



July 3, 2019

FEATURED ITEM

FDA Warning Issued to Not Use Sterile Products from AmEx Pharmacy

The Food and Drug Administration has issued a warning to health care professionals and patients not to use products intended to be sterile produced by Pacifico National Inc., doing business as AmEx Pharmacy based in Melbourne, Fla., due to a lack of sterility assurance. These drugs may pose a safety risk to patients. [Learn more>>](#)

ADMINISTRATIVE NEWS

Upgrades to Authorization and Referral System Scheduled

We are upgrading our existing authorization system from July through August to better serve our providers and members. During the upgrade, you may experience longer wait times to speak to an associate. Save time by using Availity^{®1} instead. [Learn more>>](#)

BILLING AND CODING

Coding Webinars Available for CEUs

You can earn continuing education unit credits when you complete our free on-demand coding webinars. These courses go into detail about how to support diagnoses in accordance with ICD-10 coding requirements. [Learn more>>](#)

COMPLIANCE

Remember to Retain Records for Medicare Advantage Patients

All Medicare Advantage providers and suppliers serving beneficiaries in BlueMedicareSM HMO and PPO plans are required by the Centers for Medicare & Medicaid Services to maintain medical records and other documents. [Learn more>>](#)

MEDICARE STARS

CPT II Codes Needed for Hypertension Care and Hemoglobin A1c Tests

We are in the process of notifying providers who deliver care to our BlueMedicare HMO and PPO Medicare Advantage members of our need for current procedural terminology (CPT) II codes for hypertension care and hemoglobin A1c tests. [Learn more>>](#)

POLICY UPDATES

Network-Sharing Policy Information and Frequently Asked Questions Provided

Did you know that all Blue Cross and Blue Shield Association Medicare Advantage PPO plans participate in reciprocal network sharing? This important arrangement allows all Blue Plan Medicare Advantage PPO members to obtain in-network benefits when traveling or living in the service area of any other Blue Plan Medicare Advantage PPO as long as the member sees a contracted Medicare Advantage PPO provider. Please be sure to follow this policy as some patients have reportedly been turned away in error. [Learn more>>](#)

UTILIZATION MANAGEMENT AND OTHER PROGRAMS

American Specialty Health Group to Manage Chiropractic Services Effective October 1, 2019

We're expanding our contract with American Specialty Health Group, Inc. to provide chiropractic management services to the Preferred Patient Care and Traditional (PPS) networks effective October 1, 2019. [Learn more>>](#)

¹Availity, LLC is a multi-payer joint venture company. For more information or to register, visit Availity's website at availity.com.