Palmetto Provider UNIVERSITY

Durable Medical Equipment

BlueCross BlueShield of South Carolina and
BlueChoice® HealthPlan of South Carolina

Independent licensees of the Blue Cross and Blue Shield Association

Note! Contents are subject to change and are not a guarantee of payment.

Agenda

- **General Information**
- Durable Medical Equipment (DME)
- Eligibility and Benefits
- Filing DME Claims
- Group Updates
- Resources

General Information

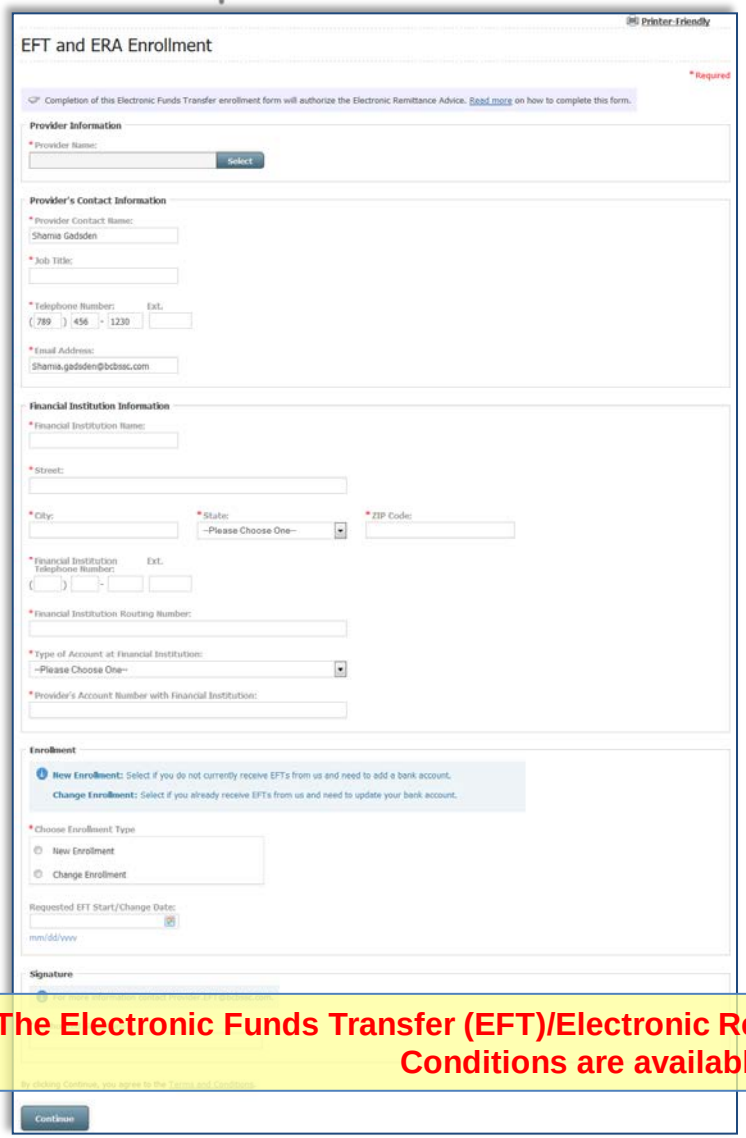
- Visit our websites to get the information you need.
  - www.SouthCarolinaBlues.com
  - www.BlueChoiceSC.com



