

### **Healthcare Facts® Update**

Blue Cross and Blue Shield of Louisiana conducted focus groups in early May to get feedback from consumers about Healthcare Facts® (HCF). The focus groups were designed to help us update and validate the program measures to better serve our members and also our participating hospitals. Once we have compiled the feedback from the focus groups, we will provide the results to hospitals. We plan to ask hospitals to update their information on HCF in June and July and make the refreshed data available to the public in August 2007. We also are introducing a web-based tool so hospitals can easily provide information to us. Specialized training materials will be provided in the coming weeks. For more details on the Healthcare Facts® program, visit the following page on our website: [http://www.bcbsla.com/web/reddotcm/html/18\\_144.asp](http://www.bcbsla.com/web/reddotcm/html/18_144.asp)

### **Sleep Lab Centers Claims Filing & Credentialing**

Hospitals filing sleep study claims to Blue Cross and Blue Shield of Louisiana and HMO of Louisiana, Inc., our wholly owned subsidiary, should use their acute care provider number and these claims are paid based on the diagnostic and therapeutic services reimbursement schedule. Sleep study services filed with a provider number other than the hospital's acute care provider number will not be paid appropriately and will be subject to retrospective review.

Blue Cross now requires all sleep centers be certified through either Joint Commission on Accreditation of Healthcare Organizations (JCAHO) or American Academy of Sleep Medicine (AASM). We are in the process of contacting hospitals to determine the accreditation status of hospital-based sleep centers.

### **Blue Cross Diagnostic Imaging Quality Initiative**

Effective April 2, 2007, Blue Cross and Blue Shield of Louisiana implemented a diagnostic imaging review and prior authorization program for the following outpatient, non-emergent imaging services:

- computerized tomography (CT) scans
- magnetic resonance imaging (MRI) & angiography (MRA)
- positron-emission tomography (PET) scans
- nuclear cardiology

American Imaging Management, Inc. (AIM) is administering the program for members of our Preferred Care PPO, Advantage Blue Point of Service (POS) and HMO of Louisiana (HMOLA) networks. For more details on the Diagnostic Imaging Quality Initiative visit the following link after June 1, 2007: <http://www.bcbsla.com/web/reddotcm/html/13.asp>

### **Blue Distinction Center for Cardiac Care – Support of ACCF's D2B Alliance**

As part of the ongoing recertification process for Blue Distinction Centers for Cardiac Care, our selection criteria will recognize voluntary participation in the American College of Cardiology's D2B Alliance for Quality (ACCF's D2B Alliance). The D2B Alliance is a new "Guidelines Applied in Practice" program launched by ACCF to save time and save lives by reducing the door-to-balloon (D2B) times in U.S. hospitals performing primary percutaneous coronary intervention. The D2B Alliance offers something for all participants, whether a hospital is already well on its way to reducing D2B times or just beginning. If your hospital has already enrolled in this national quality initiative, we commend your commitment to improving quality. If your hospital has not yet enrolled, we encourage you to consider joining soon. There is no fee to join the D2B initiative. Additional details can be obtained by email at [d2bstaff@acc.org](mailto:d2bstaff@acc.org), phone at (800) 253-4636 Ext. 5453, or on the D2B Alliance's website at [www.d2balliance.org](http://www.d2balliance.org).

### **Blue Distinction Centers for Cardiac Care 2007 RFI Process**

Blue Distinction Centers for Cardiac Care are selected on the basis of certain criteria that demonstrate reliability in delivering cardiac care and better overall outcomes for members of Blue Cross and Blue Shield Plans. The 2005-06 RFI did not require facilities to report data to the National Cardiovascular Data Registry (NCDR™) CathPCI Registry® or The Society of Thoracic Surgeons (STS) National Adult Cardiac Surgery Database. Looking ahead, however, the 2007 RFI process will require registry data in both NCDR and STS systems, with a full 12-month reporting period beginning July 1, 2006, and ending June 30, 2007, for a facility to be considered for designation as a Blue Distinction Center for Cardiac Care. If your facility is interested in participating in the 2007 RFI process, we encourage you to begin submitting data to the NCDR™ CathPCI Registry®, and to have all

surgical groups at your facility begin submitting data to the STS National Adult Cardiac Surgery Database, as soon as possible. For more information, contact the NCDRTM Support Center at (800) 257-4737 and the STS Quality, Research and Patient Safety Department at (312) 202-5833. For more information on Blue Distinction Centers for Cardiac Care, visit the following link: <http://www.bcbs.com/innovations/bluedistinction/centers/>

