, F, A |
| <b>Healthy Lifestyles<sup>SM</sup> Rewards: A new approach to wellness by incenting members</b><br>August 2009                 | P, F, A |
| <b>How our member portal helps your patients</b><br>May 2009   | P, F, A |
| <b>Local study helps gauge attitudes and behaviors among health care consumers</b><br>June 2009                                | P, F, A |

---

CONTRACTING

---

|   |         |
|---|---------|
| <b>Important notice regarding Independence Blue Cross affiliates</b><br>June 2009 | P, F, A |
|---|---------|

---

CREDENTIALING

---

|   |         |
|---|---------|
| <b>New credentialing procedure effective January 1, 2010</b><br>October 2009<br><i>Reminder article was published in:</i><br>November 2009<br>December 2009 | P, F, A |
|---|---------|

---

### ICD-10

---

|   |         |
|---|---------|
| <b>ICD-10 implementation timeline update</b><br>February 2009 | P, F, A |
| <b>Update on the ICD-10 timeframe</b><br>January 2009         | P, F, A |

---

### MANUAL UPDATES

---

|  |         |
|--|---------|
| <b>A new <i>Hospital Manual</i> is now available</b><br>January 2009 | P, F, A |
|--|---------|

---

### MEDICAL

---

|   |         |
|---|---------|
| <b>Assessing the needs of high-risk Medicare Advantage members</b><br>July 2009<br><i>Enclosure</i> – Sample comprehensive health risk assessment | P, F    |
| <b>Autism law reminder and provider list now available</b><br>October 2009  | P, F, A |
| <b>Baby BluePrints<sup>®</sup> goes green</b><br>August 2009  | P, F, A |
| <b>Change and opportunity when converting hospital payments to a DRG reimbursement method</b><br>August 2009                                      | F       |
| <b>ClaimCheck<sup>®</sup> upgrade scheduled</b><br>April 2009   | P, A    |
| <b>Clarification for billing fluids with injections and infusions</b><br>June 2009  | P       |
| <b>Clinical criteria used for utilization management determinations</b><br>December 2009  | P, F, A |
| <b>CMS compliance training required for all providers</b><br>June 2009<br>August 2009   | P, F, A |



---

MEDICAL (CONTINUED)

---

|  |         |
|--|---------|
| <b>CMS has changed its policy on stamped signatures</b><br>March 2009  | P, F, A |
| <b>Convenient access to seasonal flu and H1N1 flu vaccinations for HMO, POS, and PPO members</b><br>November 2009  | P, F, A |
| <b>Coverage under Michelle's Law</b><br>September 2009   | P, F, A |
| <b>Coverage under Michelle's Law effective October 9, 2009</b><br>October 2009   | P, F, A |
| <b>Enhancements made to the provider interactive voice response system</b><br>March 2009<br><i>Reminder article was published in:</i><br>April 2009                                      | P, F, A |
| <b>Guidelines for spinal surgical procedure requests</b><br>November 2009  | P       |
| <b>Mandated coverage for autism spectrum disorders</b><br>June 2009<br><i>Reminder articles were published in:</i><br>July 2009<br>August 2009   | P, F, A |
| <b>Medicare members must receive notice of noncovered/excluded services and member payment responsibility</b><br>January 2009<br><b>Enclosure</b> – Notice of Denial of Medical Coverage | P, F, A |
| <b>New federal mental health and substance abuse parity mandate</b><br>July 2009   | P, F, A |
| <b>New federal mental health and substance abuse parity mandate effective October 3, 2009</b><br>October 2009  | P, F, A |
| <b>OB/GYN copayment and product information for routine and nonroutine services</b><br>July 2009   | P       |

---

MEDICAL (CONTINUED)