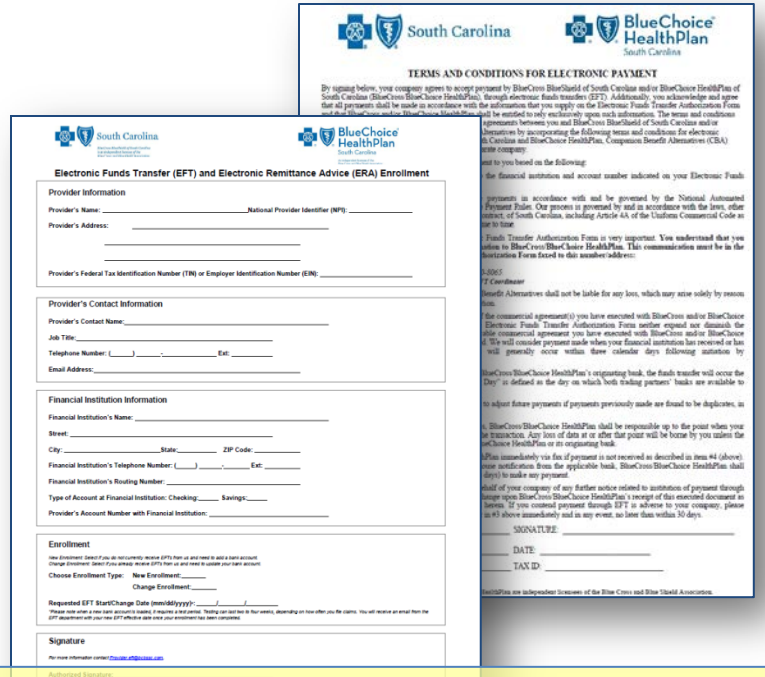
You will find…

- Provider News & Updates
- Provider Resources & Tools
- Provider Training
- Forms

General Information



- Use this form to save time and costs for your practice.



The Electronic Funds Transfer (EFT)/Electronic Remittance Advice (ERA) Enrollment Form and EFT Terms and Conditions are available in electronic and paper formats.

Agenda

- General Information
- **Durable Medical Equipment (DME)**
- Eligibility and Benefits
- Filing DME Claims
- Group Updates
- Resources

Durable Medical Equipment

- What is DME?
  - DME is any equipment that …
    - Provides therapeutic benefits to a patient in need due to certain medical conditions and/or illnesses.
    - Can withstand repeated use and is primarily and customarily used to serve a medical purpose.
    - Is used to treat any illness or injury, and is appropriate for home use.

Durable Medical Equipment

- What is DME?
  - DME includes, but is not limited to:

Traction Equipment	Wheelchairs
Kidney Machines	Ventilators
Pressure Mattresses	Prostheses
Hospital Beds	Walkers
Crutches	Oxygen
Monitors	Shoe Inserts

Durable Medical Equipment

- What is DME?
  - The patient must be capable of operating the equipment unassisted.
  - When prescribing DME, the patient's physician should complete the CMN form.
    - BlueCross BlueShield of South Carolina may, in some cases, request additional medical records and documentation from the prescribing physician.

Durable Medical Equipment

- What is DME?
  - Repair or maintenance of rented DME is the responsibility of the participating DME supplier at no additional charge to the member.
  - Repair and maintenance of purchased equipment is the responsibility of the member (subject to warranty provisions or medical necessity).

Durable Medical Equipment

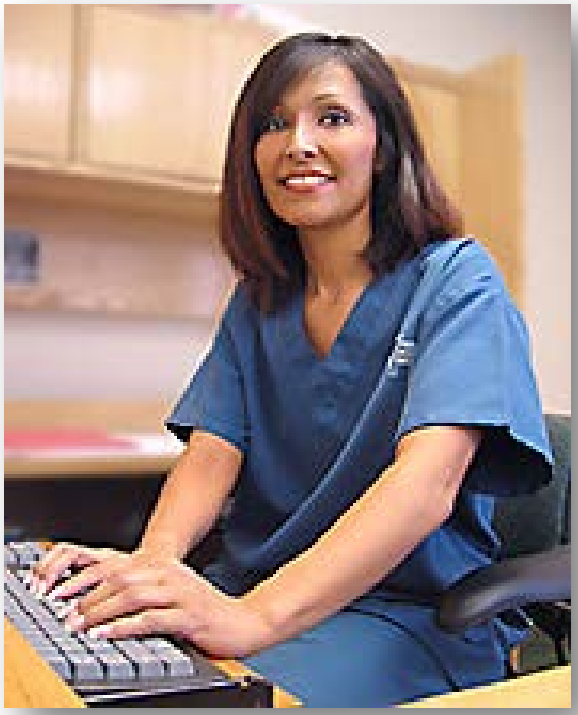
- What is DME?
  - BlueCross will review the option to rent or purchase eligible DME on an individual basis as based on specific contract verbiage.
  - DME and prosthetic/orthotic fees include these things:
    - Delivery and/or Installation
    - Sales Tax
    - Casting, Molding, Fabrication, Fitting and/or Adjustments
    - Materials and Hardware (i.e., screws, bolts, etc.)
    - Labor (with the exception of medical necessary repairs after the "warranty period")

