

# PROVIDER BULLETIN

## PROVIDER INFORMATION



November 20, 2014

### Update: Change to Apogee Employer Group

Effective January 1, 2015, Blue Cross and Blue Shield of Minnesota has entered into an agreement with Highmark Business Alliance (Highmark Blue Cross Blue Shield of PA) for operational services including claim administration for the Apogee Employer group. The group numbers for Apogee Employer group members are NAP363 and OAP363. The alpha prefix for Apogee Employer group members are NAP and OAP.


For Apogee members accessing Minnesota providers, providers should submit the claims to Minnesota as a BlueCard claim. Minnesota will price the claims based on the Minnesota provider agreement and will send claims to Highmark to apply the benefits.

For Apogee members accessing providers outside Minnesota, including providers in counties that border Minnesota, claims should be submitted to the local Blue Plan as a BlueCard claim. The local plan will price the claims based on their provider agreement and will send claims to Highmark to apply the benefits.

Highmark will be providing all functions of claim management including, but not limited to, medical policy, pre-authorizations (PA's), pre-certifications, preadmission notifications (PAN's) and appeals. Provider Pre-Certification calls should be directed as follows:

- Mental Health /Substance Abuse.....**1-800-258-9808**
- Other Admissions.....**1-800-452-8507**
- All other inquiries (PA's, medical policy, etc.)...**1-888-543-6545**



Please follow the link below to access the Medical Policy Router. Click on  and enter the alpha prefix of NAP or OAP to view Highmark's Medical Policy and Pre-Certification/Pre-Authorization requirements for Apogee members.

[https://www.bluecrossmn.com/Page/mn/en\\_US/provider-self-service](https://www.bluecrossmn.com/Page/mn/en_US/provider-self-service)

Under the terms of our agreement, Highmark's service team will answer the phones "Blue Cross and Blue Shield of Minnesota."

### Questions regarding this change?

If you have questions, please contact provider services at (651) 662-5200 or 1-800-262-0820.