

March 2017

This is an update about information in the provider manual. For access to the latest manual, go online to <https://mediproviders.anthem.com/wi>.

## Provider Newsletter

### OrthoNet program contacts

A new tool is now available to providers that offers convenient access to contact information for Anthem Blue Cross and Blue Shield programs with OrthoNet. The tool includes phone, fax and website contacts for all lines of business — commercial, Medicaid and Medicare Advantage.

To access this new tool, visit

[https://mediproviders.anthem.com/Documents/WIWI\\_CAID\\_OrthonetProgramsContactInformation.pdf](https://mediproviders.anthem.com/Documents/WIWI_CAID_OrthonetProgramsContactInformation.pdf).

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### Qualified treatment trainees

Effective April 1, 2017, Anthem Blue Cross and Blue Shield (Anthem) allows payment for services rendered by qualified treatment trainees (QTTs) who are Medicaid certified.\* The QTT must have a graduate degree and be working toward licensure as well as enroll with Anthem by completing a *Provider Maintenance Form*. Payment and certification requirements are implemented consistent with Medicaid policies.

Services should be reported under the QTT's name and NPI as well as include the U6 modifier. Note, the enrollment requirement is a change to our current policy that requires services rendered by certified QTTs be billed under the name and NPI of a qualified supervising provider.

\* This policy change only applies to Medicaid and does not include Anthem commercial products.

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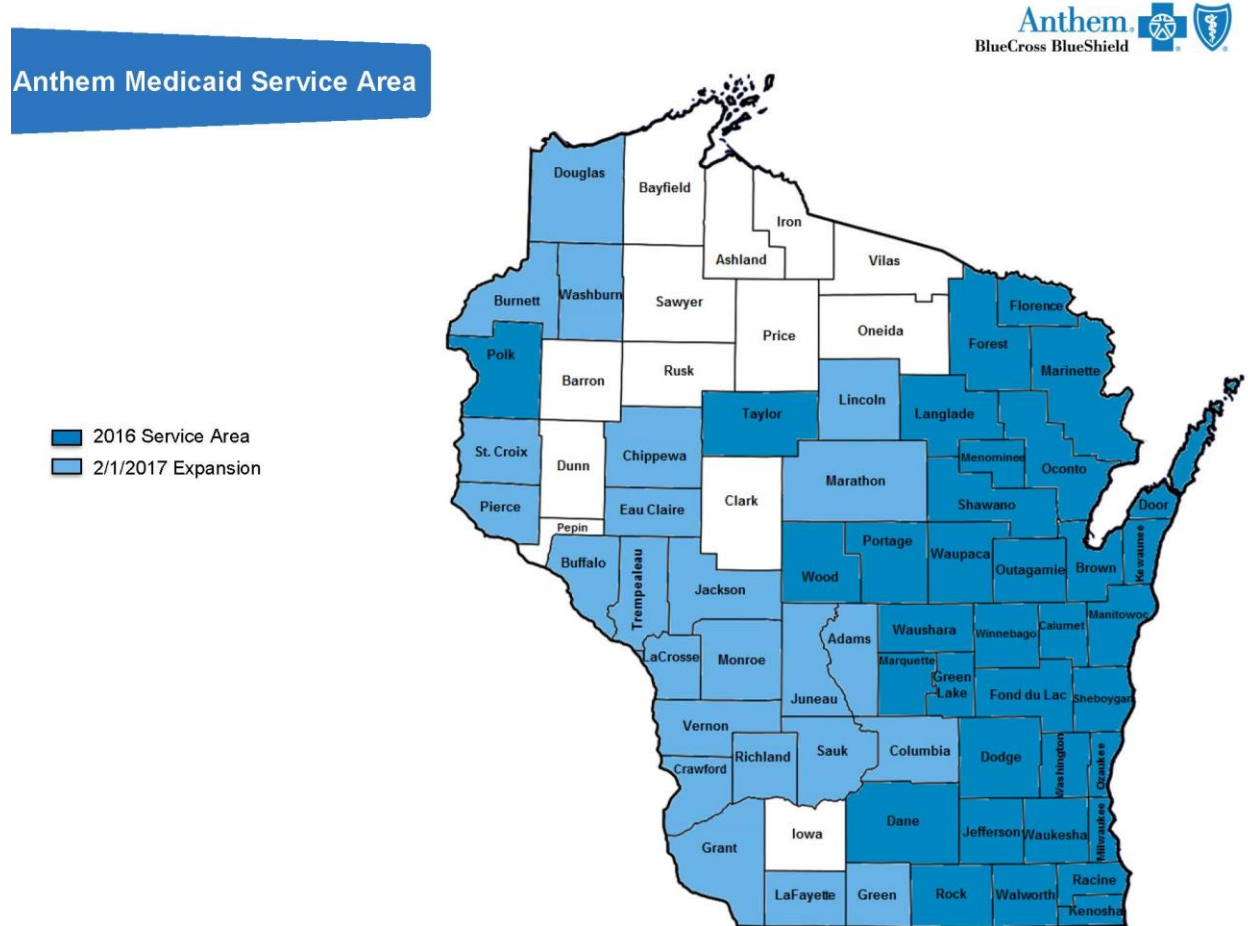
### Anthem Blue Cross and Blue Shield (Anthem) expands into new counties

