

Provider Update



North Carolina State Health Indemnity Plan Moves to PPO Plans Effective July 1, 2008 – State Health Indemnity Members Transition to NC *SmartChoice* PPO

As we told you in the winter 2007 – 2008 edition of Blue Link, the State Health Indemnity Plan is no longer available as of July 1, 2008. The closure of the Indemnity plan came as a result of '07 legislation that afforded to the State's Indemnity members the same choice of benefits and broad network access that members already enrolled in NC *SmartChoice* PPO plans receive.

During this year's North Carolina State Health Plan annual enrollment, members were given the opportunity to choose one of the three NC *SmartChoice* PPO (preferred provider organization) plan options – the same NC *SmartChoice* PPO plan options, with which Blue Options PPO participating providers are already familiar. Members, their dependents, and retirees enrolled in the Indemnity plan who did not make a selection became automatically enrolled in the PPO Standard Plan.

Important reminder:

Effective July 1, 2008, all State Health Plan BCBSNC membership is PPO membership. Always ask for the patient's most recent ID card and be sure to update your records – replacing the patient's previous State Health Indemnity information with their new NC *SmartChoice* PPO plan information.



In order to smoothly transition Indemnity plan members to the *SmartChoice* PPO plans and keep claims payments timely and efficient, your help is needed. At each and every patient encounter, be sure to obtain a copy of the member's most current *SmartChoice* PPO ID card. By doing this, claims can be reported with the member's up-to-date information and there will be no delay due to out dated information hindering the claims adjudication process. Also, it's important that beginning July 1, 2008 all claims are sent to the correct *SmartChoice* PPO claims mailing address if not sending electronically.

Correct mailing address for State Health Plan *SmartChoice* PPO member's claims:

**BCBSNC
P.O. Box 30087
Durham, NC 27702**

Providers can submit Indemnity plan claims (for services provided prior to July 1, 2008) for up to 18 months, to: Indemnity Plan mailing address:

**NC Teachers and State Employees Indemnity Plan
P.O. Box 30025
Durham, NC 27702**

(Not to be used for claims with dates of service after June 30, 2008)

Indemnity plan members and providers will still have access to Indemnity plan Customer Service for questions about services provided prior to July 1, 2008. Members and providers will also have appeal rights after July 1, 2008, for services received by June 30, 2008.

By transitioning the State Health Plan membership into the PPO plan choices and closing the Indemnity plan, arranging services and administering care for State Health Plan members becomes a more uniform process, which helps to reduce administrative duties and their associated cost for BCBSNC PPO participating providers. However, if you're part of a health care business that is Cost Wise participating but not participating in the Blue Options PPO network, your business is considered out-of-network (unless approved for continuity of care*) for State Health Plan members effective July 1, 2008, – and member's costs are higher for out-of-network services. If your health care business is not participating in the Blue Options PPO network, please contact your local network management office to find out about becoming an in-network provider.

*Continuity of care allows members, under certain conditions, to continue to receive care from an out-of network provider at their in-network benefit level. Services must be authorized in advance by BCBSNC as prior approved and are limited to members; that have a chronic illness or condition, or are terminally ill, or in their second or third trimester of pregnancy or completing postpartum care.

