

Montgomery County Medical Society
CareFirst Presentation

November 20, 2014

Agenda

- ICD10 Update
- Provider Self-Service
- CareFirst.com Website Changes
- HealthCare Exchange Updates

CareFirst ICD-10 Update



Common Objectives For ICD-10

- **ICD-10 Mandate**

- On July 31, 2014, HHS issued a rule finalizing **October 1, 2015** as the new compliance date for health care providers, health plans, and health care clearinghouses to transition to ICD-10.
- The ruling also requires the continued use of ICD-9 code sets through September 30, 2015.
- CareFirst is following the current guidance that the transition will be **effective** and **enforced** on October 1, 2015.

- **Common objectives of ICD-10**

- Providers, trading partners, and payers are all working towards the successful **creation, submission, and payment** of claims using the new ICD-10 code set.

Definition of Success for CareFirst



Receive clean claims electronically

- Receive clean claims that are properly coded in ICD-10
- Receive the majority of claims electronically (no spike in paper claim submission)



Process and adjudicate claims in a timely manner



Process in place to address questions and disputes on claims

- CareFirst help desk and provider service areas knowledgeable about ICD-10 codes and CareFirst policy

Definition of Success for Providers



Doctors and nurses provide inputs to medical coders at the correct level of granularity for ICD-10 codes

- Internal documentation is updated for ICD-10
- Doctors and nurses understand the level of granularity in ICD-10 codes to be able to document their notes in enough detail



Medical coders understand and can use the more detailed ICD-10 codes

- Coders understand the ICD-10 code set, and can select the right code based on the doctor's or nurse's documentation
- Claim payment will be based on the current DRG grouper






IT systems and forms are updated to include ICD-10 codes

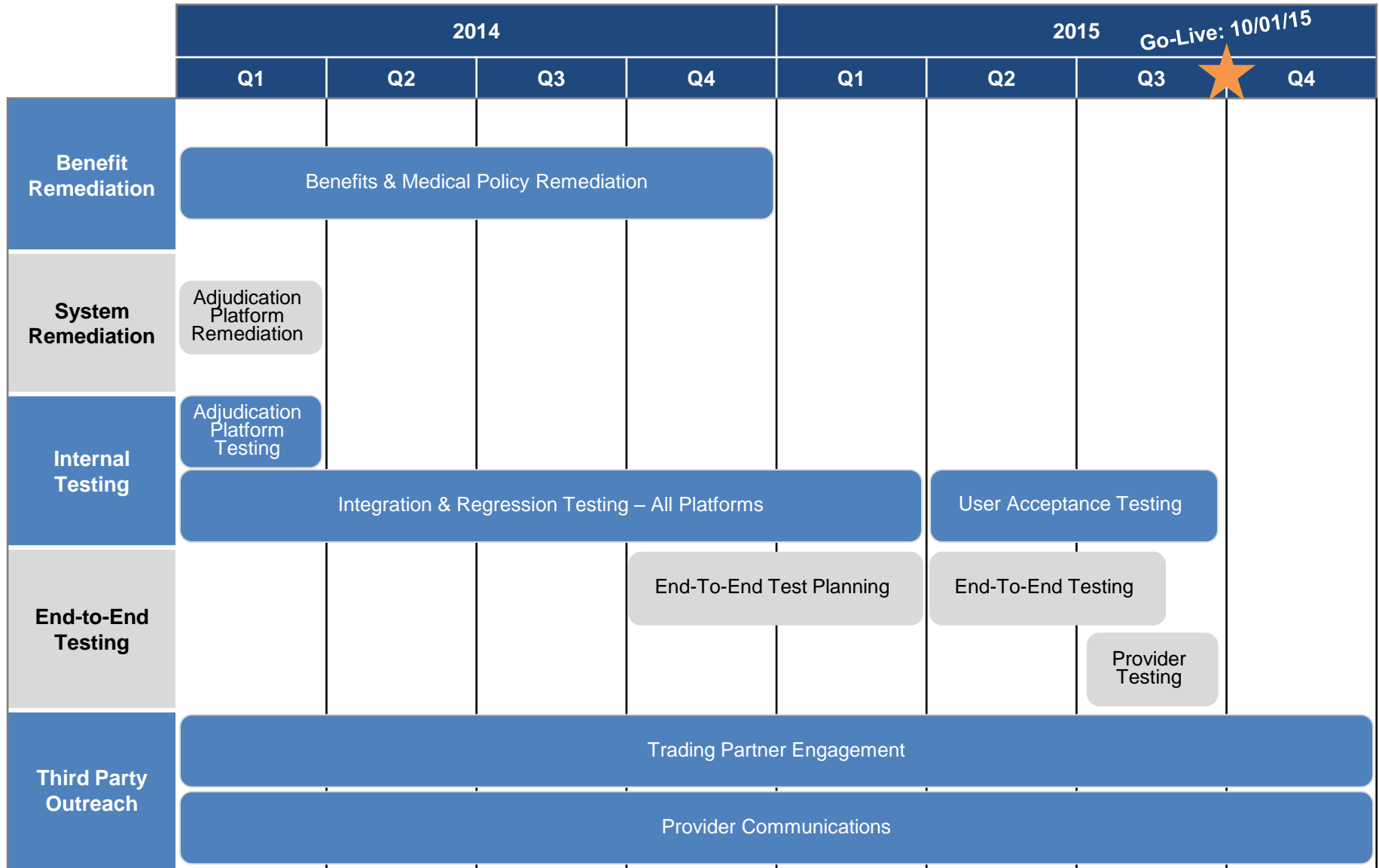
- Systems are updated and tested internally
- Testing confirms that claims submission occurs successfully

