



Provider Newsletter

March 2021



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Sign up to receive email from Healthy Blue

In order to communicate more efficiently with providers, Healthy Blue is now sending some bulletins, policy change notifications, prior authorization update information, educational opportunities and more to providers via email.

Email is the quickest and most direct way to receive important information from Healthy Blue.

What do we need from you?

To receive email from Healthy Blue (including some sent in lieu of fax or mail), submit your information via the contact form located on the provider site: <https://provider.healthybluemo.com> > Resources > Forms > Other Forms > Sign up to receive email from Healthy Blue.

When multiple email addresses, NPIs or TINs exist, you need to submit all of the required fields separately for each individual provider or provider within a group. However, please keep in mind that we can only accept one email address for each unique provider record.

BMO-NL-0017-21

Provider education survey: your voice counts

To provide you with a better educational experience, we are collecting data on ways to improve provider education. We are also asking for topics to ensure that we tailor education to meet your needs. We value our providers, and we want to deliver educational content that is most convenient for you. Please take a moment to complete a brief survey and remember — your voice counts!

Select below to start the survey:
Provider education: your voice counts

BMO-NL-0013-21



Coding spotlight: Overview of the 2021 evaluation and management changes

Why are these changes necessary?

Changes are meant to simplify code selection criteria, make coding more clinically relevant and to reduce documentation overload for office-based evaluation and management (E/M) services, while continuing to differentiate payment based on complexity of care.

Key elements of major revisions for 2021:

- Physicians may choose their documentation based on medical decision making (MDM) or total time (including non-face-to-face services).
- History and exam are still important parts of the notes and may contribute to both time and MDM, but they will no longer be scored for determining the level of the E/M visit.
- MDM criteria has moved away from simply adding up tasks to instead focusing on tasks that affect the management of a patient's condition.
- Code 99201 was deleted.
- Codes 99202 to 99215 were revised.

Changes to time documentation

Time will now be defined as the total time spent by the provider (both face-to-face and time spent on non-face-to-face activities related to this patient's visit performed on the same day as the visit). This may include the services listed below but should not include time spent on separately billable services (such as X-ray interpretation). Effective January 1, 2021:

- The total time spent must be documented clearly by the provider for the E/M level to be determined by time and does not include ancillary staff time.
- Time will no longer need to be dominated by counseling.
- All time used for leveling the E/M must be on the same day as the face-to-face visit.