Agenda

- General Information
- Durable Medical Equipment (DME)
- **Eligibility and Benefits**
- Filing DME Claims
- Group Updates
- Resources

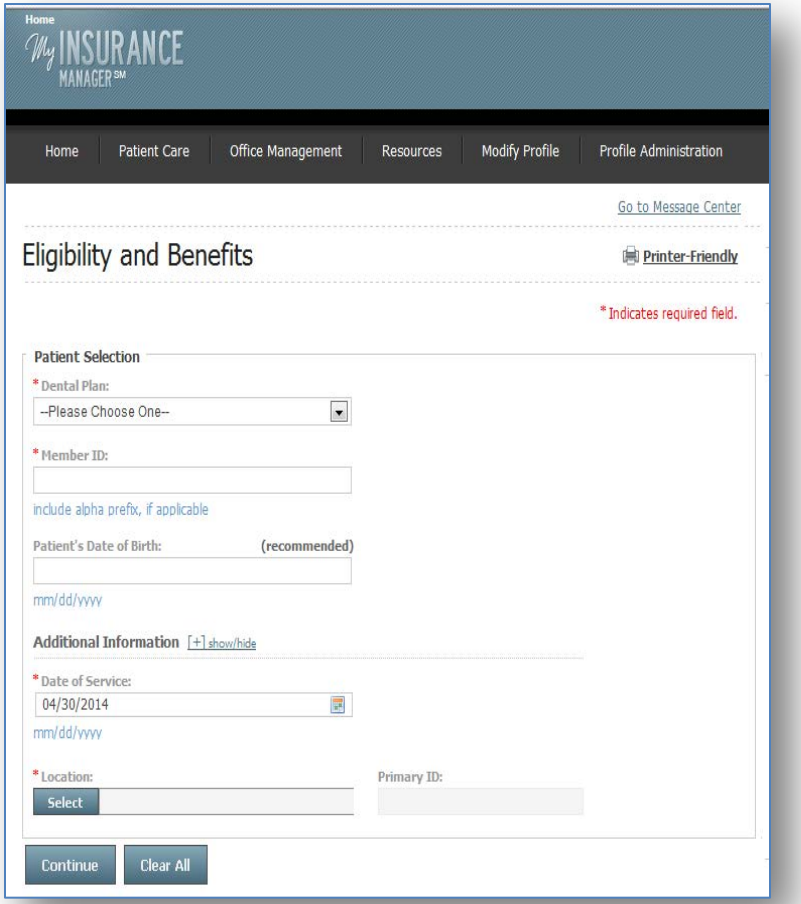
Eligibility and Benefits

- Methods to Verify Eligibility and Benefits
  - My Insurance Manager℠
    - Preferred method
  - Call the provider services number on the back of the ID card.
  - Submit a HIPAA 270 electronic inquiry.
  - BlueCard® Eligibility Line
    - 800-676-BLUE(2583)
      - For out-of-area members.



Eligibility and Benefits

- My Insurance Manager
  - Online tool to access
    - ✓Eligibility and Benefits
    - ✓Claims Entry
    - ✓Prior Authorization
    - ✓Request Status
    - ✓Claims Status
    - ✓Remittance Information
    - ✓Ask Provider Services
    - ✓EDI Reports



Eligibility and Benefits

- Utilization Review
  - Call the utilization management/precertification number on the back of the card.
  - Call BlueCard Eligibility at 800-676-BLUE (2583).
  - Submit a HIPAA 278 transaction.
  - Use the Precertification/Referral option on My Insurance Manager.
    - FEATURE! Clinical Attachments
      - Submit clinical information for pending precertification.
        - » Accepts PDF documents created in Adobe Acrobat version 1.3 or higher and documents a maximum of 30 MB each.
        - » Accepts up to 10 attachments per request.

