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# Tips for Blue Care Network therapy providers

## Tips for submitting a BCN therapy referral

- Do not submit a new referral if one already exists for the same condition with the current or similar date span. If additional services are needed, please refer to your utilization management requirements.
    - Exception: Do submit a new referral if it is for a different condition OR if the member is continuing care into a new benefit year.
    - Payment for these services when billed for multiple conditions on the same day is subject to the approval of eviCore healthcare.
  - All therapy requests submitted should be limited to one evaluation and one visit. If you request more than one evaluation and one visit or if the request is incomplete, the case will pend. If a case pends for any reason, eviCore will make the initial determination within three to five days.
- Occupational therapy — 97165\*, 97166\* or 97167\* for evaluation and 97535\* for treatment
  - Speech — evaluation only; use one or more of the following: 92521\* through 92524\*
  - Physical medicine services (chiropractors) — treatment only; use 97110\*
  - Professional providers should report therapy service with the GN, GO or GP modifier to indicate the discipline performing the therapy.
- Specify the right or left side and the region of the body when requesting therapy. Use the Comment section in the e-referral system for this.
  - To avoid gaps in care, spread the authorized visits throughout the Approved Time Period (found at the top right of your determination letter).
  - Professional providers should include the name of the referring provider – the primary care physician or specialist with the global referral who wrote the prescription.

## Tips to save time and avoid delays or pends

- Submit initial referrals to BCN with correct codes.
  - Physical therapy — 97161\*, 97162\* or 97163\* for evaluation and 97110\* for treatment

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## What to do if a member needs more than one type of therapy

- Some members may need therapy from more than one discipline for the same condition. Providers should work together to coordinate the allocation of the member's therapy benefit. Call eviCore at 1-877-531-9139 and share this information.

## What to do after surgical intervention

- After a surgical intervention that affects the body part being treated, the member's medical benefit may renew. A new referral must be submitted.
- Please indicate in the e-referral Comment section the surgery type and date of surgery.

## How to access letters

- Quickly review and print approval, denial and request for information letters by logging in to the secure provider portal at **LMHealthcare.com\*\***

## When to call eviCore's Customer Service

Call 1-877-531-9139 for help with the following:

- Questions related to the status of an authorization
- Changes or updates to an existing authorization
- Accessing the Landmark Connect portal
- Connecting you with a clinical peer reviewer
- Questions related to Performance Summary Reports and Categorization
- Education regarding the BCN authorization program

## Accessing and using eviCore's provider forms

- Treatment plan forms
  - When a treatment plan is required to obtain approval for additional visits, you must use one of eviCore's treatment plan forms.

- You may submit treatment plans through the Landmark Connect portal. Select the *Admin Resources* tab and look for the treatment plans in the *Forms* section.
- You may also fax treatment plans to eviCore at 1-888-565-4225.
- All fields must be completed on the treatment plan before submission or authorization may be delayed.

- Date Extension Request form
  - To extend the expiration date of an existing authorization, submit a request for a date extension. If approved, date extensions will not exceed the benefit period for the member's episode.
  - Forms are located under the *Admin Resources* tab within the Landmark Connect portal. Remember to include the original start date and the new end date with your submission, along with your reason for the request.

## Save time by using the LMHealthcare.com portal

- Landmark Connect is eviCore's secure provider portal. Providers can:
  - Submit treatment plans
  - Check the status of electronic and faxed authorization requests
  - Retrieve forms and letters
  - Access physical therapy Practitioner Performance Summary reports
  - Access the Outcome Assessment Toolbox and other resources
- Therapy providers and chiropractors should select Landmark Connect from the *Practitioner* menu to log in or register.

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