



January 2010

Medco transition update

Effective Jan. 1, 2010, Medco Health Solutions, Inc. is BCN's new pharmacy benefit manager.

Please do not continue to use the old MedImpact phone or fax numbers in 2010.

- To request medication prior authorization and benefit exception requests for BCN, BCN AdvantageSM and BlueCaid, contact the BCN Clinical Pharmacy Help Desk at these new numbers:

- **Phone: 1-800-437-3803**
- **Fax: 1-877-442-3778**

For more information, please see Page 1 of the Jan.-Feb. 2010 *BCN Provider News*.

MyBlue Medigap

MyBlue MedigapSM is a new Blue Care Network product that is secondary to Medicare. MyBlue Medigap is not an HMO. Members are not required to select a PCP, use the BCN provider network or get referrals. Any physician who accepts Medicare may see individuals who have MyBlue Medigap coverage.

Disable unused Health e-Blue IDs

To safeguard the protected health information of your BCN members, make sure to disable the Health e-BlueSM IDs of users who leave your staff, or you can have the ID transferred to a new Health e-Blue user in your office. Call the Blue Web Help Desk at 248-486-2214 for assistance.

Be a savvy BCN Provider News reader

The *BCN Provider News User Guide* links from Page 1 of each issue of *BCN Provider News*. The illustrated user guide can help you learn how to do the following:

- Navigate the newsletter
- Access additional information linked to the articles
- Print pages
- Search topics

The features in *BCN Provider News* work best when using Adobe's Acrobat Reader 9.0. You can download Acrobat Reader free at adobe.com.

PRP info on Health e-Blue

📅 **January 15, 2010**, is the last date to enter data into Health e-BlueSM for the 2009 Physician Recognition Program.

📅 The 2010 Blue Care Network Physician and Physician Group Incentive Program Materials booklet is now available on Health e-Blue under *Resources > Incentive Documents*.

Clinical Editing Appeal Form

The *Clinical Editing Appeal Form* you should now be using is dated November 2009. The form is available on web-DENIS in *BCN Provider Publications and Resources > Forms > Claims*.

Member ID cards changing

Remember to check BCN member ID cards and update your office records.

- BCN and BCN AdvantageSM members with pharmacy benefits begin using new ID cards Jan. 1 identifying Medco as their pharmacy benefit manager.
- Members without BCN pharmacy benefits will receive new ID cards by the second quarter 2010.

If you have questions or need assistance, please contact **(Lawrence S. Hayes)**
Phone: 248-455-3509