Eligibility and Benefits

- My Insurance Manager
- Use the Electronic Provider Access (EPA) Tool
  - Allows access to out-of-area members' Blue Plan provider portals.
  - The EPA Tool is not implemented with every Plan.
- EPA Tool Guide
  www.SouthCarolinaBlues.com



EPA Tool

Access via My Insurance Manager

- Check medical policies.
- Get general precertification.
- Get requirements for out-of-area Blue patients.
- Get contact information to initiate precertifications.

Agenda

- General Information
- Durable Medical Equipment (DME)
- Eligibility and Benefits
- **Filing DME Claims**
- Group Updates
- Resources

Palmetto Provider UNIVERSITY

Filing DME Claims

DME Claims

Provider type	How to file: (required fields)	Where to file	Example
DME and Supplies: Types of service include, but are not limited to: hospital beds, oxygen tanks, crutches, etc.	Patient's Address: - Field 5 on CMS 1500 Health Insurance Claim Form or - Loop 2010CA on the 837 Professional Electronic Submission. Ordering Provider: - Field 17 on CMS 1500 Health Insurance Claim Form or - Loop 2420E (line level) on the 837 Professional Electronic Submission. Place of Service: - Field 24B on the CMS 1500 Health Insurance Claim Form or - Loop 2300, CLM05-1 on the 837 Professional Electronic Submissions. Service Facility Location Information: - Field 32 on CMS 1500 Health Insurance Form or - Loop 2310C (claim level) on the 837 Professional Electronic Submission.	File the claim to the Plan in whose state the equipment was shipped to or purchased in a retail store.	A. Member purchased the wheelchair at a retail store in South Carolina. File to: BlueCross BlueShield of South Carolina. B. Member purchased the wheelchair on the Internet from an online retail supplier in Ohio and it shipped to South Carolina. File to: BlueCross BlueShield of South Carolina.

Filing DME Claims

- Filing DME Claims
  - Always verify a member's eligibility and benefits.
  - It is important that you use in-network participating ancillary providers to reduce the possibility of additional member liability for covered benefits.
  - Members are financially liable for ancillary services their benefit plan doesn't cover.
    - It is the provider's responsibility to request payment directly from the member for non-covered services.

Important: Precertification is not a guarantee of payment.

Filing DME Claims

- Filing DME Claims
  - Prior authorizations do not guarantee payment of benefits.
  - Claim payments are subject to the rules of the plan.