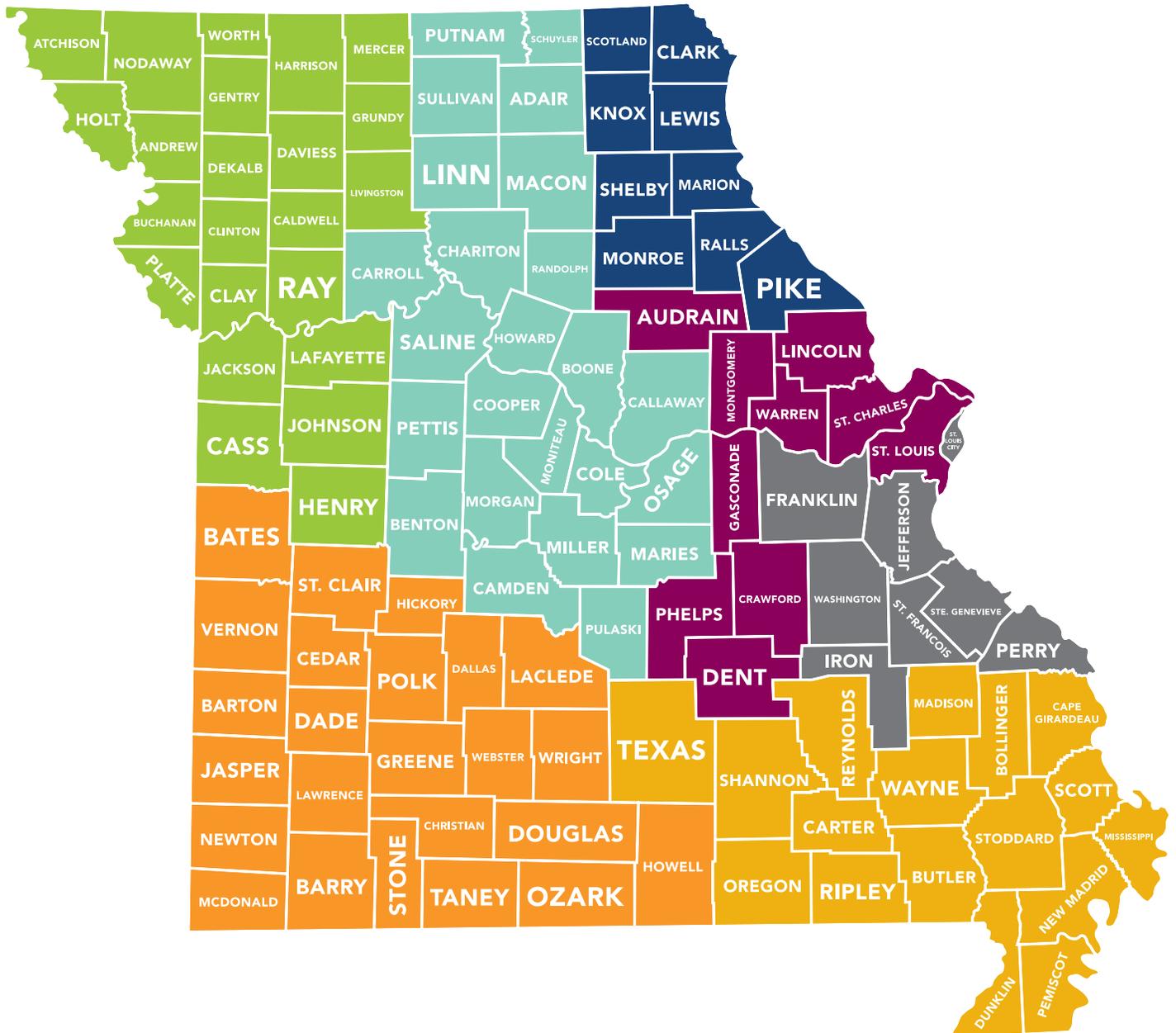


Read more online.

BMO-NL-0012-20

Network Relations consultants

Territories and contact information



Network Relations consultants (cont.)

Name	Title	Email	Counties	Health system(s)
Ronald Caradine	Sr, Network Relations Consult	Ronald.Caradine@healthybluemo.com	Clark, Knox, Lewis, Marion, Monroe, Pike, Ralls, Scotland, Shelby, Border Illinois	Blessing Health System, Hannibal Regional, Quincy Physicians, Children Mercy Hospital
Theresa Johnson	Network Relations Consult	Theresa.Johnson@healthybluemo.com	Andrew, Atchison, Buchanan, Caldwell, Cass, Clay, Clinton, Daviess, DeKalb, Gentry, Grundy, Harrison, Henry, Holt, Jackson, Johnson, Lafayette, Livingston, Mercer, Nodaway, Platte, Ray, Worth, Border Kansas	Truman Medical Center, UPA, Heartland Regional, HCA Midwest Health System, Saint Luke's Health System
Cristy Peck	Network Relations Consult	Cristy.Peck@healthybluemo.com	Barry, Barton, Bates, Cedar, Christian, Dade, Dallas, Douglas, Greene, Hickory, Howell, Jasper, Laclède, Lawrence, McDonald, Newton, Ozark, Polk, St. Clair, Stone, Taney, Vernon, Webster, Wright, Border Arkansas and Oklahoma	Citizens Memorial Hospital, Cox Health, Freeman, Mercy Springfield
Stephanie Thompson	Network Relations Consult	Stephanie.Thompson2@healthybluemo.com	Adair, Benton, Boone, Callaway, Camden, Carroll, Chariton, Cole, Cooper, Howard, Linn, Macon, Maries, Miller, Moniteau, Morgan, Osage, Pettis, Putnam, Pulaski, Randolph, Saline, Schuyler, Sullivan, Border Iowa and Nebraska	Bothwell Regional, Capital Region, Fitzgibbon Memorial, Lake Regional, Univeristy of Missouri
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Christa Hudson	Network Relations Consult	Christa.Hudson@healthybluemo.com	Bollinger, Butler, Cape Girardeau, Carter, Dunklin, Madison, Mississippi, New Madrid, Oregon, Pemiscot, Reynolds, Ripley, Scott, Shannon, Stoddard, Texas, Wayne, Border Kentucky and Tennessee	Saint Francis, Southeast Health, Health First Physicians Group
Wanda Panick	Network Relations Consult	Wanda.Panick@healthybluemo.com	Franklin, Iron, Jefferson, Perry, St. Francois, St. Louis City, Ste. Genevieve, Washington	BJC, Washington University, Mercy East, Slu Care Saint Anthonys, Ste. Genevieve
Barbara Wheeler	Sr, Network Relations Consult	Barbara.Wheeler@healthybluemo.com	Statewide Behavioral Health Rep	SSM, Burrell Behavioral Health, Great Circle, Pathways