Effective February 1, 2017, BadgerCare Plus members are being enrolled in in the following counties: Adams, Buffalo, Burnett, Chippewa, Columbia, Crawford, Douglas, Eau Claire, Grant, Green, Jackson, Juneau, La Crosse, LaFayette, Lincoln, Marathon, Monroe, Pierce, Richland, Sauk, St. Croix, Trempealeau, Vernon and Washburn. This expansion increases the Anthem service area to 59 of the 72 counties in Wisconsin.

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

In Eastern Wisconsin, Anthem Blue Cross and Blue Shield is the trade name of CompCare Health Services Insurance Corporation, an independent licensee of the Blue Cross and Blue Shield Association. ANTHEM is a registered trademark of Anthem Insurance Companies, Inc. The Blue Cross and Blue Shield names and symbols are registered marks of the Blue Cross and Blue Shield Association  
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Anthem welcomes these new members as well as physicians and hospital systems as we strive to improve access to affordable, high-quality health care for the most vulnerable citizens of Wisconsin.



## After-hours availability standards for PCPs

Anthem Blue Cross and Blue Shield (Anthem) after-hours availability standards require PCPs to be available 24/7. The objective is for members to have access to PCP offices after normal business hours and to ensure that offices are providing proper instructions to members for emergency care.

### To meet this standard, Anthem requires the following:

- The office or answering service must:
  - Direct callers with life-threatening situations appropriately.
  - Direct callers with nonemergency situations to another number to reach a PCP/on-call provider or have a way of reaching a PCP/on-call provider.
- If an answering machine or automated response system (ARS) is utilized, it must:

- Direct callers with life-threatening situations to contact 911 or proceed to the nearest emergency room.
- Provide instructions for reaching a PCP/on-call provider or provide their contact information.

**Anthem considers after-hours standards not met if:**

- The answering machine or ARS does not direct callers with life-threatening situations appropriately and/or does not properly direct callers with nonemergency issues.
- There is no answer on the office phone.

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**Reminder: reporting your taxonomy code on claims**

To facilitate claims processing, providers are reminded to submit claims with their Medicaid-certified TIN, NPI, taxonomy code and nine-digit ZIP code. When the billing NPI entered on a claim corresponds to multiple Medicaid certifications, Anthem Blue Cross and Blue Shield (Anthem), consistent with ForwardHealth, requires providers to report the taxonomy code in Box 33b that corresponds to the benefit or service that is billed.

Reporting the corresponding taxonomy code for the service performed is required in order for Anthem to process the claim and apply the appropriate benefit. The importance of accurate taxonomy code reporting is based on the need for complete encounter data that is ultimately submitted to the state. Anthem encounters are rejected by ForwardHealth when the claim is submitted with an inappropriate taxonomy code/CPT code combination.

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**2017 CAHPS survey**

The 2017 CAHPS<sup>®</sup> survey was sent to BadgerCare Plus members on February 7, 2017, by DSS Research. If one of your patients mentions receiving an Anthem Blue Cross and Blue Shield (Anthem) survey in the mail or by phone, please encourage them to respond.

**Important note:** Per CMS regulations, providers/associates can't assist members in any way with answering survey questions or influence the members' responses.

**About CAHPS surveys:**

CAHPS surveys evaluate member satisfaction related to care and services received. BadgerCare Plus members are randomly sampled and asked to answer questions about their doctors and Anthem. After the results are tabulated, they are reported to the National Committee for Quality Assurance for quality purposes. Additionally, the results help us identify areas of strength and areas where we need to focus our improvement efforts.