

# Quick Points



January 12, 2010

## Changes affect Walmart associates in 2010

Effective January 1, 2010, health plan benefits for all Walmart associates will be administered by Arkansas Blue Cross and Blue Shield. In addition, New Directions Behavioral Health will begin providing utilization management services for Walmart's health plan participants.



### Member Identification (ID) card

As of January 1, 2010, Arkansas Blue Cross and Blue Shield will become the single Blue plan administering health plan benefits for Walmart associates. Identification (ID) cards of Walmart associates with any of the following alpha prefixes: **MRT, WLA, WMR** or **WRB** will be replaced with new ID cards, reflecting an alpha prefix of **WMW**, effective January 1, 2010.

Please request the new ID card from Walmart associates at the time of service. To ensure accurate claims processing:

- Verify the new ID card, reflecting the new **WMW** prefix and update the patient file.
- Submit claims to your local Blue plan using the exact ID card number, inclusive of alpha prefix. Do not add, omit or alter any characters from the member ID number.
- **Claims must be filed under the ID card prefix that is/was in effect at the time the service was rendered.**
- To check eligibility, benefits and precertification requirements, send an electronic eligibility inquiry to Blue Cross and Blue Shield of Minnesota or call toll free **1-800-676-BLUE (2583)** and provide the three-letter alpha prefix.

## Sample ID card

	<b>BlueCross. BlueShield.</b>	<b>WAL*MART®</b>
<hr/>		
John Doe		
<hr/>		
Identification Number <b>WMW123456789W</b>		
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Group No.	<b>123456</b>	
<hr/>		
Plan Codes	<b>021/521</b>	RxBIN: <b>610575</b>
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	<b>BlueAdvantage</b> Administrators of Arkansas <small>An Independent Licensee of the Blue Cross and Blue Shield Association</small>	<a href="http://www.blueadvantagearkansas.com">www.blueadvantagearkansas.com</a>
<hr/>		Customer Service: <b>1-866-823-3790</b>
Hospitals or physicians: File claims with local BlueCross and/or BlueShield Plan.		Prenotification: <b>1-800-451-7302</b>
Medical Services: You may pre-notify your admission by calling the Prenotification number prior to any scheduled or non-emergency hospital admission.		Provider Locator: <b>1-800-810-2583</b>
Associates: To find a PPO Provider in your service area or when traveling, call the Provider Locator number.		Pharmacy Benefits*: <b>1-877-850-0185</b>
<hr/>		Dental Benefits*: <b>1-800-462-5410</b>
		Ask Mayo Clinic*: <b>1-800-418-0758</b>
		<small>*Not a BlueCross and BlueShield product.</small>
		<b>BlueAdvantage Administrators of Arkansas</b> P.O. Box 1460 Little Rock, AR 72203
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		<b>D7 005</b>

### Behavioral health services

Effective January 1, 2010, New Directions Behavioral Health, a managed behavioral health care organization, will provide utilization management services for Walmart's health plan participants.

The following are the pre-authorization requirements:

#### Outpatient services

- You may provide up to a total of 8 visits to Walmart associates without pre-authorization or review. This includes all providers for that associate or family member *except for psychiatric medication management, which does not require authorization.*
- You must obtain an authorization for payment of outpatient services after the 8<sup>th</sup> visit; in other words, beginning with the 9<sup>th</sup> visit except for psychiatric medical management.
- Once you have made a request, you will receive a response from New Directions within 72 hours unless additional information is needed.

#### Inpatient treatment

- Contact New Directions for authorization of all inpatient, partial hospital and intensive outpatient services.
- New Directions will conduct concurrent stay reviews and work with your staff to provide Walmart associates with discharge planning.

### **New Directions information**

- Please visit **www.ndbh.com** before calling New Directions' toll-free number at **1-877-709-6822**. You will find most information that you need online including frequently asked questions.
- As part of its services to providers, New Directions offers eligibility, benefits and authorization information online. To use this information, you must apply for their WebPass user name and password. The WebPass application should be online by January 31, 2010.