

October 2017

Healthy Blue FAQ

We are now Healthy Blue. Though our name may have changed recently, the day-to-day work we do with you, our providers, remains the same.

Has the provider website changed?

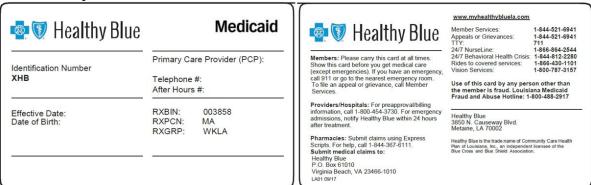
Yes, our new provider website is https://providers.healthybluela.com.

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:
 - 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:



• 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 these members will receive corrected ID cards.

The information in this bulletin may be an update or change to your provider manual. Find the most current manual at: https://providers.healthybluela.com

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. BLAPEC-0617-17 October 2017

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.

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 alpha character prefix (XHB) added to the member ID number on the Healthy Blue card to bill the claim regardless if the date of service is prior to or after 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-ups.
 - 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 at https://providers.healthybluela.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 now can 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 chosen clearinghouse will communicate these changes to you. For your convenience, Healthy Blue has obtained the below 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 be responsible for processing Medicaid claims and reimbursements. BCBSLA is not responsible for processing Healthy Blue claims, and incorrect submissions may result in rejected or delayed reimbursement.

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

- Provider participation status did not change with our name change.
- In-network providers received contract amendments necessary to change our company's name and add provisions related to the name change to your agreement. 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**.