

Patient Report

Central Region

Information about your patients who are Pennsylvania Blue Shield customers

February 1998

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General Motors elects national DME and prosthetic/orthotic network

Effective Jan. 1, 1998, claims for in-home durable medical equipment and prosthetic and orthotic devices will be serviced by the GM National DME/P and O Network for the following General Motors members:

- GM traditional members
- GM basic medical members
- GM enhanced medical members
- GM preferred provider organization members
- Any Medicare member enrolled with any of the above plan options

This network does not include:

- Not medically necessary items — such as bath aids, over-the-bed tables, exercise equipment and deluxe items.
- Services billed by hospitals, skilled nursing facilities and hospice providers.

To coordinate services, prescribing physicians should contact Northwood/National Provider Network (NPN) at (800) 936-9314.

Claim submission for non-network providers

If services are not received through a Northwood/NPN provider, the patient must submit his or her own claim forms. (Northwood/NPN will not accept claims from non-network providers.) Along with an itemized receipt, submit the following:

- Description of equipment
- Charge for the equipment
- Duration of need
- Service date(s)
- Diagnosis and copy of physician's prescription (certain services, such as hospital beds and motorized wheelchairs, require a Certificate of Medical Necessity form.)



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- Provider's name, address and telephone number
- Member and patient names, address and telephone number

Patients or members should submit a claim form with all of the above attached to:

GM National DME/P&O Network
Northwood/NPN
PO Box 3078
Center Line, Mich. 48015-0078

Covered services received from non-network providers are subject to deductibles and coinsurances. And, the member may be responsible for any provider charges in excess of the approved amount. The same applies to Medicare enrollees; the network does not pay the Medicare Part B deductible and/or coinsurance for covered DME/P and O services from non-network providers.

Direct any questions about this network to Northwood/NPN at (800) 936-9314.

CustomBlueSM PT and manipulation therapy benefits expanded

Physical therapy and manipulation therapy benefits have been expanded for CustomBlue, the preferred provider organization (PPO) product offered by Capital Blue Cross and Pennsylvania Blue Shield.

Beginning Jan. 1, 1998, benefits for outpatient physical therapy and manipulation therapy benefits under the CustomBlue program will be expanded from 12 sessions a year to an unlimited number of sessions — if determined by the Plan to be medically necessary.

Pre-payment treatment plan review will be conducted for all outpatient physical therapy and manipulation therapy services that exceed 15 encounters per patient, each calendar year. This review is designed to ensure that these services are medically appropriate for the patient's condition. In addition, the lifetime program maximum will be increased from \$1 million to an unlimited lifetime maximum.

With CustomBlue, members are not required to select a primary care physician and can seek care from any provider. Members receive coverage for most services performed by network health care professionals with little or no out-of-pocket cost, but incur greater cost through deductibles and coinsurance for services performed by out-of-network health care professionals.

In addition to office visits, CustomBlue includes coverage for preventive care, including routine physical examinations, well-baby care and selected screening exams. To ensure that members receive the most appropriate and cost-effective care, CustomBlue also includes managed care features such as pre-admission certification, presurgical certification and case management.

Submit CustomBlue claims to:

Pennsylvania Blue Shield
P.O. Box 890062
Camp Hill, Pa. 17089-0062

You can submit CustomBlue claims electronically. For additional information on billing electronically, please contact Direct Access Services at (800) 992-0246.

For questions on prescription drugs, orthotics or durable medical equipment, please call the Comprehensive Center at (800) 222-3341. Direct all other questions to Customer Service at (717) 731-8080.

Dedicated service unit established for Masland and Dana

A dedicated customer service unit has been established to handle your Masland Industries and Dana Corp. Comprehensive Program questions.

Masland Industries (group number 027035) and Dana Corp. (group number 026197) are offered a Comprehensive Major Medical health insurance plan. This product utilizes the Participating Provider network and the UCR pricing mechanism.

For inquiries, call or write to:

Comp I Center
Blue Cross and Blue Shield
Dept. 778988
Harrisburg, Pa. 17177-8988

Masland Industries (800) 279-0128

Dana Corp. (800) 645-5414

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