



# BLUE REVIEW<sup>SM</sup>

A Provider Publication

June 2020

## **COVID-19 Information for Providers**

Please check the following Blue Cross and Blue Shield of New Mexico (BCBSNM) resources frequently for updates to important information related to COVID-19:

- [Provider Information on COVID-19 Coverage](#)
- [BCBSNM News and Updates](#)
- [BCBSNM COVID-19 Member Website](#)

## **Blue Cross and Blue Shield of New Mexico Contributes \$1 million To Aid New Mexico's COVID-19 Response**

Blue Cross and Blue Shield of New Mexico (BCBSNM) is contributing \$1 million to address the needs of New Mexicans impacted by the COVID-19 pandemic.

The BCBSNM COVID-19 Community Collaborative Grant Fund will help support the health and wellness of our communities by focusing on areas where communities need it the most, including aid for food security, child and senior care, providers, and health care access.

[Read More](#)

## **Learn how to Submit a Prior Authorization through the eviCore Web Portal**

The eviCore healthcare (eviCore) web portal is the best way to request a prior authorization and to check the status of an existing request.

New or experienced users can get tips on using the eviCore portal by attending one of the sessions below. Registration is required, the training is free and lasts about one hour.

[Read More](#)

## **Calls to Electronic Commerce Services will be Redirect to Email as of June 15, 2020**

The Blue Cross and Blue Shield of New Mexico (BCBSNM) Electronic Commerce Services phone number of 800-746-4614 will be retired on June 15, 2020. As of this date providers and/or

clearinghouses will be directed to email their inquiries to [Electronic Commerce Services](#) verses calling.

Electronic Commerce Services will remain available via email to assist you with the following Electronic Data Interchange (EDI) transactions:

- Electronic professional and institutional claim submission (837P and 837I transactions)
- Claim payment via 835 Electronic Funds Transfer (835 EFT)
- 835 Electronic Remittance Advice (835 ERA), or delivery of claim payment information

For more information on EDI transactions and other online tools and resources, refer to the [Electronic Commerce](#) section of our [provider website](#).

### **CMS-Required Training for Dual-Special Needs Plans**

Providers who treat dually-eligible Medicare and Medicaid members are required by the Centers for Medicare and Medicaid Services (CMS) to complete an annual Dual-Special Needs Plan (DSNP) training on DSNP plan benefits and requirements, including coordination of care and Model of Care elements.

[Read More](#)

### **Required Cultural Competency Training Available Online**

The New Mexico Human Services Department (HSD) requires all providers contracted within a New Mexico Medicaid Network, like Blue Cross Community Centennial, to take annual cultural competency training. This training is intended to include all cultures and not be limited to any particular group and is designed to address the needs of racial, ethnic, and linguistic populations that may experience unequal access to health services.

[Read More](#)

### **Not Yet Contracted?**

Providers who are participating in commercial BCBSNM products are not automatically participating providers in Blue Cross Community Centennial. If you are interested in becoming a Blue Cross Community Centennial provider, please call 505-837-8800 or 800-567-8540.

### **Reminder: Update your Enrollment Information**

Due to Centennial Care requirements, all enrollment information (changes to demographics, licensure or certification, provider status, etc.) must be updated on the [NM Medicaid Provider Web Portal](#). Failure to update information on the NM Medicaid Provider Web Portal may result in the denial of claims

Such services are funded in part with the State of New Mexico.

[BCBSNM Website](#)

It's important for you to stay informed about news that could affect your practice. BCBSNM offers many ways to stay informed via our website, [bcbsnm.com/provider](https://bcbsnm.com/provider), and our provider newsletter, *Blue Review*. [Signing up is easy](#).

## Medical Policy Updates

Approved new or revised medical policies and their effective dates are usually posted on our website the 1st and 15th of each month. These policies may impact your reimbursement and your patients' benefits. These policies are located under the [Standards & Requirements](#) tab at [bcbsnm.com/provider](https://bcbsnm.com/provider).

## Clinical Payment and Coding Policies

BCBSNM has adopted additional clinical payment and coding policies. These policies are based on criteria developed by specialized professional societies, national guidelines (e.g. Milliman Care Guidelines (MCG)) and the CMS Provider Reimbursement Manual and are not intended to provide billing or coding advice but to serve as a reference for facilities and providers. These policies are located under the Standards & Requirements tab at [bcbsnm.com/provider](https://bcbsnm.com/provider).

## Claims Inquiries

Our Provider Service Unit (PSU) handles all provider inquiries about claims status, eligibility, benefits and claims processing for BCBSNM members. For the BCBSNM BlueCard® PSU, call 800-222-7992. For out-of-area claims inquiries, call 888-349-3706.

### [Network Services Contacts and Related Service Areas](#)

## Do We Have Your Correct Information?

Maintaining up-to-date contact and practice information helps to ensure that you are receiving critical communications and efficient reimbursement processes. Please complete our quick and easy [online form](#) for any changes to your contact or practice information.

## Member Rights and Responsibilities

[BCBSNM policies](#) help address the issues of members participating in decision making regarding their treatment; confidentiality of information; treatment of members with dignity, courtesy and a respect for privacy; and members' responsibilities in the practitioner-patient relationship and the health care delivery process.

