

State Health Plan Offering Blue Options PPO Product to Members

Effective October 1, 2006, the State Health Plan begins offering its members an additional choice in their health insurance options – a Preferred Provider Organization (PPO) plan. Teachers, state employees and state retirees will now have the option to choose from three new PPO health plans or remain with their current comprehensive major Medical (CMM) coverage. This new offering is being administered as part of the Blue Cross and Blue Shield of North Carolina (BCBSNC) Blue OptionsSM PPO product, under the name of NC SmartChoice. NC SmartChoice provides state employees with a choice of three PPO plans; NC SmartChoice Basic, NC SmartChoice and NC SmartChoice Plus.

The NC SmartChoice PPO plans are based on different levels of physician office visit copays, different levels of coinsurance and different levels of deductible. The amount of money a state employee pays out-of-pocket for PPO premiums and benefits cost-sharing will differ based on the option selected by the employee. Here are the option highlights:

- **NC SmartChoice Basic**
Members have higher copayments, coinsurance and deductibles
No cost for employee-only coverage; reduced premiums for family coverage
- **NC SmartChoice**
Coverage at levels between basic and plus plans
No cost for employee-only coverage; premiums for all other tiers are less than CMM rates
- **NC SmartChoice Plus**
Members have lower copayments, coinsurance and deductibles
Members pay out-of-pocket for employee-only coverage and higher premiums for family coverage

Contact Information and Summary of Benefits for State CMM, State PPO and Standard PPO Plans

To handle the service needs of state PPO members, we've set up dedicated teams across BCBSNC. The chart below outlines the major similarities and differences among the State Health Plan's traditional CMM coverage and new PPO (NC SmartChoice) options, as well as BCBSNC's standard PPO coverage. Please refer to the contact information below depending on your specific needs, and remember that members' benefits and eligibility should always be verified prior to services being rendered.

State CMM Product	State PPO Product	Standard BCBSNC PPO Product
General Customer Service • 800-422-4658	General Customer Service • 888-234-2416	General Customer Service • Various (refer to the number on the back of the ID card)
Provider Service Number • 800-422-4658 Provider Claims Address: State CMM Claims Processing Contractor P.O. Box 30025 Durham, NC 27702-3025	Provider Service Number • 800-214-4844 Provider Claims Address: BCBSNC P.O. Box 30087 Durham NC 27702	Provider Service Number • 800-214-4844 Provider Claims Address: BCBSNC P.O. Box 35 Durham NC 27702
Provider Link, the online tool for real-time exchange of clinical information between BCBSNC and a number of nationwide facilities is available for all products. For more information about Provider Link, please visit www.providerlink.com .		

State CMM Product	State PPO Product	Standard BCBSNC PPO Product
<p>Wellness Benefits and Preventive Services</p> <ul style="list-style-type: none"> • First \$150 covered at 100% after copayment, then deductible and coinsurance • Selected routine examinations and screening procedures covered at specific intervals • Wellness information and other services are also available through the NC HealthSmart Programs by calling 877- 277-5900 	<p>Wellness Benefits and Preventive Services</p> <ul style="list-style-type: none"> • Preventive services are covered in-network with a copayment • Out-of-network preventive services are not covered with the exception of gynecological exams, cervical cancer screenings, ovarian cancer screening, mammograms, colorectal screenings, and prostate- specific antigen tests • Wellness information and other services are also available through the NC HealthSmart Program by calling 877- 277-5900 	<p>Wellness Benefits and Preventive Services</p> <ul style="list-style-type: none"> • Wellness and Preventive services may be available on a group-specific basis • For more information, contact the customer service number on the member's ID card
<p>Prior Authorization General Services</p> <ul style="list-style-type: none"> • Inpatient Admissions • Private Duty Nursing • Skilled Nursing Facility • Acute Rehabilitation <p>Service-Specific Services</p> <ul style="list-style-type: none"> • Home Health Services including Skilled Nursing Visits for Home IV Therapy • Durable Medical Equipment over \$1000 • Home Hospice • Speech Therapy • Ambulance-land over 50 miles and air ambulance • TMJ appliance/splint therapy • Certain Surgeries and/or Outpatient Procedures, including Certain Procedures that are Potentially Cosmetic • See Summary Plan Description for complete list of services that require prior approval. 	<p>Prior Authorization^{1,2} General Services</p> <ul style="list-style-type: none"> • Same as Standard PPO <p>Service-Specific Services³</p> <ul style="list-style-type: none"> • Same as Standard PPO <p>Pharmaceuticals</p> <ul style="list-style-type: none"> • Remicade is not considered a medical benefit, contact Medco • Please refer to www.shpnc.org for information. <p>Phone: 800-672-7897 (Prompt 2) State PPO Fax: 866-225-5258 Transplant Fax: 919-765-1553</p> <p>Correspondence: BCBSNC Health Coaching and Interventions P.O. Box 30004 Durham, NC 27702</p>	<p>Prior Authorization¹ General Services</p> <ul style="list-style-type: none"> • Inpatient Admissions • Private Duty Nursing • Skilled Nursing and Acute Rehab • Transplants <p>Service-Specific Services</p> <ul style="list-style-type: none"> • Mental Health Substance Abuse (contact the MHSA vendor at the number on the back of the ID card) • Non-emergent ambulance and air ambulance services • Certain Durable Medical Equipment • Home Health Including Nursing and Home Infusion • Certain Surgeries and/or Outpatient Procedures • Certain Procedures that are Potentially Cosmetic <p>Pharmaceuticals⁴</p>