---

|  |         |
|--|---------|
| <b>Observation services appropriate for acute medical conditions</b><br>September 2009                               | P, F    |
| <b>PHCQA's initiative to relay hospital measures to patients</b><br>January 2009                                     | P, F, A |
| <b>Place of service for diagnostic coronary procedures</b><br>November 2009  | P, F    |
| <b>Policy notifications posted as of December 16, 2008</b><br>January 2009   | P, F, A |
| <b>Policy notifications posted as of January 15, 2009</b><br>February 2009   | P, F, A |
| <b>Policy notifications posted as of February 17, 2009</b><br>March 2009   | P, F, A |
| <b>Policy notifications posted as of March 16, 2009</b><br>April 2009  | P, F, A |
| <b>Policy notifications posted as of April 16, 2009</b><br>May 2009  | P, F, A |
| <b>Policy notifications posted as of May 18, 2009</b><br>June 2009   | P, F, A |
| <b>Policy notifications posted as of June 17, 2009</b><br>July 2009  | P, F, A |
| <b>Policy notifications posted as of July 20, 2009</b><br>August 2009  | P, F, A |
| <b>Policy notifications posted as of August 17, 2009</b><br>September 2009   | P, F, A |
| <b>Policy notifications posted as of September 17, 2009</b><br>October 2009  | P, F, A |
| <b>Policy notifications posted as of October 19, 2009</b><br>November 2009   | P, F, A |
| <b>Policy notifications posted as of November 18, 2009</b><br>December 2009  | P, F, A |
| <b>Reminder: Changes to precertification requirements for most outpatient mental health services</b><br>January 2009 | P       |

---

MEDICAL (CONTINUED)

---

|   |         |
|---|---------|
| <b>Reminder: Check precertification requirements for durable medical equipment</b><br>August 2009                     | A       |
| <b>Reminder: New look for member ID cards</b><br>January 2009   | P, F, A |
| <b>Reminder: Ordering providers must utilize capitated providers for HMO and POS members</b><br>November 2009         | P, F, A |
| <b>Reminder: Referrals not needed for services provided through Direct Access OB/GYN<sup>SM</sup></b><br>January 2009 | P, F    |
| <b>Reminder: Transition to all-electronic authorization inquiry and submission continues</b><br>January 2009          | P, F, A |
| <b>Retail health clinics offer convenient access to care</b><br>February 2009   | P, F, A |
| <b>Take Care Clinics now available to Personal Choice<sup>®</sup> PPO members</b><br>September 2009                   | P, F, A |
| <b>The Preventable Serious Adverse Events Act update</b><br>August 2009   | P, F, A |
| <b>Timely submission of maternity patient questionnaires important for early outreach</b><br>January 2009             | P       |
| <i>Reminder articles were posted in:</i><br>April 2009<br>June 2009<br>August 2009<br>December 2009 (Administrative)  |         |

---

NAVINET<sup>®</sup>

---

|   |   |
|---|---|
| <b>Change your practice information through the NaviNet web portal</b><br>December 2009 | P |
| <b>Clinical Alerts – Helping providers identify gaps in care</b><br>November 2009       | P |

---

NAVINET<sup>®</sup> (CONTINUED)

---

|  |         |
|--|---------|
| <b>Clinical Alerts coming soon to NaviNet</b><br>February 2009<br><i>Reminder article was posted in:</i><br>April 2009 | P, F, A |
| <b>Clinical Alerts now available on the NaviNet web portal</b><br>May 2009   | P, F    |
| <b>Clinical Alerts to be introduced on NaviNet</b><br>March 2009   | P, F, A |
| <b>Electronic Funds Transfer feature available through the NaviNet web portal</b><br>December 2009                     | P, F, A |
| <b>New Clinical Alerts are now available</b><br>December 2009  | P       |
| <b>Provider Satisfaction Survey: Deadline extended until December 18</b><br>December 2009                              | P, F, A |
| <b>Providers must use the NaviNet web portal or the IVR system for all member eligibility inquiries</b><br>August 2009 | P, F, A |
| <b>Removal of estimated length of stay</b><br>May 2009   | P, F, A |
| <b>The benefits of using the NaviNet web portal</b><br>May 2009  | P, F    |

---

ON THE WEB

---

|  |         |
|--|---------|
| <b>Easy online access to new and updated policy information</b><br>August 2009                             | P, F, A |
| <b>Good 2 B Me website educates adolescents and their parents on health and wellness</b><br>September 2009 | P, F, A |
| <b>New search feature available on ibx.com</b><br>July 2009 (Web News)                                     | P, F, A |
| <b>Redesigned "For Providers" section of ibx.com coming soon</b><br>September 2009                         | P, F, A |

