

Provider Bulletin
April 13, 2009

Clarification on Important Issues: NPI and Prescription Drugs

This provider bulletin is an update to BlueChoice HealthPlan's Provider Operations Manual (Manual). This information is effective immediately and will be reflected in the next Manual update.

We know that you are accustomed to expecting the highest level of service and support from our plan and its staff. It is our continuing goal to ensure that our members and the network providers who serve them have access to all the benefits and timely assistance that we guaranteed from the outset.

To that end, it has come to our attention during the start-up phase of our new Medicaid product, we have experienced a few glitches in communication and response for services rendered. We assure you that this is not a global issue with us, but rather the result of minor gaps in communication. Our staff is dedicated to remedying any problems that have been encountered by implementing long term fixes guaranteeing smooth processes in the very near future.

National Provider Identifier (NPI)

Claims have been denying for missing NPI numbers. We would like to clarify that you are required to include the rendering NPI numbers when submitting claims. This rendering NPI number should be in field 24J of the HCFA 1500 claim form.

Prescription Drugs

Members have been having some difficulties when attempting to obtain prescription medications. Certain prescription drugs require prior authorization and when that is not provided by the prescribing physician, members will experience a delay in receiving their medications. We encourage you to refer to the BlueChoice HealthPlan Medicaid Preferred Drug List (PDL) for a list of our preferred drugs. A listing of the prescription drug prior authorization (PA) requirements also are available on the website at www.BlueChoiceSCMedicaid.com. If you need a hardcopy of these documents, please contact your BlueChoice HealthPlan representative or call our Customer Care Center at **1-866-757-8286**.

Paper Claims

BlueChoice HealthPlan Medicaid has received a high volume of paper claims submitted to the incorrect address. This causes delays in payment. The most efficient method of claims submission is electronically. The payor ID number for BlueChoice Medicaid is 00403. If you have the capability to submit electronically, we are encouraging practices to contact their vendors in order to set up electronic claims submission. If this is not an option for you at this time, please verify that you have the correct claims submission address on file for your use:

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