CareFirst Progress Report

- CareFirst has completed remediation to our Claims Gateway and Adjudication Platforms
- Internal Testing activities will be ramping back up in Q1 2015
- Additionally, we will be restarting our internal planning for End-to-End testing with our Trading Partners and selected Providers in Q1 2015

Activity	Status
System Updates	
• Claims Gateway	
• Adjudication Platforms	
Internal Testing	
• Claims Gateway	
• Adjudication Platforms	Q1 2015
• Integration Testing	Q2 2015
End-to-End Testing	
• E2E Test Planning	Q1 2015
• E2E Test Execution	Q3 2015
CareFirst Staff Readiness	
• CareFirst Staff Training	Q3 2015

CareFirst ICD-10 Program Timeline



Go-Live: 10/01/15



Topics of Interest: End to End Testing

- CareFirst will be conducting End-to-End testing with our Trading Partners and a **subset** of our Providers (based on claims submission volume, type, and CareFirst capabilities) in Q3 2015

Activity	2015			
	Q1	Q2	Q3	Q4
End-to-End Test Preparation				
End-to-End Testing				
Provider Testing Execution				

Topics of Interest: Claim Submission Rules

CareFirst will be updating our **ICD-10 Claims Submission Guidelines** document covering:

- Whether to submit a claim using ICD-9 or ICD-10 codes based on the claim type and dates of service
- Whether a claim with services spanning the October 1, 2015 transition can be submitted as a single claim, or if it needs to be split into two claims

These guidelines will also provide information on:

- Interim billing
- Member payment implications
- Claims filing and appeals windows

These guidelines will be available again in our next Provider Portal ICD-10 page update in Q1 2015.

Topics of Interest: ICD-10 Training

Because training on ICD-10 covers the coding of claims, CareFirst **will not** be able to provide training to Providers on the new code set.

Instead, there are independent resources available for physicians/medical coders providing these training sessions. For example:

- American Association of Professional Coders (AAPC)
<http://www.aapc.com/icd-10>
- American Health Information Management Association (AHIMA)
<http://www.ahima.org/icd10/training.aspx>
- Road to 10: The Small Physician Practice's Route to ICD-10
<http://www.roadto10.org/>

Topics of Interest: Contract Updates

CareFirst contract negotiations occur on a pre-determined schedule that **will not** be changed due to the ICD-10 transition.

As Provider contracts come up for renegotiation, any changes that need to be incorporated as a result of the ICD-10 transition will be raised during the negotiation cycle.

Topics of Interest: Medical Policy Updates

Medical policies are **not** changing as a result of ICD-10.

- CareFirst medical policies do not currently reference ICD-9 codes, and they will not reference ICD-10 codes after the transition.
- We are mapping the policies to ICD-10 codes internally, but these mappings will not be part of the policy.

