

PROVIDER BULLETIN

PROVIDER INFORMATION



February 1, 2019

Reminder Regarding Minnesota Health Care Programs and Minnesota Senior Health Options (MSHO) Pre-certification Requirements

As previously communicated, Blue Cross and Blue Shield of Minnesota and Blue Plus (Blue Cross) **requires pre-certification for all inpatient admissions effective January 1, 2019**. Pre-certification prior to admission is required for all inpatient stays excluding urgent/emergent admissions and Obstetric Deliveries.

- **Inpatient admissions for MSHO members will remain notification only**

Claims for dates of service beginning March 1, 2019 will deny as provider liability without an approved authorization.

Planned Inpatient Admissions

Planned inpatient stays require pre-certification prior to admission.

- A medical necessity review will be conducted using MCG criteria
- Determinations will be communicated to the facility
 - For standard requests, a decision will be communicated as expeditiously as required by the subscriber's condition, not to exceed ten (10) calendar days.
 - For expedited/urgent requests, decisions will be communicated as expeditiously as required by the subscriber's condition, not to exceed 72 hours.

Urgent/Emergent Admissions and Obstetric Deliveries

An authorization request for urgent/emergent admissions or obstetric deliveries must be submitted within one business day following the admission.

Urgent/emergent inpatient admissions are defined as the unplanned, acute necessity of a member moving to a higher level of care. For example: Moving from the Emergency Room, Observation, or a Nursing Facility to an Inpatient hospital setting as required by their condition.

If the clinical documentation needed for certification is available at the time of notification the provider may submit to expedite the review process.

- All medical emergent inpatient hospital admissions will be reviewed within one business day of the facility notification to Amerigroup.
- Clinical information for the initial (admission) review will be requested by Amerigroup at the time of the admission notification.
 - For medical admissions, the facilities are required to provide the requested clinical information within 24 hours of the request.
 - If the information is not received within 24 hours, a lack of information adverse determination (i.e., a denial) may be issued.

- o If the clinical information is received, a medical necessity review will be conducted using applicable nationally recognized clinical criteria. (MCG)
- o Decisions are communicated verbally or via fax within 24 hours of the determination

Inpatient pre-certifications and clinical documentation should be submitted in one of the following ways:

- Phone: **1-866-518-8448**
- Fax:

Acute inpatient	For Blue Advantage Families and Children (F&C), MinnesotaCare, and Blue Advantage Minnesota Senior Care Plus (MSC+) members	1-844-480-6839
Elective admissions	For F&C, MinnesotaCare and MSC+ members	1-844-480-6839 Precertification 1-844-480-6840 Clinical or Discharge information
Planned elective admissions	For MSHO members (Notification Only)	1-866-959-1537

- Web: To access the ICR through Availity for the first time, contact your Availity administrator and request to be assigned the *Authorization and Referral Request* role. Once you have the role assignment, you can immediately access ICR by taking the following steps:
 - o From the Availity home page (<https://www.availity.com>), select Patient Registration in the top navigation.
 - o Select Authorizations & Referrals, then select Authorizations.
 - o Select the Payer (BCBSMN Blue Plus Medicaid) and Organization and submit.

Additional information and training materials for the Interactive Care Reviewer tool are located at:

<https://www.bluecrossmn.com/providers/migration-minnesota-health-care-programs>

- Select Tools and Resources.
- Select Migration of Minnesota Health Care Programs, and then Training References.

Providers will find the following ICR training opportunities:

- Power Point presentation for the ICR tool
- A link out to individual recorded training videos for different topics within ICR
- A link to register for monthly live ICR webinar trainings as scheduled.

Inpatient Pre-Certification Requirements for Behavioral Health (BH) Inpatient Psychiatric and Substance Use Disorder (SUD) Hospitalization Admissions:

- Beginning February 1, 2019, all inpatient psychiatric and SUD hospitalization admissions will require pre-certification for Blue Advantage Families and Children (F&C) and Minnesota Senior Care Plus (MSC+) members.
- BH policies will be managed via MCG Guidelines as listed above and previously communicated in the December Behavioral Health Provider Bulletin.

Questions?

If you have questions, please contact Blue Cross Provider Services at **1-866-518-8448**.