

Patient Report

Central Region

Information about your patients who are
Pennsylvania Blue Shield customers

October 1998

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General Motors eliminates the GM National Laboratory network

Effective Nov. 1, 1998, General Motors (GM) is eliminating the GM National Laboratory network because of administration problems. This change affects claims processing for eligible General Motors employees, non-Medicare retirees and their eligible dependents enrolled in the traditional, PPO, basic or enhanced medical plan.

It is no longer necessary to refer specimens to a GM network lab for testing. Please submit claims for lab services performed on or after Nov. 1, 1998 to Pennsylvania Blue Shield, the local Blue Cross Blue Shield Plan or to the medical-surgical carrier indicated on the patient's identification card.

The prostate specific antigen (PSA) screening will remain a covered benefit. PSA is provided once each year for men ages 40 and older in accordance with the American Cancer Society guidelines. It is not necessary for a network lab to perform this test since the national lab network is being eliminated.

You can identify eligible GM enrollees by looking for group numbers 83100, 83140, 83200 or 83240 on their Blue Cross Blue Shield identification cards.

Please contact your local Blue Cross Blue Shield Plan if you have questions about the elimination of the GM National Laboratory network.

Ford Motor Co. changes billing procedures — a reminder

Blue Cross Blue Shield of Michigan has been experiencing an increasing number of incorrectly billed and rejected services for professional laboratory services. Because of this, we're providing you with the following information to reduce these problems.

For dates of service on or after Sept. 1, 1997, Pennsylvania Blue Shield no longer provides coverage or handles claims for professional diagnostic and screening pathology services performed by a physician or an independent laboratory for non-Medicare Ford Motor Co. traditional enrollees — except when these services are hospital-based.



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Instead, Universal Standard Managed Care, Inc. administers the Ford Motor Co. laboratory program.

The network currently consists of Universal Diagnostics (formerly Universal Standard Medical Laboratories [USML]), Laboratory Corp. of America (LabCorp) and other regional laboratories.

Under this program, certain laboratory procedures can be provided by a physician in an office setting. Other procedures must be performed by a network laboratory.

Direct all claims and inquiries for pathology services performed in an office or laboratory to:

Universal Standard Managed Care, Inc.

PO Box 5077

Southfield, Mich. 48086-5077

BlueCard reminder

Remember, you may submit BlueCard claims electronically.

If you are not an electronic biller, send paper claims for BlueCard traditional and PPO members to:

Pennsylvania Blue Shield

PO Box 890062

Camp Hill, Pa. 17089-0062

Ask to see your Blue Shield patient's most current identification card at each visit. Alpha prefixes change with coverage changes. Your records should include the most current alpha prefix to assist in the timely processing of your claims.

Please contact your Provider Relations representative if you have questions about how to submit BlueCard claims.

Hershey HealthStyle POS physical therapy, manipulation therapy guidelines clarified

Members of Hershey Food's HealthStyle Point of Service program have benefits for physical therapy and manipulation therapy. Here are some guidelines that will help you when providing these services to your HealthStyle patients.

PCPs may require specialists to provide treatment plan

Physical therapy or manipulation therapy services provided by a primary care physician (PCP) do not require an authorization from Medical Management or a documented plan of care.

When a PCP refers the member to a specialist, that specialist should perform the services in accordance with the PCP's authorization. The PCP may require the specialist to provide him or her with a treatment plan.

Self-referred care requires care plan, authorization

HealthStyle members requiring physical therapy or manipulation therapy may self-refer to a network or non-network provider.

Treatment may be initiated for up to two visits prior to seeking authorization. This may include a consultation and follow-up visit for evaluating the patient's status and to prepare a plan of care. Care beyond these initial two visits requires an authorization and treatment plan (form MC1-422). Medical Management will review the treatment plan and give appropriate authorization.

Network providers should submit authorization requests to Medical Management. Non-network providers may submit the treatment plan directly to Medical Management, or give it to the patient for them to submit to Medical Management.

Order treatment plan forms (MC1-422) from our Shipping Control department at:

Pennsylvania Blue Shield

Shipping Control

PO Box 890089

Camp Hill, Pa. 17089-0089

Fax completed treatment plans to Medical Management at (717) 975-7191. Or, mail them to:

Keystone Health Plan Central

PO Box 890021

Camp Hill, Pa. 17089-0021

What happens if you fail to obtain authorization for treatment

If you do not obtain authorization from the PCP (for referred services) or from Medical Management (for self-referred services) the claim may be denied. Payment will not be made if it is determined the services provided did not meet the medical necessity criteria.

To avoid denials, please secure approval of the treatment plans immediately following the consultation and evaluation.

For more information about physical therapy and manipulation therapy services for HealthStyle members, please call the Hershey managed care provider service line at (800) 892-3033. You can also refer to the **HealthStyle Provider Guide**.

Hershey HealthStyle uses just two prosthetic and orthotic device suppliers

To ensure that Hershey HealthStyle patients receive the highest level of benefits for prosthetic and orthotic devices, please make referrals to Hershey HealthStyle network suppliers.

The network suppliers are:

- Lloyd-Silber Orthopedics
- Teufel Orthotic-Prosthetic Associates

A HealthStyle orthotic/prosthetic supplier must be used unless the device is not available from a network supplier. If not available from a network supplier, Medical Management may authorize the use of another supplier, as appropriate.

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