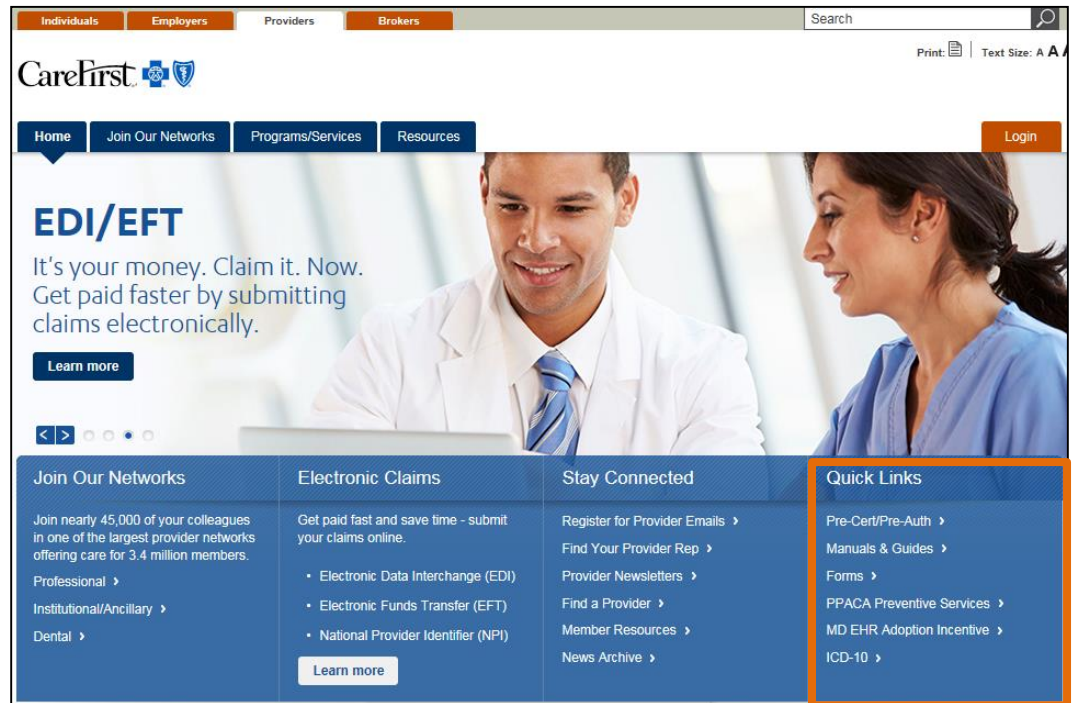
As new policies are needed based on non-ICD-10 justifications, CareFirst will add or update our medical policies as necessary.

- As always, the current medical policies are available in the Medical Policy Reference Manual on the Provider Portal.

Find The Latest Information

CareFirst will publish the latest updates to our Provider Portal, including:

- Progress updates
- Provider FAQs
- ICD-10 Claims Submission Guidelines



Additionally, you can reach our ICD-10 Program Team directly by emailing us at ICD-10@carefirst.com.

Any Questions?

Provider Self-Service



View Your Provider Information

[Pre-Auth / Notifications](#)

CareFirst Direct Inquiries

[Referrals](#)

[Programs/Services](#)

[Resources](#)

Welcome to CareFirst Direct

For Technical Support (877) 526-8390 [↗](#)

Self Services

- [→ CareFirst Direct Inquiries Home](#)
- [→ Eligibility / Benefits](#)
- [→ Claims Status](#)
- [→ Remittance / Notice of Payment](#)
- [→ Authorization](#)
- [→ Claim Inquiry \(IASH\)](#)
- [→ Provider Credentialing](#)

Stay Connected

Sign up to receive Provider News and Updates by email. Get relevant information for your practice sent right to your inbox.



[Subscribe Now](#)

Having Problems Viewing Eligibility & Claims?

If you are experiencing issues with eligibility request and claims look up, try these [troubleshooting instructions](#). If you are still having issues, contact the help desk at (877) 526-8390.

Verify/Update Provider Info

Use this [Step-by-Step Guide](#) to update demographic information. Check your browser compatibility before beginning.

