

PROVIDER QUICK POINTS

PROVIDER INFORMATION



December 17, 2015

Quality Improvement Information Available in Provider Press Publication

Blue Cross and Blue Shield of Minnesota and Blue Plus (Blue Cross) publishes an online Provider Press every quarter. The online newsletter contains medical and behavioral health policy updates, coding articles, various topics related to Quality Improvement (QI) and other helpful provider related topics. Issues are published in March, June, September, and December. Below are summaries of some of the QI articles published in the December Provider Press online newsletter.

- As a member, your patient is entitled to certain rights and services, but they also have a responsibility to participate in their health care. Blue Cross' Member Rights & Responsibilities can be found online at bluecrossmn.com by entering 'member rights' in the search field.
- Upon request, any Blue Cross or Blue Plus practitioner may review the clinical criteria used to evaluate an individual case. Medical and behavioral health policies are available for your use and review on our website at providers.bluecrossmn.com.
- Blue Cross believes that the use of clinical practice guidelines is a key component of Quality Improvement. The guidelines do not substitute for sound clinical judgment; however, they are intended to assist clinicians in understanding key processes for improvement efforts. Clinical Practice Guidelines can be found online at bluecrossmn.com by entering 'clinical practice guidelines' in the search field.
- Medical Management includes a process for Disease Management (DM). This program is intended to increase advocacy, support and education for our subscribers. If you would like to determine program eligibility for one of your patients, please contact provider services at **(651) 662-5200** or **1-800-262-0820**. For instructions on how to use disease management services and how Blue Cross works with a practitioner's patients in the program, please refer to the Provider Policy and Procedure Manual which can be found online at providers.bluecrossmn.com, select "Forms & publications," then "manuals."
- For tools and resources regarding Pharmacy please visit our website at bluecrossmn.com and select "Shop Plans" and "Prescription Drugs." Tools include our formulary updates (by formulary list) and frequently asked questions. Formulary updates are completed quarterly and posted online for review. These updates can be found by selecting the "Search a Drug List" link under the "Prescription Drugs" section and then selecting the applicable formulary listing.

Additional information regarding Pharmacy is also located in our Provider Policy and Procedure Manual. The manual can be found at providers.bluecrossmn.com, select "Forms and Publications" then "Manuals." Topics in the manual include, but are not limited to, formulary exceptions, quantity limits and step therapy.

Additional Information

To find more information on these QI articles and other topics, access the Provider Press following these steps:

1. Go online to providers.bluecrossmn.com
2. On the right side under "What's Inside" click on Forms & Publications
3. In the dropdown box, select Provider Press

To request a mailed copy of the Provider Press Newsletter or for additional information on the article summaries provided above, please contact Lisa Kluskowski, Accreditation Coordinator, at **(651) 662-2775**.

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Distribution: Available on providers.bluecrossmn.com and mailed to all participating providers

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