

Blue Cross and Blue Shield of Louisiana and HMO Louisiana, Inc., developed this quick reference to our products and behavioral health coverage that should help your office identify who to call for authorizations and where to send claims.

PRODUCT/NETWORK	NUMBER TO CALL FOR AUTHORIZATION	CLAIMS ADDRESS & CLAIMS INQUIRY
<p>Traditional Indemnity (Key)</p> <ul style="list-style-type: none"> Member's contract number has alpha prefix XUL Uses BCBSLA behavioral health providers <p>PreferredCare PPO</p> <ul style="list-style-type: none"> Member's contract number has alpha prefix XUP Uses BCBSLA behavioral health providers 	<p>BCBSLA 1.800.922.8866, option 2</p>	<p>BCBSLA P.O. Box 98029 Baton Rouge, LA 70898-9029</p> <p>www.bcbsla.com/ilinkblue.com or 1.800.922.8866</p>
<p>City of Baton Rouge/Parish of East Baton Rouge</p> <ul style="list-style-type: none"> Member's contract number has alpha prefix XUC Uses Family Managed Care providers for behavioral health services <p>Iberville Parish School Board (ACCESScare)</p> <ul style="list-style-type: none"> Uses Family Managed Care providers for behavioral health services 	<p>Family Managed Care 225.765.8500 or 1.800.572.6983</p>	<p>Family Managed Care 5745 Essen Lane Ste. 100 Baton Rouge, LA 70810-9029</p> <p>225.765.8500 or 1.800.572.6983</p>
<p>HMOLA Louisiana Blue Health Plans (POS & HMO)</p> <ul style="list-style-type: none"> Member's contract number has alpha prefixes XUA or XUH Uses Magellan Behavioral Health providers and facilities for behavioral health services; Magellan handles all utilization management <p>East Baton Rouge Parish School System (ACCESScare)</p> <ul style="list-style-type: none"> Uses Magellan for behavioral health services 	<p>Magellan Health Services 1.800.991.5638</p>	<p>Magellan Health Services 1301 E. Collins Blvd Ste. 100 Richardson, TX 75081</p> <p>1.800.991.5638</p>
<p>Federal Employee Program (FEP)</p> <ul style="list-style-type: none"> Member's contract number has alpha prefix "R" Uses Magellan Behavioral Health providers; Magellan handles all utilization management Uses BCBSLA behavioral health facilities 	<p>Magellan Health Services 1.800.867.6811</p>	<p>BCBSLA P.O. Box 98029 Baton Rouge, LA 70898-9029</p> <p>www.bcbsla.com/ilinkblue.com or 1.800.922.8866</p>

Helpful Hints *for* Behavioral Health Providers

In-Network Benefits Blue Cross and HMOLA members receive higher benefits when they use network providers. For example, a Preferred Care PPO member receives a higher level of benefits when he/she uses providers in the Preferred Care PPO network. Benefits are reduced when services are rendered outside of the network, and the member is subject to higher out-of-pocket costs. Always verify a member's benefits prior to rendering services. Patient eligibility, claim status, allowable charges, payment information and medical policies are available online through our iLinkBLUE *Provider Suite* at www.bcbsla.com/ilinkblue. You may also call the number on the member's ID card.

Cost Sharing Please check the member's ID card for the appropriate copayment, coinsurance and/or deductible amounts. Preferred Care PPO members are responsible for a deductible and coinsurance when they receive behavioral healthcare services. HMOLA members are responsible for the specialist copayment when they receive services from behavioral healthcare providers.

Authorization

Authorizations are required for all inpatient behavioral health services. To obtain authorization, please call the appropriate number listed on the previous page. HMOLA members must have authorization for all inpatient and outpatient behavioral healthcare services. Please call Magellan Behavioral Health for authorization.

Questions If you have questions about a member's benefits, eligibility or claims status, please call Provider Services at 1.800.922.8866. If you have questions about your participation status or your provider contract, please call Provider Network Administration at 1.800.716.2299, option 3.

Autism Benefits

We cover the diagnosis and treatment of autism **as a medical benefit** for group policies* as required by Louisiana Act 648 under House Bill 958, which mandates autism to be covered as a medical benefit for persons under the age of 17.

Authorization Required for ABA Services Because this is a **medical benefit**, all reviews and authorizations related to the diagnosis and treatment of autism are handled directly by Blue Cross/HMOLA. Providers should call 1.800.922.8866, option 2 for Authorizations for all networks: Preferred Care PPO and HMO Louisiana. *Note: When calling for authorization for autism or Applied Behavioral analysis (ABA) services, after selecting option 2 for the Authorizations menu, do not select option 1 for Behavioral Health Services. Doing so will transfer you directly to Magellan instead of to our own authorization department.*

Filing Autism Claims File all Blue Cross and HMOLA claims related to the diagnosis and treatment of autism directly to us for processing. We will apply medically necessary claims toward the member's autism maximum benefit limitations and not the mental health maximum benefit limitations.

Providers should use one of the following HCPCS codes with appropriate, required modifiers for ABA services:

Code	Description	Modifier
H0032	ABA - Initial Assessment and Plan Development per house up to 4 hours	HO, HP
H2019	ABA - Follow-up and Reassessment per 15 minutes	HO, HP, HN, HM
G9012	Supervision of ABA Follow-up per 15 minutes	HO, HP

Modifier Descriptions

HP Doctoral level
HO Master's degree level
HN Bachelor's degree level
HM Less than bachelor's degree level

Failure to include a modifier may result in your claim being returned or denied.