[View your Provider Information](#)



Center for Provider Education & Training (CPET)

Take advantage of various options to keep you up-to-date. In addition to online learning modules and our traditional half-day seminars, we also offer interactive webinars

[Sign Up For Training](#)

Quick Links

- [Manuals & Guides >](#)
- [Forms >](#)
- [PPACA Preventive Services >](#)

Provider News

- [PCMH CEO Meeting - Nov. 18, 2014. Register Now.](#)
- [Register Now: Dental CE Course](#)
- [November BlueLink is Here](#)
- [Provider Portal: New Look & Feel](#)
- [Stay Connected. It Matters for Your Patients](#)

Disclaimer: Unless otherwise required by state law, information provided throughout this system is not a guarantee of payment. Benefits are subject to all contract limits and the member's status on the date of service. Accumulated amounts, such as deductibles, may change as additional claims are processed.

Verify/Update Permission

It is important to note that if you do not have the permission to verify/update the provider information, then you will only be able to view the information.

You will need to ask your Office Administrator to assign you the Provider Credentialing updates role and follow the step by step guide provided in CareFirst Direct, as appropriate.

Examples are provided on the next few slides.



Provider Credentialing Updates Role in User Management



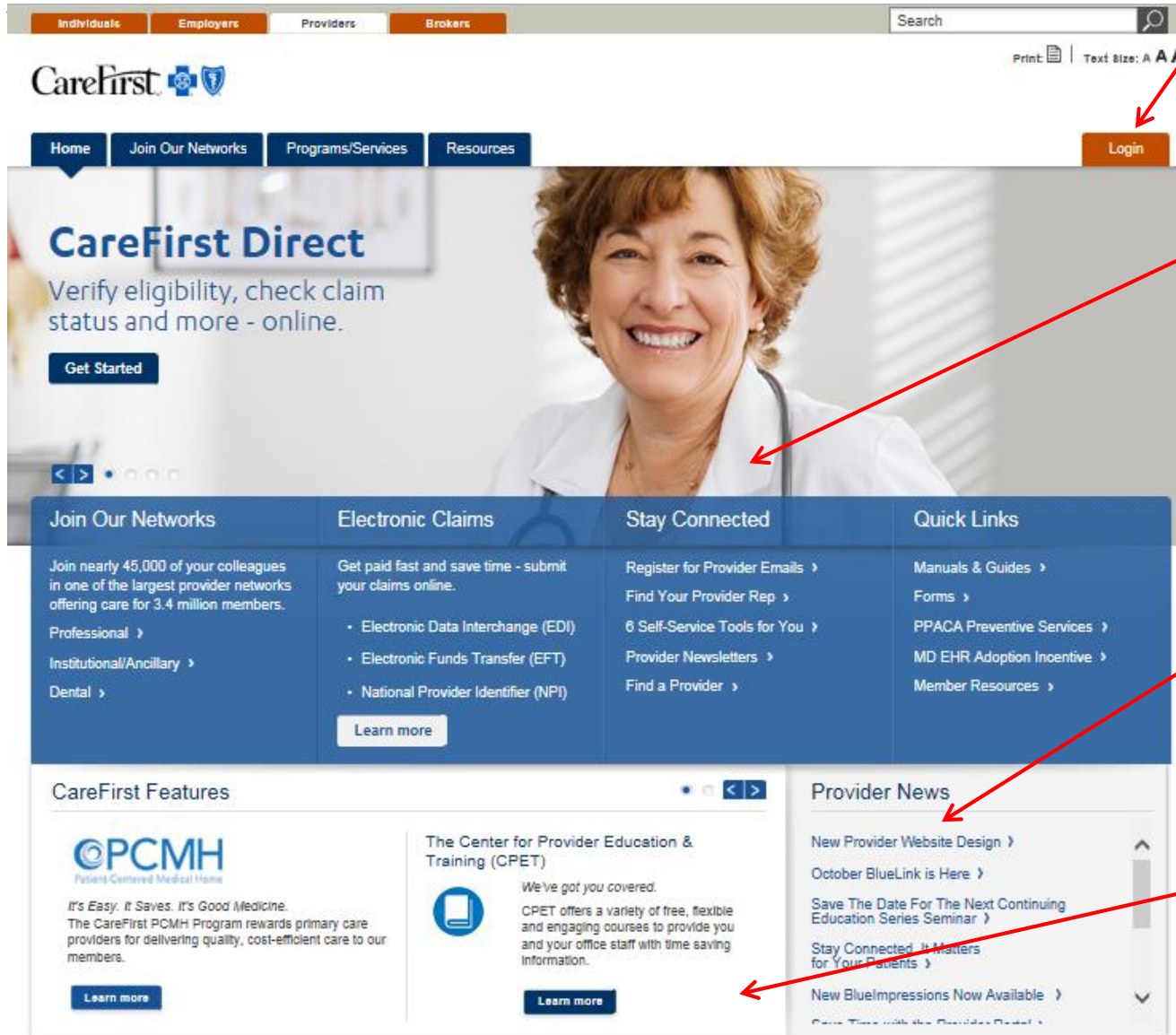
Select All

#	Access for CareFirst Direct	Assigned
1	Admin for Office Managers Only	<input checked="" type="checkbox"/>
2	Authorizations	<input checked="" type="checkbox"/>
3	Claims Status & Claims Inquiry (IASH) *If you assign this role, you must set Claims Status Permissions.	<input checked="" type="checkbox"/>
