



Changes to claims submission requirements for outpatient hospital services

Effective January 1, 2016, BadgerCare Plus implemented ForwardHealth Update No. 2016-02, “Changes to Claims Submission Requirements for Outpatient Hospital Services.” The health plan will adopt new place of service (POS) code 19 (off-campus outpatient hospital) and revised POS code 22 (on campus-outpatient hospital) for professional claims, and modifier PO (services, procedures, and/or surgeries furnished at off-campus provider-based outpatient departments) on facility claims.

For services provided in an off-campus provider based outpatient clinic, the health plan will reimburse only a professional charge, consistent with state policy. Professional providers are required to indicate POS 19 on claims submitted for services performed in an off-campus provider-based clinic. In accordance with Wisconsin Department of Health Services payment policy for POS 22, the health plan will apply the site-of service payment differential to services reported with POS 19 for specified codes that are typically office based. This policy will become effective with claims for dates of service on and after June 15, 2016.

Additionally, modifier PO is required on institutional claims to indicate the facility charge for services provided in off-campus provider-based outpatient clinics. In alignment with Wisconsin Department of Health Services policy the health plan will not reimburse claims submitted with modifier PO.

Sanctioned Provider Edit

As of April 2016, Anthem Blue Cross and Blue Shield (Anthem) implemented a front end edit to the claim system that will deny BadgerCare Plus claims submitted with an attending, ordering or referring provider NPI that is on the sanctioned or debarred provider lists. Claims will deny with the EX code GA5 sanctioned provider, no payment.

Knee and Hip Arthroplasty to Require PA

Effective May 1, 2016, knee and hip arthroplasty will require prior authorization (PA) for dates of service on or after May 1, 2016. Providers may request PA by calling BadgerCare Plus Provider Services at 1-855-558-1443 or faxing requests to 1-800-964-3627. Please visit the BadgerCare Plus provider website at mediproviders.anthem.com/wi for detailed authorization requirements.

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

Cultural Competency

Anthem recognizes the roles age, culture, socioeconomic status, and ethnicity play in our members' lives and is committed to maintaining a culturally competent network that acknowledges and incorporates the following values at all levels: diversity, vigilance about understanding the dynamics resulting from cultural differences, continuous expansion of cultural knowledge, consistent adaptation of services to meet culturally unique needs, and assisting providers with meeting the cultural and linguistic needs of their patients.

Anthem's commitment includes working with our contracted health care providers to continually increase their knowledge of and sensitivity to diverse cultures. As part of this effort, providers are encouraged to review the PowerPoint presentation "Cultural Competency Training" on the provider website, which can be accessed from the quick link "[Manuals, Directories, Training & More.](#)"

New Dental Vendor is DentaQuest – Effective May 1, 2016

DentaQuest is the new dental vendor that will administer dental benefits for BadgerCare Plus members, effective May 1, 2016. Contact information:

www.dentaquestgov.com
DentaQuest (ATTN: Claims)
12121 N. Corporate Parkway
Mequon, WI 53092
Provider Services: 1-855-453-5287