
F.Y.I.

For Your Information



MASSACHUSETTS

Blue Cross Blue Shield of Massachusetts is an Independent Licensee of the Blue Cross and Blue Shield Association

Date: July 1, 2009
To: The Providers Who Care for Our Members
Subject: Timeframe for Retroactive Referrals and Authorizations Will Move to 90 Days for HMO/POS Members, Effective October 1, 2009

Timeframe for Retroactive Referrals and Authorizations Will Move to 90 Days for HMO/POS Members, Effective October 1, 2009

To better manage our administrative expenses in order to maintain health care affordability for our members, Blue Cross Blue Shield of Massachusetts (BCBSMA*) will change our policy regarding retroactive referrals and authorizations from the current 180 day allowance to 90 days from the date of service for members of our HMO and POS products, including Medicare HMO Blue®, effective October 1, 2009. After that date, we will no longer accept retroactive referrals or grant retroactive authorizations more than 90 days after the date of service.

When referrals or authorizations are required, we urge you to enter referrals or seek authorizations **prior to the member's receipt of care**. You may use one of our provider technologies—NEHENNet, Online Services via Emdeon Office®, or InfoDial®. You may also use Online Services to check whether your referral or authorization has been approved, eliminating the administrative effort for your office staff and BCBSMA associated with follow-up phone calls. By doing so, you'll help increase the affordability for our members and accounts while maintaining health care quality.

To improve the service we provide to you, this spring we have improved our internal processes to speed our response time to certain authorization requests that are entered using Online Services via Emdeon Office. We encourage you to use our electronic provider technologies whenever possible to minimize your administrative efforts.

Questions?

The Resources section on the reverse of this *F.Y.I.* points towards aids we have developed to make it easier for you to do business with BCBSMA.

If you have any questions about this communication, please contact your Provider Relations Manager by calling **1-800-316-BLUE (2583)** and selecting:

- **Option 4** if you are physician, nurse practitioner, or hospital
- **Option 2** if you are a professional ancillary provider or institution.

As always, we appreciate the care you provide to BCBSMA members.

Resources

Below is a list of electronic resources designed to help you do business with BCBSMA.

Use this tool:	To:	How to Access the Tool:
BlueLinks for Providers	Obtain copies of your <i>F.Y.I.s</i> , newsletters, and training programs to help you learn about our provider technologies.	To register to use the site, go to www.bluecrossma.com/provider and select Register Now for BlueLinks for Providers in the blue box. Or, call our Provider Self Service Help Desk at 1-800-771-4097 .
BCBSMA eNews	Receive BCBSMA news announcements via e-mail, including <i>F.Y.I.s</i> , notifications about our provider newsletter, and new training opportunities for your specialty.	Log on to BlueLinks for Providers and: <ul style="list-style-type: none"> • Select Edit My eNews Subscriptions from Manage My Profile on the left-hand side of your screen. • Click on the communications you would like to receive via e-mail • Select Save.
NEHENNet (A collaboration with other payers in Massachusetts)	<ul style="list-style-type: none"> • Verify member eligibility for the region's largest payers (including BCBSMA, Medicare, and MassHealth) from a single website • Access member benefit information • Obtain claim status, including pending claims. 	To learn more, log on to www.bluecrossma.com/provider , select Technology Tools and click Learn More under the NEHENNet logo. Or, call 781-290-1290 to sign up for a free 30-day trial.
Online Services (Available through BlueLinks for Providers)	<ul style="list-style-type: none"> • Check a member's benefits and eligibility. 	Log on to www.bluecrossma.com/provider and select Technology Tools>Go to Online Services .
Direct deposit and online remittances (PaySpan Health, offered by Payformance Corporation and BCBSMA)	<ul style="list-style-type: none"> • Receive secure, electronic fund transfers (EFTs) or direct deposits into your entity's bank account • View and print enhanced Provider Payment Advisories (PPAs) and Provider Detail Advisories (PDAs). online 	Log on to www.bluecrossma.com/provider and select Technology Tools>Go to PaySpan Health .