4	Fee Schedules *If you assign this role, you must set Fee Schedule Permissions.	<input checked="" type="checkbox"/>
5	Provider Credentialing Updates	<input checked="" type="checkbox"/>
6	Remittance / Notice of Payment	<input checked="" type="checkbox"/>
7	Eligibility / Benefits	<input checked="" type="checkbox"/>
8	Referrals	<input checked="" type="checkbox"/>

#	Access for PCMH Program	Assigned
9	Admin	<input checked="" type="checkbox"/>
10	Consent	<input checked="" type="checkbox"/>
11	PCMH Base	<input checked="" type="checkbox"/>
12	Restricted Access Associate	<input checked="" type="checkbox"/>
13	SearchLight	<input checked="" type="checkbox"/>
14	Workflow	<input checked="" type="checkbox"/>

CareFirst Website Changes





Login to CareFirst Direct

New Website design makes it easier to navigate and locate information by using links

To learn more about the new website view the video located in the "New Provider Website Design" newsflash

Register to attend training

Website Resources

The screenshot shows the CareFirst website navigation menu. The 'Resources' tab is highlighted with a red arrow. Below the navigation bar, a dropdown menu is open, displaying a grid of resource categories and links. The categories are: Administrative, Claims, Resources, and News/Training. The 'Resources' category is further expanded to show links for 'Find a Provider Rep' and 'ICD-10'. Below the dropdown, there are four main content blocks: 'Join Our Networks', 'Electronic Claims', 'Stay Connected', and 'Quick Links'. The 'Quick Links' block contains a list of frequently used links such as 'Pre-Cert/Pre-Auth', 'Manuals & Guides', and 'Forms'. At the bottom, there are two featured sections: 'CareFirst Features' with a PCMH logo and 'Provider News' with a list of recent updates.

