



# Provider Resource Guide

A resource guide to finding answers on the Provider Website



## Network Participation

Find requirements for network participation and general information on products and reimbursement guidelines.

[bcbsmt.com/provider/network-participation](https://bcbsmt.com/provider/network-participation)

- How to Join
- Update Your Provider Network
- Secure Provider Portal
- CAQH FAQs
- Contact Us
- Blue Cross Medicare Advantage<sup>SM</sup>



## Claims and Eligibility

An overview of options and resources that may help you maximize administrative efficiencies in your office. This section is designed to follow the claim cycle — from the moment a Blue Cross and Blue Shield of Montana (BCBSMT) member walks into your office, through processing and payment for covered services you provide.

[bcbsmt.com/provider/claims-and-eligibility](https://bcbsmt.com/provider/claims-and-eligibility)

- Electronic Commerce
- Eligibility and Benefits
- Predetermination and Preauthorization
- Claim Submission
- Claim Payment and Remittance
- Claim Review and Appeal
- Refund Management
- ClaimsXten
- eviCore



## Education and Reference

At-your-fingertips access to current forms, informational materials, learning opportunities and interactive tools.

[bcbsmt.com/provider/education-and-reference](https://bcbsmt.com/provider/education-and-reference)

- Forms and Documents
- Tools
- Provider Manuals
- Provider Policies
- News and Updates
- Newsletter
- Training
- Important Links



## Clinical Resources

The BCBSMT Quality Improvement (QI) Program is based on a view that the process for delivery of medical care and services can be continuously improved. The purpose of the QI program is to provide the necessary focus and structure to identify, monitor and evaluate clinical and service improvement opportunities.

BCBSMT operates the Medical Management Department to ensure our members receive the right care at the right time, right place and at the right price. Our programs are designed to promote the optimal use of health care resources to improve health care outcomes. Medical Management reviews medical appropriateness and provides authorization for clinical services.

Find resources regarding QI and Medical Management Programs.

[bcbsmt.com/provider/clinical-resources](https://bcbsmt.com/provider/clinical-resources)

- Behavioral Health Care Management
- Clinical Practice Guidelines
- Preventive Care Guidelines
- HEDIS® Reports and Quality



### Pharmacy Program

Find information regarding pharmacy programs

[bcbsmt.com/provider/pharmacy-program](https://bcbsmt.com/provider/pharmacy-program)

- Dispensing Limits
- Medicare Part D
- Prior Authorization and Step Therapy
- Specialty Pharmacy
- Pharmacy Prescription Drug Lists



### Standards and Requirements

Find the resources to administer BCBSMT health insurance products, policies and procedures, including manuals, documents, procedures, policies and regulations.

[bcbsmt.com/provider/standards-and-requirements](https://bcbsmt.com/provider/standards-and-requirements)

- Affordable Care Act
- ANSI 5010
- Payment & Coding Policies
- Medical Policy
- Medical Policy and Precert/Preauth
- BlueCard® Program



### BCBSMT Secure Provider Portal

[bcbsmt.com/provider/network-participation/secure-provider-portal](https://bcbsmt.com/provider/network-participation/secure-provider-portal)

Secure access to special features including the following and many more:

- Medical Provider Manuals (Commercial and Medicare Advantage)
- Provider Claim register and summary
- Fee schedules
- Payment Policies
- National Drug Code (NDC) Billing Resources



### Provider Finder®

This is the member directory to search for an in-network doctor, hospital or other provider to get the care needed as well as dental and vision providers or pharmacies.

[bcbsmt.com/find-a-doctor-or-hospital](https://bcbsmt.com/find-a-doctor-or-hospital)

Please review your practice's information to verify accuracy.

If changes are needed please review the **Update Your Information** section on the provider website:

[bcbsmt.com/provider/network-participation/update-your-provider-network](https://bcbsmt.com/provider/network-participation/update-your-provider-network)



### Confused about where to go for answers?

Finding the right contact may save you time. Sometimes it's easy to know where to go for assistance. At other times, it's less clear. Use this reference guide to help guide you to the best point of contact for your answer.

[bcbsmt.com/provider/network-participation/contact-us](https://bcbsmt.com/provider/network-participation/contact-us)

ClaimsXten is a software owned by McKesson, an independent company that provides claim management services for BCBSMT.

Blue Cross and Blue Shield of Montana has contracted with eviCore healthcare (eviCore), an independent specialty medical benefits management company, to provide preauthorization for expanded outpatient and specialty utilization management.

Checking eligibility and benefits and/or obtaining preauthorization/pre-notification for a service is not a guarantee of payment of benefits. Payment of benefits is subject to several factors, including, but not limited to, eligibility at the time of service, payment of premiums/contributions, amounts allowable for services, supporting medical documentation, and other terms, conditions, limitations, and exclusions set forth in the member's policy certificate and/or benefits booklet and/or summary plan description. Regardless of any preauthorization or benefit determination, the final decision regarding any treatment or service is between the patient and their health care provider. If you have any questions, please call the number on the member's BCBSMT ID card.

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