

Bulletin



June 10, 2010

Access management program

Provider Bulletin P12R1-09 was issued on April 30, 2009 outlining the Access Management program for certain members. This new program is in addition to the Restricted Recipients Program for our Minnesota Health Care Program members. The program for commercial and Minnesota Health Care Program members is referred to as the Access Management Program (AMP) and is a program for members who are using services at a higher frequency than their known medical conditions would normally warrant.

Program details

Members who meet the Access Management program criteria are assigned to a specific physician for their primary care needs who, in turn, will coordinate all their care and medication needs. The member will also be assigned to a single pharmacy and a single hospital. Access to specialty care may be discussed with the Blue Cross and Blue Shield of Minnesota access manager assigned to the member. Assignment to the Access Management program is for 24 months.

Member identification

Later this year, you will be able to see if a member is enrolled in the Access Management Program on provider web self-service (PWSS) at **providerhub.com**. Watch for the announcement of the AMP member identification on the PWSS splash screen and follow the link to the HIPAA benefit view from the Member Benefit Screen. If the member is enrolled in AMP, it will be indicated in the HIPAA view screen.

This information will be available on the Member Benefit Screen on PWSS later this year. Until that time, please use the link to the HIPAA view on PWSS.

Also in mid-June 2010 members enrolled in the program will have the letters AMP on their member ID card. Members currently enrolled will receive new member ID cards with AMP on them. As individuals are enrolled in the program a new member ID card will be issued with AMP on the card. When members exit the program a new member ID card will be issued without AMP. These are examples of the member ID card with the AMP indicator.

		Blue Advantage	
Name	ELIZABETH SAMPLENAME	GRP	PP021-ZA
ID	FBOXZ1234567	PCP	PROVIDER NAME LINE 1 PROVIDER NAME LINE 2
Member #	00	AMP	
Svc Types		Dental Copay	NONE
Office Visit Copay	NONE	Dental Network	CIVICSMILES
ER Copay	NONE		
Non-ER Copay	NONE	Care Type	MN HLTH CARE PROG
Eyeglasses Copay	NONE	RxBIN	610455
Brand Name Copay	NONE	RxPCN	PGIGN
Generic Copay	NONE		
RxNetwork	SELECT		

		Minnesota Care	
Name	ELIZABETH SAMPLENAME	GRP	PP131-ZA
ID	FBOXZ1234567	PCP	PROVIDER NAME LINE 1 PROVIDER NAME LINE 2
Member #	00	AMP	
Svc Types		Dental copay	NONE
Office Visit copay	3.00	Dental Network	CIVICSMILES
ER copay	NONE		
Non-ER copay	6.00	Care Type	MN HLTH CARE PROG
Eyeglasses copay	25.00	RxBIN	610455
Brand Name copay	3.00	RxPCN	PGIGN
Generic copay	3.00		
RxNetwork	SELECT		

Eligibility

If you provide services to a member enrolled in this program and you are not the assigned physician, pharmacy or hospital claims payment may be impacted. Until PWSS has been updated with the AMP member identification we will continue to notify you by telephone and/or letter if the member has been placed in the AMP and we have received claims from you within 12 months before the member is placed in this program.

Eligible services provided to a member in the Access Management program will be reimbursed only when **one** of the following criteria is met:

- The service is provided by the member's assigned provider
- The service is of a provider type or type of service that is not listed as needing Access Management. This includes Durable Medical Equipment (DME), home care, ambulance services, mental health or chemical health services.

Eligibility transaction

The following Loops and Segments will be populated in the 271 eligibility response when the above Eligibility criteria is met.

HIPAA Version 4010 (July, 2010)

2110C/D - EB (Subscriber/Dependent Eligibility or Benefit Information)

EB01 = MC (Managed Care Coordinator)

2110C/D - DTP (Subscriber/Dependent Eligibility/Benefit Date)

DTP01 = "193" (Period Start)

DTP02 = "D8" (Date Expressed in Format CCYYMMDD)

DTP03 = CCYYMMDD (Period Start Date)

2110C/D - MSG (Message Text)

MSG01 = Access Management Program

Questions?

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