Individuals Employers Providers Brokers Search



Print | Text Size: A A A

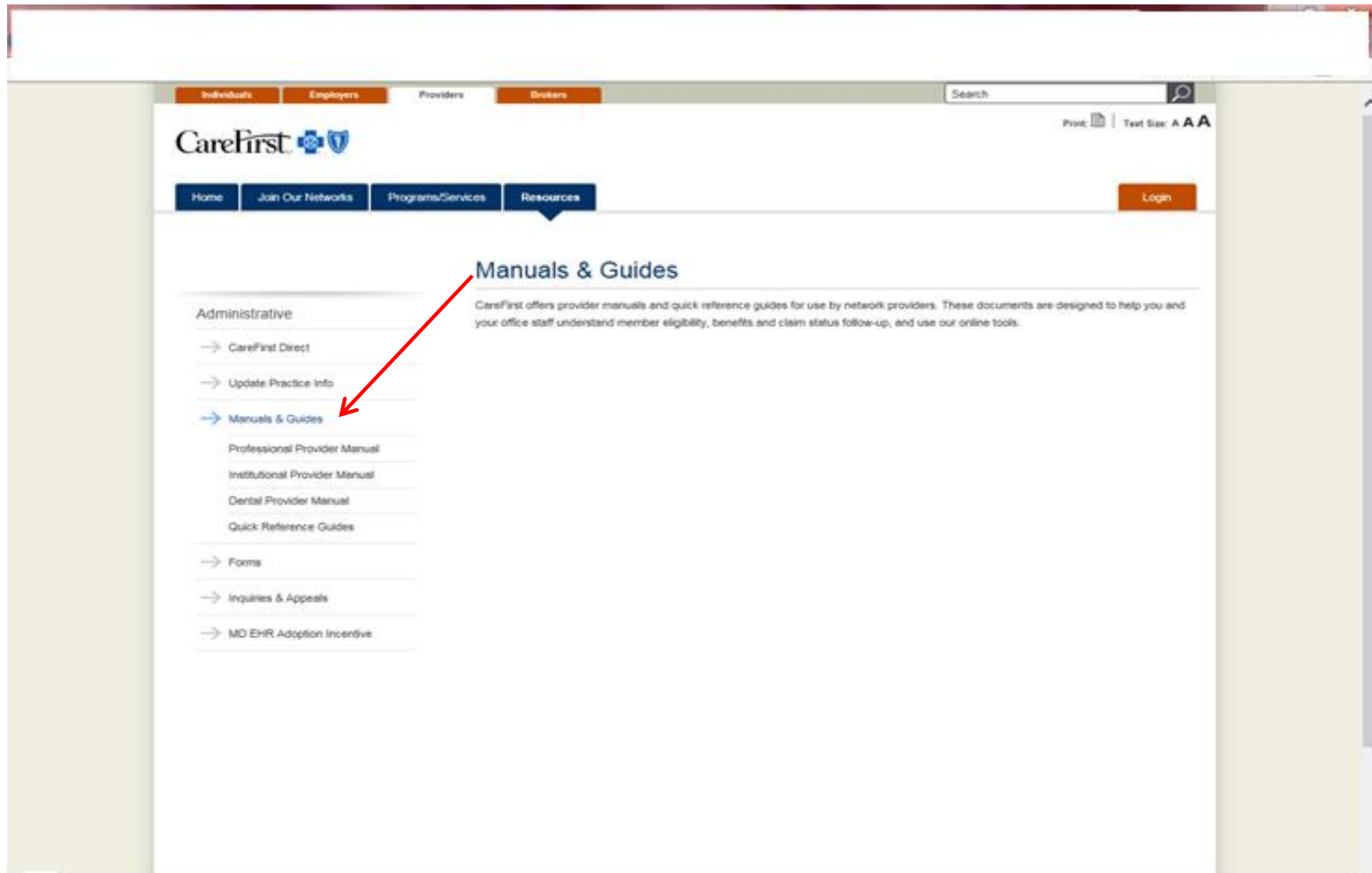
Home Join Our Networks Programs/Services **Resource** Login

- | | | | |
|---|--|--|---|
| <ul style="list-style-type: none"> Administrative CareFirst Direct Update Practice Info Manuals & Guides Forms Inquiries & Appeals MD EHR Adoption Incentive | <ul style="list-style-type: none"> Claims Claims Submission NPI & Payer Codes Ancillary Claims Corrected Claims Medicare Secondary Paper Claims Dental Claims Submission | <ul style="list-style-type: none"> Resources Find a Provider Rep ICD-10 | <ul style="list-style-type: none"> News/Training The Center for Provider Education & Training Newsletters News Archives |
|---|--|--|---|

<h3>Join Our Networks</h3> <p>Join nearly 45,000 of your colleagues in one of the largest provider networks offering care for 3.4 million members.</p> <ul style="list-style-type: none"> Professional > Institutional/Ancillary > Dental > 	<h3>Electronic Claims</h3> <p>Get paid fast and save time - submit your claims online.</p> <ul style="list-style-type: none"> • Electronic Data Interchange (EDI) • Electronic Funds Transfer (EFT) • National Provider Identifier (NPI) <p>Learn more</p>	<h3>Stay Connected</h3> <ul style="list-style-type: none"> Register for Provider Emails > Find Your Provider Rep > Provider Newsletters > Find a Provider > Member Resources > News Archive > 	<h3>Quick Links</h3> <ul style="list-style-type: none"> Pre-Cert/Pre-Auth > Manuals & Guides > Forms > PPACA Preventive Services > MD EHR Adoption Incentive > ICD-10 >
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<h3>CareFirst Features</h3> <div> <p>PCMH Patient-Centered Medical Home</p> <p><i>It's Easy. It Saves. It's Good Medicine.</i> The CareFirst PCMH Program rewards primary care providers for delivering quality, cost-efficient care to our members.</p> <p>Learn more</p> </div>	<h3>The Center for Provider Education & Training (CPET)</h3> <div> <p><i>We've got you covered.</i> CPET offers a variety of free, flexible and engaging courses to provide you and your office staff with time saving information.</p> <p>Learn more</p> </div>	<h3>Provider News</h3> <ul style="list-style-type: none"> Register Now: Dental CE Course > November BlueLink is Here > New Provider Website Design > Stay Connected. It Matters for Your Patients > New BlueImpressions Now Available > Save Time with the Provider Portal >
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Website Manuals and Guides



