

Blue Cross and Blue Shield of Texas (BCBSTX)

Provider Training:

- Introduction of TRS-ActiveCare Participants with Three-Character Prefixes if T2U and T2S
- Prior Authorization Expansion to AIM Specialty Health®



August 5, August 13, August 19 and August 26, 2020

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TRS-ActiveCare Network Overview



TRS-ActiveCare Fully Insured (FI) Plan was effective Sept. 2017 with BCBSTX, in four counties in South Texas (Group 295430). Then in Sept. 2020 we were awarded the West Texas region (Group # 295781). Both use the Blue Essentials network and Fully Insured prior authorization lists.

TRS-ActiveCare Administrative Services Only (ASO) Plans will be **effective Sept. 1, 2020** and it features two plans that utilize the Blue Choice PPOSM network and two plans using the Blue EssentialsSM network.

The following slides will review this new ASO plan for TRS-ActiveCare.



On [May 13th](#), we announced, we were awarded the contract to administer medical and behavioral health benefits for the Teacher Retirement System of Texas (TRS) effective **Sept. 1, 2020**. TRS participants will be offered benefit plans using the statewide Blue Choice PPOSM or Blue EssentialsSM provider networks depending on the benefit plan selected by the TRS participant.

- Active TRS employees
- Total Membership: About 479,000

Note: TRS-Care Standard will be effective Jan. 1, 2021 – Group # **48500**
It will use the Blue Choice PPO network and include around 75k participants

TRS-ActiveCare Benefit Plans



Open Enrollment Period 7/15 to 8/21

- ❖ **Statewide Blue Essentials network plans** – providers who are contracted under the Blue Essential network can see participants on these plans:
 - **TRS-ActiveCare Primary and TRS-ActiveCare Primary+**
 - Copays for doctor visits before meeting deductibles.
 - Primary care provider (PCP) selection and referrals to specialists are required.
 - No out-of-network coverage, except for true emergencies.
- ❖ **Nationwide Blue Choice PPO network plans** – providers who are contracted under the Blue Choice PPO network can see participants on these plans:
 - **TRS-ActiveCare HD**
 - High deductible plan which may include a health savings account (HSA) to pay for medical care.
 - Does not require PCP selection or referrals.
 - Deductibles must be met before the plan pays for care that is not preventive.
 - Includes out-of-network coverage. Participants have a lower cost share when using in-network providers.
 - **TRS-ActiveCare 2**
 - Copays for doctor visits before meeting deductibles.
 - Does not require PCP selection or referrals.
 - Includes out-of-network coverage. Participants have a lower cost share when using in-network providers.



- The primary care provider (PCP) coordinates all the health care services for **TRS-ActiveCare Primary** and **TRS-ActiveCare Primary+**. Participants may choose a family practitioner, general practitioner, pediatrician, OB/GYN, geriatric practitioner, or internist.
- ANPs and PAs can also be selected as a PCP. However, in order for ANP or PA to serve as a PCP, their supervising physician must be a PCP or Primary Care Specialist (PCS) and participate in the Blue Essentials network.
- TRS PCPs could belong to a Limited Provider Network (LPN). If the participant's PCP belongs to an **LPN**, they must see a specialist who is in the same LPN for any of those services, even if they don't need a referral. If participant goes outside the **LPN**, without approval they may incur higher out-of-network costs.
- Kelsey-Seybold Clinic® in Houston is part of an **LPN**.



- **TRS-ActiveCare HD and TRS-ActiveCare 2 Participants:**
 - Quest Diagnostics, Inc. — For locations or questions contact Quest at **1-888-277-8772** or visit [Quest's website](#) .
 - Clinical Pathology Laboratory (CPL) — For locations or questions, contact CPL at **1-800-595-1275** or visit [CPL's website](#) .
 - LabCorp — For locations or questions contact LabCorp at **1-888-LAB-CORP** or visit [LabCorp's website](#) .
- **TRS-ActiveCare Primary and TRS-ActiveCare Primary+ Participants:**
 - For providers located in the [Reimbursable Lab County List](#) , the labs included on the [Reimbursable Lab List](#)  will be reimbursed on a fee-for-service basis if performed in the health care provider's office. All other labs must be sent to **Quest Diagnostics**, Inc. which is the exclusive laboratory — For locations or questions contact Quest at **1-888-277-8772** or visit [Quest's website](#) .

BCBSTX Prior Authorization Process



1. Check Participants/Patient Eligibility and Benefits and Prior Authorization Requirements

- Online using [Availity](#) or other vendor
- By phone using IVR: **1-800-451-0287**
- For TRS participants, check the [Prior Authorization and Predeterminations](#) page for the list of Administrative Services Only (ASO) services and procedure codes that require prior authorization.

2. Request Prior Authorization:

Refer to [How to Submit Prior Authorization or Prenotification](#) on the **Prior Authorization and Predetermination page** to determine submission processes.

