

June 2018

Spring 2018 newsletter

Personal care agencies

BadgerCare Plus held two on-site provider trainings for Personal Care Agencies (PCAs) on April 25 and 28, with over 100 representatives in attendance. The trainings covered the Anthem Blue Cross and Blue Shield (Anthem) requirements for PCA reimbursement, including precertification requests, claims form completion and submission, and appeals.

The PowerPoint presentation presented at the trainings can be accessed from the home page of the Anthem provider website at the following link: <https://mediproviders.anthem.com/wi>.

Substance abuse counselor-in-training: reimbursement policy for outpatient behavioral health services

BadgerCare Plus will follow ForwardHealth policy, announced in *ForwardHealth Update No. 2018-15*, and reimburse eligible services when performed by Medicaid-enrolled substance abuse counselors-in-training, effective May 1, 2018.

Once providers have completed their training and meet all other requirements, their Medicaid certification status should be updated.

Provider surveys

Each year, Anthem Blue Cross and Blue Shield reaches out to you to ask what we are doing well and how we can continue to improve our services. We use this feedback to continually improve our operations and strengthen our relationship with our providers.

Thank you for participating in our network, for providing quality health care to our members and for your timely completion of any surveys you receive from BadgerCare Plus.

Important information about utilization management

Anthem Blue Cross and Blue Shield utilization management (UM) decisions are based on the appropriateness of care and service needed, as well as the member's coverage according to their health plan. We do not reward providers or other individuals for issuing denials of coverage, service or care, nor do we make decisions about hiring, promoting or terminating these individuals based on the thought that they will deny benefits. In addition, we do not offer financial incentives for UM decision makers to encourage decisions resulting in underutilization.

<https://mediproviders.anthem.com/wi>

Practitioners' rights during credentialing process

The credentialing process must be completed before a practitioner begins seeing enrollees and enters into a contractual relationship with a health care insurer. As part of the Anthem Blue Cross and Blue Shield (Anthem) credentialing process, practitioners have certain rights as briefly outlined below.

Practitioners can request to:

- Review information submitted to support their credentialing application.
- Correct erroneous information regarding a credentialing application.
- Be notified of the status of credentialing or recredentialing applications, upon request.

The Council for Affordable Quality Healthcare (CAQH) universal credentialing process is used for all providers who contract with Anthem. To apply for credentialing with BadgerCare Plus, go to the CAQH website at www.caqh.org and select **CAQH ProView™**. There is no cost to providers to submit their applications.

We encourage practitioners to begin the credentialing process as soon as possible when new physicians join a practice. Doing so will help minimize any disruptions to the practice and members' claims.