Agenda

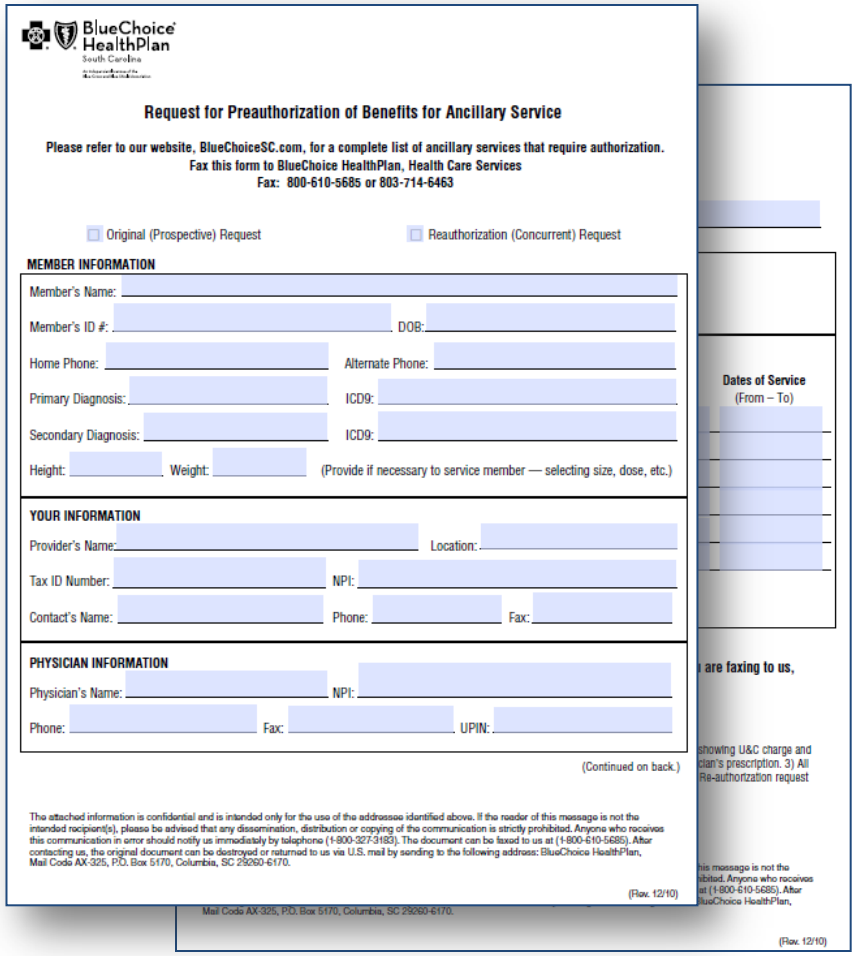
- General Information
- Durable Medical Equipment (DME)
- Eligibility and Benefits
- Filing DME Claims
- **Group Updates**
- Resources

Group Updates

- BlueChoice® HealthPlan of South Carolina
  - BlueChoice HealthPlan directly manages prior authorizations, claims and network management processes for DME.
  - Most services do not require prior authorization.
  - Use the Request for Preauthorization of Benefits for Ancillary Services form to request all other services requiring prior authorization.
    - Go to www.BlueChoiceSC.com and select Providers, then select Resources.
  - The physician's office can supply DME under $100 without prior authorization.
    - File it under the physician's tax ID number.

Group Updates

- BlueChoice HealthPlan
  - You must fax authorizations
  - Use the Ancillary Services Preauthorization Request form.
    - Located in the Referral and Authorizations Forms section in Forms on www.BlueChoiceSC.com.



BlueChoice HealthPlan
South Carolina

Request for Preauthorization of Benefits for Ancillary Service

Please refer to our website, BlueChoiceSC.com, for a complete list of ancillary services that require authorization.
Fax this form to BlueChoice HealthPlan, Health Care Services
Fax: 800-610-5685 or 803-714-6463

☐ Original (Prospective) Request ☐ Reauthorization (Concurrent) Request

MEMBER INFORMATION

Member's Name:
Member's ID #: DOB:
Home Phone: Alternate Phone:
Primary Diagnosis: ICD9:
Secondary Diagnosis: ICD9:
Height: Weight: (Provide if necessary to service member — selecting size, dose, etc.)

YOUR INFORMATION

Provider's Name: Location:
Tax ID Number: NPI:
Contact's Name: Phone: Fax:

PHYSICIAN INFORMATION

Physician's Name: NPI:
Phone: Fax: UPIN:

(Continued on back.)

The attached information is confidential and is intended only for the use of the addressee identified above. If the reader of this message is not the intended recipient(s), please be advised that any dissemination, distribution or copying of the communication is strictly prohibited. Anyone who receives this communication in error should notify us immediately by telephone (1-800-327-3183). The document can be faxed to us at (1-800-610-5685). After contacting us, the original document can be destroyed or returned to us via U.S. mail by sending to the following address: BlueChoice HealthPlan, Mail Code AX-325, P.O. Box 5170, Columbia, SC 29260-6170.