---

PHARMACY

---

|  |         |
|--|---------|
| <b>All members must obtain self-injectable Low Molecular Weight Heparin through pharmacy benefit</b><br>December 2009  | P, F, A |
| <b>Announcing new preferred diabetic test strips effective October 1, 2009</b><br>August 2009  | P, F, A |
| <b>Annual Synagis<sup>®</sup> (palivizumab) distribution program</b><br>September 2009<br>October 2009   | P, F, A |
| <b>Changes to self-injectable drug coverage effective January 1, 2010</b><br>December 2009<br><i>Enclosure</i> – Specialty Drugs Requiring Precertification  | P, F, A |
| <b>Important changes about self-injectable drug coverage coming January 1, 2010</b><br>January 2009 (Specialty Pharmacy)<br><br><i>Reminder articles were posted in:</i><br>February 2009<br>March 2009<br>April 2009<br>May 2009<br>June 2009 | P, F, A |
| <b>Medicare Part D formulary changes</b><br>May 2009   | P, F, A |
| <b>NDC code submission changes effective January 1, 2009</b><br>February 2009<br><br><i>Reminder articles were posted in:</i><br>March 2009<br>April 2009<br>May 2009<br>June 2009   | P, F, A |
| <b>NDC submission information for compound drugs</b><br>November 2009  | P, F, A |
| <b>New preferred diabetic test strips effective October 1, 2009</b><br>October 2009  | P, F, A |
| <b>Precertification changes for Avastin<sup>®</sup> in ophthalmological use</b><br>June 2009   | P, F, A |

---

PHARMACY (CONTINUED)

---

|   |                |
|---|----------------|
| <b>Reminder: New prescribing procedures for narcotic medications</b><br>April 2009  | <b>P</b>       |
| <b>Prescription drug updates/changes</b><br>March 2009<br>June 2009<br>September 2009<br>December 2009  | <b>P, F, A</b> |
| <b>Prevacid<sup>®</sup> 15 mg capsules will be available OTC</b><br>November 2009   | <b>P, F, A</b> |
| <b>Select Drug Program<sup>®</sup> Formulary updates/changes</b><br>March 2009<br>June 2009<br>September 2009<br>December 2009                                  | <b>P, F, A</b> |
| <b>Upcoming changes to self-injectable drug coverage</b><br>September 2009<br>October 2009<br>November 2009<br><br><i>Enclosure</i> – Self-Injectable Drug List | <b>P, F, A</b> |
| <b>Upcoming NDC code submission changes for institutional providers</b><br>July 2009<br>September 2009  | <b>F</b>       |
| <b>Updating Safe Prescribing Procedures to include narcotics</b><br>March 2009  | <b>P, F, A</b> |
| <b>Use direct ship for specialty injectable and specialty oral medication therapies</b><br>July 2009  | <b>P, F, A</b> |
| <b>Valid NDC required on claims submitted for drugs (e.g., J codes and other drug codes)</b><br>January 2009 (Specialty Pharmacy)                               | <b>P, F, A</b> |

---

PREVENTIVE HEALTH / HEALTH AND WELLNESS

---

|   |         |
|---|---------|
| <b>Cancer screening flyer now available</b><br>September 2009   | P       |
| <b>Cancer screening initiative</b><br>July 2009   | P       |
| <b><i>Clinical Insights</i> now available</b><br>November 2009  | P, F, A |
| <b>Clinical Practice Guidelines now available</b><br>November 2009  | P, F, A |
| <b>Connections<sup>SM</sup> AccordantCare<sup>TM</sup> Program assists physicians in providing evidence-based care for complex conditions</b><br>October 2009   | P       |
| <b>Connections<sup>SM</sup> AccordantCare<sup>TM</sup> Resource Specialists provide assistance to patients with complex conditions</b><br>May 2009  | P, F, A |
| <b>Connections<sup>SM</sup> Health Management Program provider survey results for 2008</b><br>May 2009  | P       |
| <b>Connections<sup>SM</sup> Health Management Programs: Supporting our members, your patients</b><br>January 2009      April 2009      August 2009<br>February 2009      June 2009      November 2009<br>March 2009      July 2009      December 2009 | P       |
| <b>Discontinuation of the Connections<sup>SM</sup> AccordantCare<sup>TM</sup> program for Medicare Advantage members effective January 1, 2010</b><br>December 2009   | P, F    |
| <b>Disease management support through the Connections<sup>SM</sup> Health Management Program</b><br>March 2009  | P, F, A |
| <b>Encourage members to receive colorectal cancer screenings</b><br>March 2009  | P, F, A |
| <b>Evolving colorectal cancer screening options: Helping your patients decide</b><br>April 2009   | P       |
| <b>Expanded preventive health efforts</b><br>September 2009   | P       |