The screenshot displays the CareFirst website's navigation and content structure. At the top, there are tabs for 'Individuals', 'Employers', 'Providers', and 'Doctors'. A search bar is located on the right side of the top navigation. Below the navigation, the CareFirst logo is visible, along with a 'Print' icon and 'Text Size: A A A' options. The main navigation bar includes 'Home', 'Join Our Networks', 'Programs/Services', and 'Resources' (which is highlighted with a dropdown arrow), and a 'Login' button on the far right.

Manuals & Guides

CareFirst offers provider manuals and quick reference guides for use by network providers. These documents are designed to help you and your office staff understand member eligibility, benefits and claim status follow-up, and use our online tools.

Administrative

- CareFirst Direct
- Update Practice Info
- **Manuals & Guides**
- Professional Provider Manual
- Institutional Provider Manual
- Dental Provider Manual
- Quick Reference Guides

→ Forms

→ Inquiries & Appeals

→ MD EHR Adoption Incentive

Health Care Exchange Updates



Exchange Open Enrollment

For Individual applicants the open enrollment period is:

11/15/2014 with an effective date of 1/1/2015

For small groups, called “On Shop”, the open enrollment period is :

11/15/2014 for DC and Virginia with an effective date of 1/1/2015.

1/1/2015 for Maryland with an effective date of 3/1/2015.

The invoices/bills that come from CareFirst are not verification of coverage. The member’s coverage must be verified in CareFirst Direct.

Exchange Products 2015

CareFirst products offered on the Exchanges are based on current commercial products:

- HMO products = BlueChoice
- PPO products = BluePreferred
- POS products = HealthyBlue and BlueChoice Plus (opt-out)

All products offered for 2014 are still available for 2015.

Products cover the same core benefits, but have different monthly premiums and varying out-of-pocket costs, i.e. deductibles, coinsurance and copayments.

Exchange Member Identification Consumer Direct*

Product	Prefix	Description
BlueChoice Bronze	XIB	HMO open access
BlueChoice Plus Bronze (opt-out)	QXA/XIE	POS open access
BluePreferred Bronze	JHJ/XII	PPO
BlueChoice Silver	XIB	HMO open access
BlueChoice Plus Silver (opt-out)	QXA/XIE	POS open access
BluePreferred Silver	JHJ/XII	PPO
BlueChoice Gold	XIB	HMO open access
BlueChoice Plus Gold (opt-out)	QXA/XIE	POS open access
BluePreferred Gold	JHJ/XII	PPO
HealthyBlue Gold	QXB/XIF	POS open access
BluePreferred Platinum	JHJ/XII	PPO
HealthyBlue Platinum	QXB/XIF	POS open access
BlueChoice Young Adult Catastrophic	XIB	HMO open access

*on EXCHANGE prefixes only.

Exchange Member Identification Small Group Option*

Product	Prefix	Description
BlueChoice	QXG	HMO with referral
BlueChoice Plus (opt-out)	JHZ	HMO open access
HealthyBlue	QXF	HMO with referral
HealthyBlue Plus	QXE	POS ,open access, in and out of network
HealthyBlue Advantage	QXD	POS, open access, in and out of network and out of area
BlueChoice Advantage	XWZ/XIG/QXK	POS, open access, in and out of network and out of area
HealthyBlue PPO	QXI	In and out of the PPO network
BluePreferred	JHI/XIQ/QXM	In and out of the PPO network
BluePreferred Multi State	XIY/XIU	In and out of the PPO network

*on EXCHANGE prefixes only.

Thank You for Attending