(Rev. 12/10)

Dates of Service
(From – To)

are faxing to us,

showing U&C charge and
cian's prescription. 3) All
Re-authorization request

his message is not the
ibited. Anyone who receives
at (1-800-610-5685). After
lueChoice HealthPlan,

Mail Code AX-325, P.O. Box 5170, Columbia, SC 29260-6170.

(Rev. 12/10)

Group Updates

- State Health Plan (SHP)
  - SHP requires prior authorization for DME over $500.00.
  - SHP requires DME rental for more than six months.

Group Updates

- Federal Employee Program (FEP)
  - FEP does not require prior authorization for DME.
  - For the FEP only, DME suppliers must file all initial claims for the rental or purchase of DME with a completed CMN.
  - Providers can submit the CMN form found at www.fepblue.org or Medicare's website at www.CMS.gov.

Group Updates

- Affordable Care Act
  - Blue Option℠
    - List of DME that require prior authorization
      - Visit www.BlueOptionSC.com.
    - DME rental or purchase price over $500.00 requires prior authorization.
  - BlueEssentials℠
    - DME rental or purchase price over $500.00 requires prior authorization.

Agenda

- General Information
- Durable Medical Equipment (DME)
- Eligibility and Benefits
- Filing DME Claims
- Group Updates
- **Resources**

Resources

- www.SouthCarolinaBlues.com
  - 2015 Provider Office Administrative Manual
  - 2015 BlueChoice® Provider Office Administrative Manual
  - BlueCard Program Provider Manual
  - Bulletins
  - Web Blasts
  - Webinar Trainings
  - DME - CAM Policy 115

And your provider advocate!

Direct general questions to your provider advocate at provider.education@bcbssc.com or 800-288-2227, ext. 44730.

Resources

- Breast Pump - CAM Policy 046
  - Members must get breast pumps from contracted, network providers for in-network benefits to apply.
    - Better Living Now
  - For members who qualify for no cost sharing in relation to breast pump purchases, there are two allowable pumps available:
    - Ameda Purely Yours (Electric)
    - Ameda One Hand (Manual)

Resources

- CPAP - CAM Policy 20118
  - CPAP machines and supplies follow the guidelines in CAM 115 for DME.
  - Supplies are included in the rental up to the purchase, based on medical necessity at the allowed frequency.

Code	Description	Frequency		Code	Description	Frequency
A7030	CPAP Full Mask	one every year		A7035	Replacement Headgear	one every 180 Days
A7031	Replacement Face Mask Interface	one every 30 days		A7036	Replacement Chinstrap	one every 180 days
A7032	Replacement Nasal Cushion	two every 30 days		A7037	Replacement Tubing	one every 90 days
A7033	Replacement Nasal	two pairs every 30 days		A7038	Replacement Disposable Filters	one every 30 days
A7034	Replacement Nasal Application Device	one every year		A7039	Replacement Non-Disposable Filters	one every 180 days