## Blue Distinction Hospital Measurement and Improvement Program

To encourage greater consistency in evidence-based medical approaches, the Blue Distinction Provider Measurement and Improvement Program integrates provider performance metrics into a national framework for improving health care quality. The initial steps of the program focus on using publicly available quality data as the basis for collaborations between participating Blue Cross and Blue Shield companies and hospitals around the country to improve inpatient hospital care. The program was launched in early 2005 and implemented a Web-based portal in 2006. Additional steps will focus on recognizing physicians' efforts to enhance patient health and safety. To view detailed information about the Blue Distinction Provider Measurement and Improvement Program, please click on the following links to launch a PDF: [Full Program Description](#) [Summary of Program Measures](#)

You may access the program's reports by following these instructions: 1) Visit [www.selectqualitycare.com](http://www.selectqualitycare.com); 2) Click on "Demonstration"; 3) Click on "Select Quality Care Consumer"; 4) Enter username: network pilot; 5) Enter password: demo (the password is case sensitive).

## Blue Health Records at Your Convenience

Blue Cross offers both providers and members online access to claims-based health records, which we refer to as "Blue Health Records." Providers can view a patient's past immunization history, preventive treatments and pharmacy information from the last three years. With providers able to access Blue Health Records, they know more about a member's medical history. Members can access their Blue Health Record through AccessBlue Customer Tools. Providers use iLinkBLUE to access. For more details on Blue Health Records and their advantages, visit the following page on our website: [http://www.bcbsla.com/web/reddotcm/html/18\\_147.asp](http://www.bcbsla.com/web/reddotcm/html/18_147.asp)

## Blue Cross And Blue Shield Association Releases 2007 Medical Cost Reference Guide

The Blue Cross and Blue Shield Association (BCBSA) 2007 Medical Cost Reference Guide (MCRG) is now available. In its fifth publication, the guide is one of the most comprehensive collections of data available from government, academic, and business sources, as well as from BCBSA. Searchable online, the guide covers topics such as health spending, utilization, chronic disease and obesity, as well as trends in hospitals and among physicians, consumers, and the uninsured. The 2007 MCRG provides a valuable resource for researchers, policy makers, and the media. The complete news release can be found at the following link:

<http://www.bcbs.com/news/bcbsa/blue-cross-and-blue-shield-2007-medical-cost-reference-guide.html>

## Blue Membership as of April 2007

Alexandria	38,994
Baton Rouge Area	181,284
Lafayette Area	125,514
Lake Charles Area	62,578
Monroe Area	44,654
New Orleans Area	233,555
Shreveport Area	87,251
Out of State	7,100
Undefined (includes BlueCard members)	296,902
<b>Total</b>	<b>1,077,832</b>

## Contacts for Questions

If you have any questions about any of the information in this publication or any other questions, you may contact:

### Baton Rouge, New Orleans, Northshore area providers:

Merle Francis, Manager • (225) 297-2660 • [merle.francis@bcbsla.com](mailto:merle.francis@bcbsla.com)

### Alexandria, Lafayette, Lake Charles, Monroe, Shreveport area providers:

Susan Slocum, Manager • (337) 593-5731 • [susan.slocum@bcbsla.com](mailto:susan.slocum@bcbsla.com)

### Executive Contacts:

Dawn Cantrell, Vice President

(225) 295-2305 • [dawn.cantrell@bcbsla.com](mailto:dawn.cantrell@bcbsla.com)

Richard Williams, Senior Vice President

(225) 295-2296 • [richard.williams@bcbsla.com](mailto:richard.williams@bcbsla.com)

[www.bcbsla.com](http://www.bcbsla.com)



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