

Updated Provider Manual now available

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Anthem Blue Cross and Blue Shield (Anthem) reviews and updates our online Provider Manuals annually. The updated manual is now available on our public provider website at www.anthem.com. Select **Providers, Find Resources for Your State** and choose **Wisconsin** from the list. On the **Provider home page**, choose **Communications, Publications** to view the manual.

There were changes to the following sections in 2019 (listed in alphabetical order):

New content

- Claim Payment Disputes
- Clinical Appeals
- Medical Records Submission

Updated content

- General
- Navigation directions from anthem.com to public provider website.
- AIM Specialty Health[®] (AIM)
 - Updated microsite information
- Availity Portal
 - Updated information on Anthem functionality
- Centers of Medical Excellence
 - New program (Chimeric Antigen Receptor Therapy (“CAR-T”))
- Claim Filing and Provider Correspondence Filing Tips

- Enhanced information for claim and adjustment filing
- Itemized Bills section added
- Maternity Delivery Claims section added

- Credentialing
 - Clarification to II.A.13 initial credentialing scope and HDO acceptable accrediting agencies

- Electronic Data Interchange (EDI) Overview
 - Information on Availity as Anthem's designated EDI Gateway

- Fraud, Waste and Abuse Detection
 - Clarification in Pre-Payment Review section

- Medical Policy
 - Statement added to further define services

- Member Quality of Care ("QOC")/Quality of Service ("QOS") Investigations
 - Content added to remind providers on contractual obligation related to the investigations.

- Multicultural Health
 - Update to Medication Adherence CME course added

- Reimbursement Guidelines and Policies
 - Facility Personnel Charges - Clarification of examples not separately reimbursed
 - Implants – Added requirement for itemization of all implant kits that contain procedure tools or medical supplies
 - Lab Charges section added
 - Routine Supplies section added
 - Special Procedure Room Charge – Clarified where procedure takes place
 - Supplies and Equipment section added
 - Tech Support Charges section added

- Tests or Procedures Prior to Admission(s) or Outpatient Services – Clarifying statement added for testing timeframe
- Additional Reimbursement Guidelines for Disallowed Charges section added
- Utilization Management
 - Definitions in alphabetical order
 - Program overview section added
 - Preservice and Continued Stay Review communication and timeframe added

The 2018 Wisconsin Provider Manual will also be available until July 1, 2019.

URL: <https://providernews.anthem.com/wisconsin/article/updated-provider-manual-now-available-2>

Featured In:

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