

CHANGE NOTIFICATION TO PROVIDER FACILITY UM REIMBURSEMENT PENALTIES



July 1, 2019

RE: Update to Provider/Facility UM reimbursement penalties and corresponding update to Provider/Facility Manual

Dear Provider:

Effective for dates of service beginning October 1, 2019, and after, Anthem Blue Cross and Blue Shield and our subsidiary company, HMO Nevada (Anthem) will increase the reimbursement penalty for failure to comply with the Utilization Management Program's pre-certification requirements for services rendered to commercial plan members. Late pre-certifications, and late notices in the case of emergency admissions, are currently subject to a penalty, and will be subject to the increase in the penalty. Failure to comply with Anthem's pre-certification requirements, and late notice requirements in the case of emergency admissions, will result in a 50% reduction in reimbursement to the Provider and Facility.

As a reminder, Anthem requires pre-certification prior to the delivery of certain elective services in both the inpatient and outpatient settings. For an emergency admission, pre-certification is not required; however, you must notify Anthem of the admission within the timeframe specified in the Provider/Facility Manual or as otherwise required by law, as failure to give timely notification for emergency admissions will also result in reimbursement penalties of 50% to Providers and Facilities.

Enforcement of the program requirement will lead to greater consistency in our processes. This notice updates Anthem's UM Program reimbursement penalties and the corresponding sections of the Provider/Facility Manual effective October 1, 2019, to reflect this change to the reimbursement penalty for non-compliance. As a reminder, Providers and Facilities may not balance bill the member for any such reduction in payment.

Thank you for your attention to this update. We value and appreciate you as our partner in providing quality care. If you have any questions, please call your Provider Solutions representative. We appreciate your continued participation in our network.

Sincerely,

A handwritten signature in black ink that reads "Peter Sabal".

Peter J. Sabal
RVP, Provider Solutions
Anthem Blue Cross and Blue Shield