PROVIDER QUICK POINTS
PROVIDER INFORMATION

BlueCross BlueShield
Minnesota

September 29, 2015

Reorganized Medical Policy and Utilization Management Website Landing Pages

On October 1, 2015, providers, and other stakeholders, who access our medical policies and prior authorization lists through the provider landing page on our website, will notice a reorganization of content under the existing 'Medical Policy" link under "Tools and Resources" at **providers.bluecrossmn.com.** It is important to note that the initial access point will not change but the content once you click into "medical policy" will be reorganized.

Links from Availity and the Blue Cross Blue Shield Association medical policy router will be updated to direct to this new page.

After acceptance is indicated by reading through an acknowledgement, a new landing page "Medical Policy and Utilization Management" will appear as follows:

Medical Policy and Utilization Management

Providers: If you have questions, please call provider service at (651) 662-5000 or (800) 262 – 0820

Members: If you have questions, please call the number on the back of your member ID card or (651) 662-8000 or (800) 382 – 2000, TDD (888) 878-0137 or send a secure message to customer service after you sign in to myBlueCross. Select Message Center under myBlueCross

MEDICAL AND BEHAVIORIAL HEALTH POLICIES	✚
UTILIZATION MANAGEMENT	✚

1) Clicking on the + (plus) sign to the right of "Medical and Behavioral Health Policies" will expand that section to include the following content:
   - Upcoming Policies: Upcoming (50 – day notification) of medical and behavioral health policies
   - Medical Policy Supporting documents and information on how to submit information for medical policy consideration
   - Hyperlinks to the following policy content:
     o Medical and Behavioral Health Policies (see "Medical and Behavioral Health Policies Subpage" section below for changes to this subpage on November 1, 2015)
     o Reimbursement Policies
     o BlueLink TPA
     o DHS Programs (Minnesota Department of Human Services) Coverage Guidelines (MHCP Manual)
     o Federal Employee Program® (FEP)
     o Medicare Contractors

2) Clicking on the + (plus) sign to the right of "Utilization Management" will expand that section to include the following content:
   - Pre-Certification/Prior Authorization:
     o lists of services that require pre-certification/prior authorization for all lines of business
     o hyperlinks to forms to submit with a request for pre-certification/prior authorization

- Pharmacy Utilization Management policies: applicable only to employer groups who retain Prime Therapeutics as their pharmacy benefit manager (PBM). Prime Therapeutics LLC is an independent company providing pharmacy benefit management services.
- Overview documents

Medical and Behavioral Health Policies Subpage
On November 1, 2015, a new subpage will go live for medical and behavioral health policies to reflect the migration of subscribers from our legacy operating system to our new operating system (see Provider Bulletin P32-15 entitled "Medical Policies on the New Operating System Effective November 1, 2015" that was published on September 9, 2015). The new subpage will have hyperlinks to the locations of medical policies on the new and the legacy operating systems.

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