---

PREVENTIVE HEALTH / HEALTH AND WELLNESS (CONTINUED)

---

|  |         |
|--|---------|
| <b>Healthy Lifestyles<sup>SM</sup> programs help members maintain a healthy weight</b><br>July 2009                            | P       |
| <b>How the Connections<sup>SM</sup> program can help your patients with antihypertensive treatment</b><br>November 2009        | P       |
| <b>Independence Blue Cross receives the 2008 AHIP recognition award for its adolescent immunization program</b><br>April 2009  | P       |
| <b>New weight gain guidelines for pregnancy</b><br>December 2009   | P, F, A |
| <b>October is breast cancer awareness month</b><br>October 2009  | P       |
| <b>Online immunization schedules for newborns and children now available</b><br>July 2009                                      | P       |
| <b>Osteoporosis and osteopenia: Preventing fractures</b><br>May 2009   | P       |
| <b>Preventing HPV and cervical cancer</b><br>April 2009  | P       |
| <b>Quit&amp;Fit<sup>®</sup> selected as new tobacco cessation program for special populations</b><br>November 2009             | P       |
| <b>Recommendations from the CDC on adolescent immunization</b><br>August 2009  | P       |
| <b>Resources and tools available to help manage cholesterol</b><br>October 2009  | P       |
| <b>Shared decision-making legislation may shape informed consent and help doctors collaborate with patients</b><br>August 2009 | P, F, A |
| <b>SMART<sup>®</sup> Registry release for January 2009</b><br>January 2009   | P, F    |
| <b>SMART<sup>®</sup> Registry release scheduled for June 2009</b><br>June 2009   | P       |
| <b>Supporting the benefits of breastfeeding</b><br>September 2009  | P, F, A |



## Partners in Health Update<sup>SM</sup>

---

### PREVENTIVE HEALTH / HEALTH AND WELLNESS (CONTINUED)

---

- The Connections<sup>SM</sup> Health Management Programs 2009 Annual Update is now available** **P**  
September 2009  
*Enclosure* – The Connections<sup>SM</sup> Health Management Program 2009 Annual Update
- Two vaccines for the upcoming influenza season** **P**  
October 2009
- Updated overview guides now available for substance-use disorders, depression, and suicide** **P, F, A**  
September 2009

---

### PRODUCTS

---

- Clarification on referrals for Keystone Direct Point-of-Service benefits plan** **P, F, A**  
April 2009
- Discontinuation of the Keystone 65 Complete plan for special needs members** **P, F, A**  
August 2009
- Discontinuation of the Keystone 65 Value and Complete plans** **P, F, A**  
September 2009
- Get your Medicare Advantage patients moving with the SilverSneakers<sup>®</sup> fitness program** **P, F, A**  
May 2009
- Individual Personal Choice summary of benefits changes** **P**  
May 2009  
*Enclosure* – Individual Personal Choice<sup>®</sup> Summary of Benefits Change
- Medicare Advantage plan offerings for 2010** **P, F, A**  
October 2009  
*Enclosure* – 2010 Medicare Advantage products flyer  
*Reminder article was posted in:*  
December 2009

---

PRODUCTS (CONTINUED)