Resources

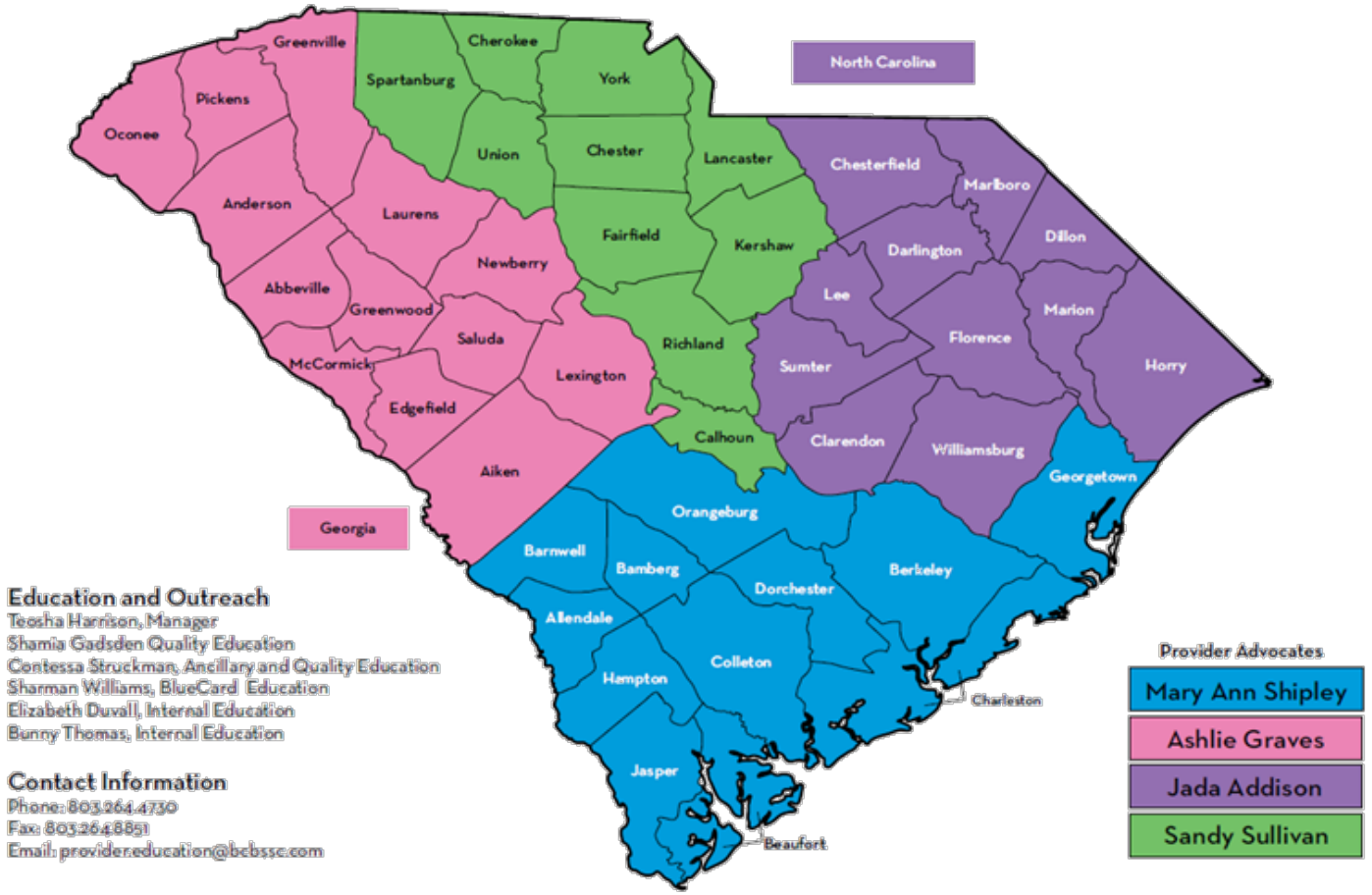
- Precertification Requirements
  - Some services require additional documentation in order to review a precertification request.

CPAP and BIPAP	Oxygen
CPMs	Prosthesis
Insulin Pumps	Wheelchairs
Maternity (Breast Pump)	Wound Care
Orthotics	

  - Visit www.SouthCarolinaBlues.com for the requirements and forms.

Resources

- Provider Education Advocates



Palmetto Provider UNIVERSITY

Resources

Name	Area	Telephone	Email
Jada Addison	Provider Education	803-264-2724	Jada.Addison@bcbssc.com
Shamia Gadsden	Provider Education	803-264-6966	Shamia.Gadsden@bcbssc.com
Ashlie Graves	Provider Education	803-264-4301	Ashlie.Graves@bcbssc.com
Mary Ann Shipley	Provider Education	803-264-3724	Mary.Ann.Shipley@bcbssc.com
Sandy Sullivan	Provider Education	803-264-5969	Sandy.Sullivan@bcbssc.com
Contessa Struckman	Provider Education	803-264-3481	Contessa.Struckman@bcbssc.com
Sharman Williams	Provider Education	803-264-8425	Sharman.Williams@bcbssc.com

Provider advocates are always eager to assist you!

Thank you!

Questions?