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## [bcbsnm.com/provider](https://bcbsnm.com/provider)

Blue Cross and Blue Shield of New Mexico, a Division of Health Care Service Corporation, a Mutual Legal Reserve Company, an Independent Licensee of the Blue Cross and Blue Shield Association

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# Blue Cross and Blue Shield of New Mexico Contributes \$1 million To Aid New Mexico's COVID-19 Response

April 16, 2020

Blue Cross and Blue Shield of New Mexico (BCBSNM) is contributing \$1 million to address the needs of New Mexicans impacted by the COVID-19 pandemic.

The BCBSNM COVID-19 Community Collaborative Grant Fund will help support the health and wellness of our communities by focusing on areas where communities need it the most, including aid for food security, child and senior care, providers, and health care access.

“Every single day we see the power of generosity in our state as we grapple with this pandemic,” Gov. Michelle Lujan Grisham said. “I am incredibly grateful to donors like Blue Cross and Blue Shield — as I am grateful to the first responders, the health care workers and every other essential worker tirelessly protecting our state.”

Three New Mexico community initiatives and organizations will receive support through this fund: **All Together NM Fund**, **Roadrunner Food Bank**, and **United Way of Central New Mexico**.

The **All Together NM Fund** will receive \$500,000 to support the immediate and long-term needs of our communities, businesses and employees facing income insecurity. This fund was announced by Gov. Lujan Grisham and established by the New Mexico Coalition of Community Foundations.

“Along with sister community foundations across the state, we are pleased to be leading the statewide All Together NM Fund,” said William (Bill) Smith, president and CEO of the Santa Fe Community Foundation. “The needs across our state are diverse, urgent and critical, and the All Together NM Fund will drive resources to where they are most needed.”

**Roadrunner Food Bank** will receive \$250,000 to support food distribution and mobile food pantries for the general population and senior centers throughout the state.

“The longer that this pandemic continues, the more New Mexicans will face hunger and poverty,” said Mag Strittmatter, president and CEO of Roadrunner Food Bank. “Unemployment continues to grow, leaving many families without the income necessary to afford all the basic necessities we all need to survive, including food. It’ll mean difficult choices for so many and longer food lines all across our state. Transformational gifts like this one will help us respond to the increased need we may see for many months. Your gracious investment in our work will sustain so many New Mexicans facing hunger today and months from now.”

**United Way of Central New Mexico** will receive \$250,000 to support agencies throughout the state that focus on areas such as child and senior care, health care access, and homelessness and housing.

“This grant will support a number of hard working agencies that are providing vital services and access to care for young children, seniors and tribal partners during these critical times,” said Rodney Prunty, president and CEO of United Way of Central New Mexico. “We appreciate BCBSNM for their leadership now and for their partnership to our organization as a Corporate Cornerstone partner for many years.”

“BCBSNM is dedicated to helping our fellow New Mexicans, and we are proud to offer support in the fight against COVID-19,” said BCBSNM President Kurt Shipley. “We are confident that this investment in communities statewide will make an impact on the health and social challenges facing our state. The wellness of our members and communities and the safety of those who deliver care are our top priorities.”

[See the latest from Blue Cross and Blue Shield of New Mexico on COVID-19](#)

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### **About Blue Cross and Blue Shield of New Mexico**

Blue Cross and Blue Shield of New Mexico is one of the largest commercial health insurers in New Mexico with 630,000 New Mexicans carrying a Blue Cross and Blue Shield card. Since 1940, BCBSNM has been committed to promoting the health and wellness of its members and communities through accessible, cost-effective, quality health care. BCBSNM is a Division of Health Care Service Corporation, the country’s largest customer-owned health insurer and fourth largest health insurer overall. Health Care Service Corporation is a Mutual Legal Reserve Company and an Independent Licensee of the Blue Cross and Blue Shield Association.

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### **Training Dates and Times**

Date	Day	CST	EST
June 2, 2020	Tuesday	12 P.M.	1 P.M.
June 4, 2020	Thursday	2 P.M.	3 P.M.
June 8, 2020	Monday	9 A.M.	10 A.M.
June 10, 2020	Wednesday	11 A.M.	12 P.M.

## Registration Instructions

1. Go to <http://eviCore.webex.com/>
2. From the menu icon (three horizontal lines under the eviCore logo), select [WebEx Training](#)
3. Under **Live Sessions**, select the **Upcoming** tab. Choose the **BCBS Web and Resource Training** with the date and time you want to attend.
4. Select **Register** next to the session(s) you wish to attend.
5. **Enter** the registration information.

You'll receive an e-mail confirming your registration. The email will have the toll-free phone number, meeting number, conference password and a link to the web portion of your session. **Please keep the registration e-mail** so you have the **link to the WebEx conference** and the **call-in number**.

If you can't attend a session, you can get a copy of the presentation and other important documents on [eviCore's website](#).

If you have questions about the eviCore web portal, [contact the Web Support team](#) or call **1-800-646-0418** (Option 2). For other client or provider inquiries, [email eviCore Client Services](#).

eviCore is a trademark of eviCore healthcare, LLC, formerly known as CareCore, an independent company that provides utilization review for select health care services on behalf of BCBS.