Providers can contact BCBSTX Medical Management at 1-855-896-2710 after 8/22 to verify authorizations for patients who had an authorization with the previous carrier approved and continuing through 9/1/2020.

TRS participants can be identified by their BCBSTX ID card which will be distributed to participants before Sept. 1:

- The TRS logo will be displayed on the participant's ID card – Group # **3850X (last digit will vary by benefit plan)**.
- The TRS-ActiveCare Primary and TRS-ActiveCare Primary+ will indicate three-character prefixes of **T2U**.
- TRS-ActiveCare HD and TRS-ActiveCare 2 will indicate three-character prefix **T2S** and a network ID of **BCA**.

Eligibility and Benefits

- Patient eligibility and benefits should be checked using [Availability](#) or your preferred vendor before every scheduled appointment.
- Eligibility and benefit quotes include participant status, coverage status and other important information, such as applicable copayment, coinsurance and deductible amounts. It's strongly recommended that providers ask to **see the participant's ID card** for current information and **photo ID** to guard against medical identity theft.
- When services may not be covered, participants should be notified that they may be billed directly.



Telehealth:

TRS Virtual Health External Vendors

- Teladoc®
- RediMD™

[Learn More](#)

Note: Telemedicine/Telehealth services are subject to the participant's benefit plan. Be sure to check benefits and eligibility for every visit.

Teladoc is part of Teladoc Health, Inc.

Refer to our [Telemedicine and Telehealth Services](#) page for information related to these services.

Services are subject to the participant's benefit plan. Be sure to check benefits and eligibility for every visit.



Blue Distinction Centers (BDC)

- Bariatric Surgery
- Transplants

Physician Efficiency, Appropriateness, and Quality (PEAQ) Program

[PEAQ](#) program will be used to evaluate provider performance in a transparent and multidimensional way



TOOLS Click on each hyperlink below or copy URL into to the internet browser to access the resource directly:

- [BCBSTX-TRS-ActiveCare Information](https://www.bcbstx.com/trsactivecare) - <https://www.bcbstx.com/trsactivecare> - BCBSTX-TRS Customer Service: **1-866-355-5999** – wait for the option asking if you are health care professional
- [Availity Provider Portal](https://www.availity.com)  - <https://www.availity.com>
- [Availity Authorization & Referrals](https://www.bcbstx.com/provider/tools/availability-authorizations.html) - <https://www.bcbstx.com/provider/tools/availability-authorizations.html>
- [BlueCard Program](https://www.bcbstx.com/provider/claims/bluecard.html) - <https://www.bcbstx.com/provider/claims/bluecard.html>
- [Clinical Payment and Coding Policies](https://www.bcbstx.com/provider/standards/cpcp.html) - <https://www.bcbstx.com/provider/standards/cpcp.html>
- [Electronic Commerce](https://www.bcbstx.com/provider/claims/edi_commerce.html) - https://www.bcbstx.com/provider/claims/edi_commerce.html
 - [Availity Revenue Cycle Management](https://www.availity.com/Revenue-Cycle-Management) - <https://www.availity.com/Revenue-Cycle-Management>
 - [Electronic Data Interchange \(EDI\) Transactions](https://www.bcbstx.com/provider/claims/edi_transactions.html) - https://www.bcbstx.com/provider/claims/edi_transactions.html
 - [Electronic Funds Transfer \(EFT\) / Electronic Remittance Advice \(ERA\)](https://www.bcbstx.com/provider/claims/era.html) - <https://www.bcbstx.com/provider/claims/era.html>
 - [Electronic Refund Management \(eRM\)](https://www.bcbstx.com/provider/tools/erm.html) - <https://www.bcbstx.com/provider/tools/erm.html>
- [Fee Schedule Request](https://www.bcbstx.com/provider/gri/index.html) - <https://www.bcbstx.com/provider/gri/index.html>
- [ID Card Samples](https://www.bcbstx.com/provider/training/id_card_samples.html) - https://www.bcbstx.com/provider/training/id_card_samples.html (hyperlink pending finalization)
- [Prior Authorization & Predeterminations](https://www.bcbstx.com/provider/clinical/preauthorization.html) - <https://www.bcbstx.com/provider/clinical/preauthorization.html>
- [Provider Finder](https://www.bcbstx.com/trsactivecare/doctors-and-hospitals) - <https://www.bcbstx.com/trsactivecare/doctors-and-hospitals>
- [Provider Manuals](https://www.bcbstx.com/provider/gri/manuals.html) - <https://www.bcbstx.com/provider/gri/manuals.html>
- [Quick Reference Guide](https://www.bcbstx.com/provider/training/product_group_ref.html) - https://www.bcbstx.com/provider/training/product_group_ref.html
- [Telemedicine and Telehealth Services](https://www.bcbstx.com/provider/clinical/tele_services.html) - https://www.bcbstx.com/provider/clinical/tele_services.html

Thank you



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