1 Prior authorization is also referred to as prior Plan approval (PPA), prior review, prospective review, precertification or prior approval. Participating providers are required to obtain authorization before the service is rendered. Failure to obtain prior authorization could result in a complete denial of the claim with the member held harmless. The member is responsible for obtaining prior authorization if services are rendered at a nonparticipating provider or outside of North Carolina. Failure to obtain prior authorization at a nonparticipating provider or outside of North Carolina could result in a 25 percent penalty charged to the allowable amount for general services, or a complete denial of service-specific services.

2 The list of services requiring prior authorization is subject to change once per quarter. Please check bcbsnc.com for changes by the 10th day of January, April, July, or October.

3 The specific-service code list is provided online at bcbsnc.com.

4 Pharmaceuticals are subject to change periodically. Please check the Web site for updates on a regular basis.

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<p>Pharmaceuticals</p> <ul style="list-style-type: none"> Please refer to www.shpnc.org for information. <p>Outpatient Services/Prior Authorization Phone: 800-422-1582 Fax: 919-765-4890</p> <p>Inpatient Services/ Pre-admission Certification 800-672-7897 (Prompt 1) Fax: 919-765-4891</p> <p>Correspondence: State CMM Medical Review P.O. Box 30111 Durham, NC 27702-3111</p>		<ul style="list-style-type: none"> Please refer to bcbsnc.com for information. <p>Phone: 800-672-7897 Region 1 Fax: 800- 459-1410 Region 2 and OOS Fax: 800- 571-7942 Region 3 Fax: 800- 672-6587 Discharge Services: 800- 228-0838 Transplant Fax: 919- 765-1553</p> <p>Correspondence: BCBSNC Health Coaching and Interventions P.O. Box 30004 Durham, NC 27702</p>
<p>Disease Management and Case Management</p> <ul style="list-style-type: none"> All but transplants are carved out to several vendors. For transplants call 800- 422-1582. Referrals can be made by calling: <ul style="list-style-type: none"> NC Health Smart Program (Health Dialog): 877-277-5900 Chronic Case Management (Status One): 888-607-9594 End- Stage Renal Disease/Chronic Kidney Disease (Renaissance): 888-877-3625 	<p>Disease Management and Case Management</p> <ul style="list-style-type: none"> Transplants 800- 672-7897 Referrals for all other disease management and case management services can be made by calling: <ul style="list-style-type: none"> NC Health Smart Program (Health Dialog): 877-277-5900 Chronic Case Management (Status One): 888-607-9594 End- Stage Renal Disease/Chronic Kidney Disease (Renaissance): 888-877-3625 	<p>Disease Management and Case Management</p> <ul style="list-style-type: none"> The following may be available on a group specific basis: <ul style="list-style-type: none"> BCBSNC Member Health Partnerships^{SM1} Programs Health Coaching Dietitian Social Worker Transplant services Online Healthy Living Programs Referrals can be made by calling 800- 672-7897
<p>Mental Health and Substance Abuse</p> <ul style="list-style-type: none"> ValueOptions handles MHSA Prior authorization required for all services except for the first 26 office visits. Contact ValueOptions at: 800-367-6143 Submit Claims to: State CMM P.O. Box 30025 Durham NC 27702-3025 	<p>Mental Health and Substance Abuse</p> <ul style="list-style-type: none"> ValueOptions handles MHSA Prior authorization required for everything except office visits Benefit limit of 30 office visits (additional visits may be covered with prior approval) Contact ValueOptions at: 800-367-6143 Submit Claims to: BCBSNC P.O. Box 30087 	<p>Mental Health and Substance Abuse</p> <ul style="list-style-type: none"> Magellan Behavioral Health handles MHSA Prior authorization required for everything except office visits Benefit limit of 30 office visits Contact Magellan Behavioral Health at: 800-359-2422 Submit claims to: BCBSNC P.O. Box 35 Durham, NC 27702

