

What's new now that we are Healthy Blue

In January 2020, Anthem, Inc. acquired the Missouri Care, Inc. health plan. Our plan will now be called Healthy Blue. Healthy Blue is proud to serve our Missouri members.

Your local Provider Relations team remains the same and will continue to serve our provider network across the state.

This document outlines administrative changes impacting providers effective **January 1, 2021**.

What changes impact network providers?

Contract and participation

Your contract and participation status with us are not changing. However, you received an *Amendment by Notification* or *Amendment by Mutual Consent* to your contract. These amendments change our company's name and add provisions related to the name change to your agreement.

Member IDs

All members will receive a new Healthy Blue member ID card. Effective January 1, 2021, please ask to see this new card when members come in for a visit and keep a copy of the card on file. This is a sample ID card:

Additionally, providers have easy online access to view member ID cards on the Availity Portal. When conducting an eligibility and benefits (E&B) inquiry, simply select **View Member ID Card** on the *Eligibility and Benefits* results page.

New public website

Our provider website will be changing. The new website will be available on November 1, 2020, at <https://provider.healthybluemo.com>. Be sure to bookmark this site as a favorite.

New secure provider portal

Beginning January 1, 2021, the Availity Portal* (<https://www.availity.com>) will be your exclusive secure website to access many of your Healthy Blue online tools and resources for services on or after January 1, 2021.

Some of the self-service features available on Availity include:

- Eligibility and benefits.
- Claims status inquiry.
- Claims submission.
- Claims payment disputes.
- Interactive Care Reviewer for authorization requests and inquiries.

* Availity, LLC is an independent company providing administrative support services on behalf of Healthy Blue. AIM Specialty Health is an independent company providing some utilization review services on behalf of Healthy Blue. CAQH© Solutions EnrollHub™ is an independent company providing electronic funds transfer and electronic remittance advise services on behalf of Healthy Blue.

<https://provider.healthybluemo.com>

Healthy Blue is a Medicaid product offered by Missouri Care, Inc., a MO HealthNet Managed Care health plan contracting with the Missouri Department of Social Services. Healthy Blue is administered statewide by Missouri Care, Inc. and administered in the Kansas City service region by Missouri Care, Inc. in cooperation with Blue Cross and Blue Shield of Kansas City. Missouri Care, Inc. and Blue Cross and Blue Shield of Kansas City are both independent licensees of the Blue Cross and Blue Shield Association.

Be ready by starting the registration process now. Availity provides access to real-time information and instant responses in a consistent format regardless of the payer. Start exploring how you can use the Availity Portal during patient check-ins, checkouts, billing or whenever you might benefit from easy, instant access to health plan information.

To begin registration, visit <https://www.availity.com> and select **Register**. If you have questions about registering, contact Availity Client Services at **1-800-AVAILITY (1-800-282-4548)**, Monday through Friday, from 8 a.m. to 8 p.m. Eastern time.

Submitting claims

- Availity serves as our gateway for all electronic data interchange (EDI) transactions. Providers can submit claims direct through the Availity Portal.
 - If you have a relationship with a clearinghouse or billing company, please work with them to ensure connectivity with Availity.
 - The Availity payer ID number for Healthy Blue is **00541**.
- Paper claims can be submitted to:
Healthy Blue
PO Box 61010
Virginia Beach, VA 23466-1010
- Secondary claims can be submitted to Availity:
 - Electronically.
 - Via EDI.
 - Via direct data entry.
- Documents can be attached during claims submissions.
- Remittances can be viewed in Availity.

Claims payment dispute

- Verbal (reconsideration only): Verbal submissions may be submitted by calling Provider Services at **1-833-405-9086**.
- Online (reconsideration and claim payment appeal): via the secure Provider Availity Payment Appeal Tool at <https://www.availity.com>.
- Written (reconsideration and claim payment appeal): Written reconsiderations and claim payment appeals should be mailed, along with the appropriate form, to:
Payment Dispute Unit
P.O. Box 61599
Virginia Beach, VA 23466-1599

Forms are located on the Healthy Blue provider website at <https://provider.healthybluemo.com>.

Electronic funds transfer

CAQH[®] Solutions EnrollHub[™]* is Healthy Blue's electronic funds transfer (EFT) partner.

- Register your organization: <https://www.caqh.org/solutions/enrollhub>
- Add EFT Enrollment to your registration and begin building your EFT Enrollment record
- At the Payer selection step be sure to select the Payer name that includes Healthy Blue
- For your convenience, we always recommend you register for EFT at the TIN level. Enrolling at the TIN level reduces administrative burden, as any new providers added to your practice or organization will automatically be set up under your existing EFT enrollment.

Electronic remittance advice

Electronic remittance advice (ERA) is set-up via Availity.

