

Healthy Blue FAQ

We're reaching out to inform our providers that we are now Healthy Blue. Though our name has changed, the day-to-day work we do for our providers remains the same.

Has the provider website changed?

Yes, our new provider website is <https://providers.healthybluela.com>.

Have local Provider Relations representative contacts changed?

- No, the same Provider Relations associates you worked with previously will continue to be your local contacts at Healthy Blue.
- Our local Provider Relations team can be reached at **1-504-836-8888**.

Have member ID cards changed?

- Yes, all members received a new Healthy Blue member ID card with an effective date of September 1, 2017.
- Highlights of the new cards include the following:
 - Member ID cards now reflect the Healthy Blue name with the cross and shield logo and a three-digit alpha prefix similar to ID cards you may see for members with Blue Cross and Blue Shield of Louisiana commercial plans. **The prefix for Healthy Blue members is XHB.**
 - Member ID cards have been updated with the following information:
 - New website address: <https://www.myhealthybluela.com>
 - New toll-free numbers for Member Services, Appeals or Grievances, 24/7 NurseLine, 24/7 Behavioral Health Crisis, rides to covered services, and Vision Services
- This is a sample member ID card:

 Healthy Blue		Medicaid	
Identification Number XHB		Primary Care Provider (PCP): Telephone #: After Hours #:	
Effective Date: Date of Birth:		RXBIN: 003858 RXPCN: MA RXGRP: WKLA	
		 Healthy Blue	
		www.myhealthybluela.com Member Services: 1-844-521-6941 Appeals or Grievances: 1-844-521-6941 TTY: 711 24/7 NurseLine: 1-866-864-2544 24/7 Behavioral Health Crisis: 1-844-812-2280 Rides to covered services: 1-866-430-1101 Vision Services: 1-800-787-3157	
		Members: Please carry this card at all times. Show this card before you get medical care (except emergencies). If you have an emergency, call 911 or go to the nearest emergency room. To file an appeal or grievance, call Member Services.	
		Providers/Hospitals: For preapproval/billing information, call 1-800-454-3730. For emergency admissions, notify Healthy Blue within 24 hours after treatment.	
		Pharmacies: Submit claims using Express Scripts. For help, call 1-844-367-6111.	
		Submit medical claims to: Healthy Blue P.O. Box 61010 Virginia Beach, VA 23466-1010 LA01 0917	
		Use of this card by any person other than the member is fraud. Louisiana Medicaid Fraud and Abuse Hotline: 1-800-488-2917	
		Healthy Blue 3850 N. Causeway Blvd. Metairie, LA 70002	
		Healthy Blue is the trade name of Community Care Health Plan of Louisiana, Inc. an independent licensee of the Blue Cross and Blue Shield Association.	

- **Note:** Healthy Blue is aware a small number of Healthy Blue member ID cards were issued without the XHB prefix added to the member ID number. All member ID numbers now include the XHB prefix, and the members affected will receive corrected ID cards.

<https://providers.healthybluela.com>

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Are there changes to the way I check eligibility for Healthy Blue members?

- To confirm eligibility and benefits, continue to search using the full member ID number in effect on the date of service.
- Remember to include the XHB prefix added to member ID numbers when checking member eligibility for dates of service beginning September 1, 2017. For dates of service prior to September 1, 2017, member ID numbers did not include a prefix.
 - Searches can be conducted using either the member's 12-digit Healthy Blue ID # (for example, XHB123456789) or the member's 13-digit Medicaid ID # with the XHB prefix added (for example, XHB1234567890123).

Are there changes to the way I submit claims for Healthy Blue members?

- Please continue to submit all Medicaid claims to Healthy Blue.
- Use the new prefix (XHB) added to the member ID number on the Healthy Blue card to bill the claim even if the date of service is prior to the September 1, 2017, name change. We recommend you update your system with the XHB prefix to submit claims.
 - The XHB prefix is required for claim status checks and member look-up.
 - Billing with or without the XHB prefix will not affect payments and will not cause the claim to deny at this time.
- Please continue to submit claims through:
 - The Availity Portal at <https://www.availity.com>.
 - The provider website, <https://providers.healthyblueva.com>, by logging in with your Availity credentials.
 - Your chosen clearinghouse or electronic data interchange (EDI) method. (Additional details are in the next question.)
 - Mail to our new name and address:

Healthy Blue
P.O. Box 61010
Virginia Beach, VA 23466-1010

Do any changes impact claim submission through clearinghouses or EDI?

- Healthy Blue continues to accept EDI submissions directly.
- Healthy Blue can now work with any vendor, clearinghouse or claims billing service.
 - **Your chosen clearinghouse may change the payer ID number used to route claims to Healthy Blue.**
 - Your clearinghouse will communicate these changes to you. For your convenience, Healthy Blue has obtained the list of changes occurring with frequently used clearinghouses:
 - Availity payer ID for Healthy Blue: 00661
 - SDS payer ID for Healthy Blue: 16730
 - Change Healthcare payer ID for Healthy Blue: 58532
- Additional questions about submitting claims through EDI can be answered by our E-Solutions team at **1-800-470-9630** or by contacting your clearinghouse directly.

Should I now file my claims for Healthy Blue members to Blue Cross and Blue Shield Louisiana (BCBSLA)?

- No, Healthy Blue claims should be submitted directly to Healthy Blue.
- Healthy Blue will continue to process Medicaid claims and reimbursements.
- BCBSLA is not responsible for processing Healthy Blue claims, and incorrect submissions may result in rejected or delayed reimbursement.

Does this change impact provider contracts or participation status with the network?

- Provider participation status does not change with our name change.
- In-network providers received the necessary amendments related to the name change. These amendments did not impact contracted reimbursement terms.

Are there any changes to covered services or benefits?

No, there are no changes to covered services or benefits.

How can I contact Healthy Blue if I have additional questions?

You can contact your local Provider Relations representative or Provider Services at **1-844-521-6942**.