State CMM Product	State PPO Product	Standard BCBSNC PPO Product
<p>Appeals Member or authorized person submits clinical information using standard process. BCBSNC handles all levels of appeals (including pharmacy) except for mental health or substance abuse medical necessity appeals, which are handled by Value Options.</p> <p>State CMM Appeals or Grievance Review P.O. Box 3869 Durham, NC 27702-3869 Phone: 800-422-4658 Fax: 919-765-2923</p> <p>ValueOptions ATTN Appeals P.O. Box 12438 Research Triangle Park, NC 27709</p> <p>Special Handling: 5001 South Miami Blvd Suite 200 Durham, NC 27703</p>	<p>Durham NC 27702</p> <p>Appeals Appeals must be initiated by member or authorized person. Clinical information is submitted using standard process. BCBSNC handles all levels of appeals (including pharmacy) except for first-level medical necessity appeals for mental health or substance abuse services, which are handled by Value Options.</p> <p>BCBSNC Appeals P.O. Box 30055 Durham, NC 27702-3055</p> <p>ValueOptions ATTN Appeals P.O. Box 12438 Research Triangle Park, NC 27709</p> <p>Special Handling: 5001 South Miami Blvd Suite 200 Durham, NC 27703</p>	<p>Appeals Appeals must be initiated by member or authorized person. Clinical information is submitted using standard process. BCBSNC handles all levels of appeals (including pharmacy) except for first-level medical necessity appeals for mental health or substance abuse services, which are handled by Magellan Behavioral Health.</p> <p>BCBSNC Appeals P.O. Box 30055 Durham, NC 27702-3055</p> <p>Magellan Behavioral Health Appeals 2550 Northwinds Parkway, Suite 300 Alpharetta GA 30004</p>
<p>Medical Policies</p> <ul style="list-style-type: none"> • Determined by general statutes and the State Health Plan • Located at: www.shpnc.org/policies/policies_overview.html • If referenced in "Use of Corporate Use of Claims Processing Contractor Medical Policies for the State Health Plan," BCBSNC corporate medical policy applies. 	<p>Medical Policies</p> <ul style="list-style-type: none"> • Same as Standard PPO (BCBSNC corporate medical policies) • BCBSNC corporate medical policies will be the same for the new state PPO plans as for commercial business. Medical policies posted on the State Health Plan Web site for "medical policies" apply only to the State CMM product. Pharmacy policies posted on the State Health Plan Web site apply to both the State CMM and the State PPO products. 	<p>Medical Policies</p> <ul style="list-style-type: none"> • BCBSNC corporate medical policies • Located at: http://www.bcbsnc.com/services/medical-policy/

Please note: The Summary of Benefits provided is offered only as an example of a member's benefit options. This is not intended as a guarantee of benefits, eligibility or plan coverage. Always verify a member's eligibility and benefits in advance of providing services.

Want to Find Out More?

Additional information about the new State PPO plans can be found on the State Health Plan Web site at www.statehealthplan.state.nc.us. Just click on the "NC SmartChoice PPO" link at the top of page or visit us at bcbsnc.com.