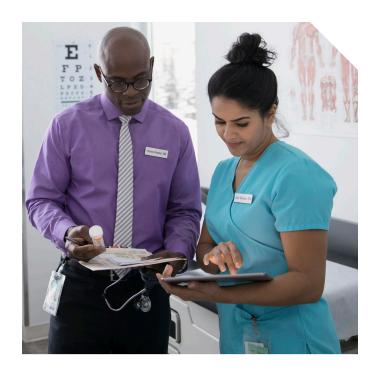Healthy Blue | HERITAGE HEALTH

Provider Newsletter

March 2021

https://provider.healthybluene.com
Provider Services: 1-833-388-1406 • Monday to Friday from 9 a.m. to 6 p.m. CT

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Provider education survey: Your Voice Counts

To provide you with a better educational experience, we are collecting data to improve provider education. We are also asking for topics to ensure that we tailor education to meet your needs. We value our providers, and we want to deliver educational content that is most convenient for you. Please take a moment to complete a brief survey, and remember — Your voice counts!

Select the survey below to begin:
Provider education: Your Voice Counts

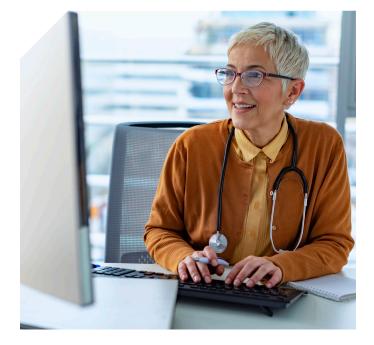BNE-NL-0020-20

Provider Chat — A fast, easy way to get your questions answered

Have your questions answered quickly and easily with Healthy Blue Chat. Providers can have a real-time, online discussion through this digital provider service, available through Payer Spaces on **https://www.availity.com.***

Provider Chat offers:
- Faster access to Provider Services for all questions.
- Real-time answers to your questions about prior authorization and appeals status, claims, benefits, eligibility, and more.
- An easy-to-use platform that makes it simple to receive help.
- The same high level of safety and security you have come to expect with Healthy Blue.

Chat is one example of how Healthy Blue is using digital technology to improve the healthcare experience with the goal of saving valuable time. To get started, access the service through Payer Spaces on **https://www.availity.com**.

BNEPEC-0421-20

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Disease Management/Population Health program

Disease Management/Population Health is designed to support providers in caring for patients with chronic healthcare needs. Healthy Blue provides members enrolled in the program with continuous education on self-management, assistance in connecting to community resources and coordination of care by a team of highly qualified professionals whose goal is to create a system of seamless healthcare interventions and communications.

Our case managers use member-centric motivational interviewing to identify and address health risks such as tobacco use and obesity to improve condition-specific outcomes. Interventions are rooted in evidence-based clinical practice guidelines from recognized sources. We implement continuous improvement strategies to increase evaluation, management and health outcomes.

Who is eligible?
Disease Management/Population Health case managers provide support to members with:
- Asthma.
- Bipolar disorder.
- COPD.
- Diabetes.
- Congestive heart failure.
- Coronary artery disease.
- HIV/AIDS.
- Hypertension.
- Major depressive disorder – Adults.
- Major depressive disorder – Children and adolescents.
- Schizophrenia.
- Substance use disorder.

For more information on our program and how to refer, visit our website at **https://provider.healthybluene.com** > Disease Management/Population Health page.

Your input and partnership is valued. Once your patient is enrolled in the Disease Management/Population Health program, you will be notified by the case manager assigned.

BNE-NL-0013-20

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Access to more claim denial information is now self-service

Through predictive analytics, healthcare teams can now receive real-time solutions to claim denials.

Healthy Blue is committed to providing digital first solutions. Healthcare teams can now use self-service tools to reduce the amount of time spent following up on claim denials. Through the application of predictive analytics, Healthy Blue has the answers before you ask the questions. With an initial focus on claim-level insights, Healthy Blue has streamlined claim denial inquiries by making the reasons for the claim denial digitally available. In addition to the reason for the denial, we supply you with the next steps needed to move the claim to payment. This eliminates the need to call for updates and experience any unnecessary delays waiting for the *EOP.*

> Through the application of predictive analytics, Healthy Blue has the answers before you ask the questions.

Access the *Claims Status Listing* on Payer Spaces from **https://provider.healthybluene.com** using the Log In button or through the secure provider portal via **Availity**.* We provide a complete list of claims, highlight those claims that have proactive insights, provide a reason for the denial and the information needed to move the claim forward.

Claim resolution daily

Automated updates make it possible to refresh claims history daily. As you resolve claim denials, the claim status changes, other claims needing resolution are added, and claims are resolved faster.

Healthy Blue made it easier to update and supply additional information, too. While logged into the secure provider portal, you have the ability to revise your claim, add attachments or eliminate it if filed in error. Even if you did not file the claim digitally, you can access the proactive insights. Predictive analytics supplies the needed claim denial information online — all in one place.

Predictive proactive issue resolution and near real-time digital claim denial information is another example of how Healthy Blue is using digital technology to improve the healthcare experience. If you have questions, please reach out to your Provider Relations representative.

* Availity, LLC is an independent company providing administrative support services on behalf of Healthy Blue.

BNE-NL-0014-20

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