---

|  |         |
|--|---------|
| <b>Medicare Advantage Private Fee-for-Service: Filing a claim for payment</b><br>July 2009   | P       |
| <b>Medicare Advantage Private Fee-for-Service: Maintaining medical records and allowing audits</b><br>May 2009   | P       |
| <b>Medicare Advantage Private Fee-for-Service: Plan payment</b><br>January 2009  | P       |
| <b>Medicare Advantage Private Fee-for-Service: Provider payment dispute resolution process</b><br>August 2009  | P       |
| <b>Medicare Advantage Private Fee-for-Service: Provider qualifications and requirements</b><br>March 2009  | P       |
| <b>Medicare Advantage Private Fee-for-Service: When a provider is deemed to accept Select Advantage terms and conditions of payment</b><br>February 2009 | P       |
| <b>Member benefits changes and clarifications</b><br>December 2009   | P, F, A |
| <b>New hospice benefits for all standard Medicare Supplement plans</b><br>October 2009   | P, A    |
| <b>Reimbursement information regarding Special Care<sup>SM</sup></b><br>December 2009  | F, A    |
| <b>Reminder: Keystone Direct Point-of-Service offers members more direct access to participating providers</b><br>February 2009                          | P, F, A |
| <b>Reminder: Upcoming precertification changes</b><br>April 2009<br>June 2009  | P, F, A |

*Enclosure* – Specialty Drugs Requiring Precertification

---

QUALITY MANAGEMENT

---

|   |                |
|---|----------------|
| <b>Our Quality Management Program supports quality of care and service</b><br>November 2009               | <b>P, F, A</b> |
| <b>Policy reminder regarding utilization management decisions</b><br>November 2009                        | <b>P, F, A</b> |
| <b>Quality ranking for primary care physician offices</b><br>October 2009                                 | <b>P</b>       |
| <b>The Provider Satisfaction Survey coming soon to the NaviNet<sup>®</sup> web portal</b><br>October 2009 | <b>P, F, A</b> |

## ***Inside IPP***

---

**Aged claims affect plans and their partner plans**

Fall 2009

**Blue Cross and Blue Shield Association regulations for member ID cards**

Summer 2009

**Blue Distinction<sup>®</sup> designation for delivering quality health care**

Winter 2009

**BlueExchange<sup>®</sup> enhances the BlueCard<sup>®</sup> business process**

Summer 2009

**BlueSquared<sup>®</sup> facilitates Inter-Plan business processes and messaging services for Home and Host plans**

Fall 2009

**Complete and submit the *Inside IPP* web survey before time runs out**

Summer 2009

**Eligibility, benefits verification, and claims processing tips**

Winter 2009

**Factors determining pre-existing medical condition exclusions**

Winter 2009

***Inside IPP* provider survey coming soon**

Spring 2009

***Inside IPP* survey findings and suggestions**

Fall 2009

**Inter-Plan escalation process assists with timely and efficient resolution of BlueCard<sup>®</sup> claims**

Winter 2009

**Line, dollar, and unit expansion for claims**

Spring 2009

**NDC submission changes for institutional providers**

Fall 2009

**New federal Mental Health Parity and Addiction Equity Act effective October 3, 2009**

Fall 2009

**New initiatives: Coordination of Benefits processing changes**

Spring 2009

**One-year anniversary of *Inside IPP***

Spring 2009

### **Precertification/preauthorization required for diagnostic imaging services**

Winter 2009

### **Quick tips on claims inquires from Provider Services**

Summer 2009

### **Reminder: Blues move to automatic crossover for all Medicare claims**

Spring 2009

### **Reminder: Submitting the BlueCard® *Coordination of Benefits Questionnaire* for out-of-area members**

Summer 2009

### **Requesting medical records provides resolution in BlueCard® claims issues**

Winter 2009

### **State and federal mandates affect benefits**

Summer 2009

### **Submitting the BlueCard® *Coordination of Benefits Questionnaire* for out-of-area members**

Spring 2009

The Blue Cross and Blue Shield words and symbols are registered marks of the Blue Cross and Blue Shield Association, an association of independent Blue Cross and Blue Shield plans.

An affiliate of IBC holds a minority ownership interest in NaviNet, Inc., an independent company.

NaviNet® is a registered trademark of NaviNet, Inc.

SMART® is a registered trademark of Health Dialog Services, Incorporated, an independent company.

SilverSneakers® is a registered mark of Healthways, Inc., an independent company.

American Specialty Health, Inc. is an independent company that administers its Quit&Fit smoking cessation program for Independence Blue Cross members.