- If you wish to enroll for ERA (835), use Availity to register and manage account changes.
 - If you have a relationship with a clearinghouse, please work with them to ensure connectivity with Availity.
 - Healthy Blue Payer ID number is **00541**
 - Setup with Availity is easy — Just visit <https://apps.availity.com/web/welcome/#/edi> to get started.

Prior authorizations

The Interactive Care Reviewer (ICR), Healthy Blue's medical and behavioral health self-service tool is accessed online through the Availity Portal <https://www.availity.com> Select **Patient Registration**.

Authorizations and referrals.

Ask your Availity administrator to grant you the required ICR role assignment now so you can begin using the tool immediately when it becomes available

- **Do you create and submit prior authorization requests?** You have the Authorization and Referral Request role assignment.
- **Do you check the status of the case or results of the authorization request?** You have the Authorization and Referral Inquiry role assignment

You can also look up a status or submit precertification request using one of these options as well:

- Via fax to **1-800-964-3627**
- By calling Healthy Blue Provider Services at **1-833-405-9086**.

Use the Precertification Look Up Tool accessed through the Availity Portal and located in Payer Spaces to determine which services require prior authorization. This tool also provides information regarding if clinical edits apply, if a vendor is used, and additional information regarding the management of the service.

AIM Specialty Health®* manages precertification for the following modalities: radiology, cardiology, sleep, musculoskeletal, rehabilitation (PT, OT, ST), genetic testing and radiation oncology.

- For services that are scheduled to begin on or after January 1, 2021, all providers must contact AIM beginning December 21, 2020, to obtain prior authorization review for nonemergency services:
 - How to place a review request:
 - Online via the AIM Provider Portal:
 - The Provider Portal is available 24/7 and processes requests in real-time, using clinical criteria. Go to <https://www.providerportal.com> to register.
 - By phone:
 - Call AIM Specialty Health toll-free at **1-855-574-6479**, Monday through Friday, from 7 a.m. to 7 p.m. Central time.

Inpatient admissions can be submitted using:

- Our preferred method via Availity: <https://www.availity.com>
- Fax:
 - Nonbehavioral health: **1-800-964-3627**
 - Behavioral health — Inpatient: **1-844-462-0025**
 - Behavioral health — Outpatient: **1-844-462-0026**
- Healthy Blue Provider Services: **1-833-405-9086**
- ProgenyHealth for babies admitted to NICU (excluding CMPCN members): **1-844-719-9022**

Disease Management/Population Health

Disease management programs are designed to assist PCPs/PMPs and specialists in caring for patients with chronic health care needs. We welcome your referrals. To refer a member to Disease Management/Population Health:

- Call **1-888-830-4300** to speak directly to one of our team members.
- Fill out the *Disease Management/Population Health Referral Form* located at <https://provider.healthybluemo.com> or <https://www.availity.com> and fax it to **1-888-762-3199**.

Provider grievances

Providers can submit verbal or written grievances. Supporting documentation should accompany the grievance. Grievances are resolved fairly and are consistent with our policies and covered benefits.

Submit verbal grievances to:

- Provider Services at **1-833-405-9086**.
- Your local Provider Relations representative.

Submit written grievances to:

- Email: MO.HPGA@anthem.com
- Fax: **1-855-860-9122**
- Mail: PO Box 61599
Virginia Beach, VA 23466

Demographic changes

Demographic changes can be submitted to MOProviderOperations@healthybluemo.com as of January 1, 2021.

Fraud, waste and abuse

Fraud, waste and abuse concerns can be reported by:

- Visiting the Healthy Blue provider website at <https://provider.healthybluemo.com> and completing the *Report Waste, Fraud and Abuse* form.
- Calling Healthy Blue Provider Services at **1-833-405-9086**.

Provider manual

The Healthy Blue provider manual will be available January 1, 2021, at <https://provider.healthybluemo.com>. While we encourage use of the electronic copy in order to reduce use of paper and ensure you reference only the most up-to-date information, you may order a hard copy of the provider manual at no charge by calling our Provider Services team at **1-833-405-9086**.

Provider training

Training for the new processes and tools will start in October 2020. Training invitations will be sent to contracted providers, as well as posted to the provider portal at <https://provider.healthybluemo.com>. The following trainings will be offered to prepare you for administrative changes include:

- Medical provider orientation webinars.
- Behavioral health specific webinars.
- Availity Portal.
- AIM Specialty.

What if I need assistance?

Our Provider Services phone number is changing. Providers should continue to the existing phone number for services rendered before January 1, 2021. For services rendered on or after January 1, 2021, or questions related to the upcoming changes, use the new Healthy Blue Provider Services phone number **1-833-405-9086**