

Update to PCP lock in requirement:

The PCP lock-in requirement (myBLUEPCP) is currently being waived until May 31, 2020, due to the Coronavirus outbreak. As a “solution with options”, members may visit other participating PCP offices for treatment without submitting a PCP change through May 31, 2020.

This option may be offered when a member states their PCP office is closed or they are having difficulty getting an appointment, but they don’t necessarily want to change PCPs.

Important: Please emphasize that if the member intends to stay with the new office, they must request a PCP change by May 31, 2020 to ensure that they can continue to see the new PCP. If the member wants to go ahead and change now, please proceed with the PCP change as normal.

This scenario will be added to both the Member and Provider FAQs found on the website here:

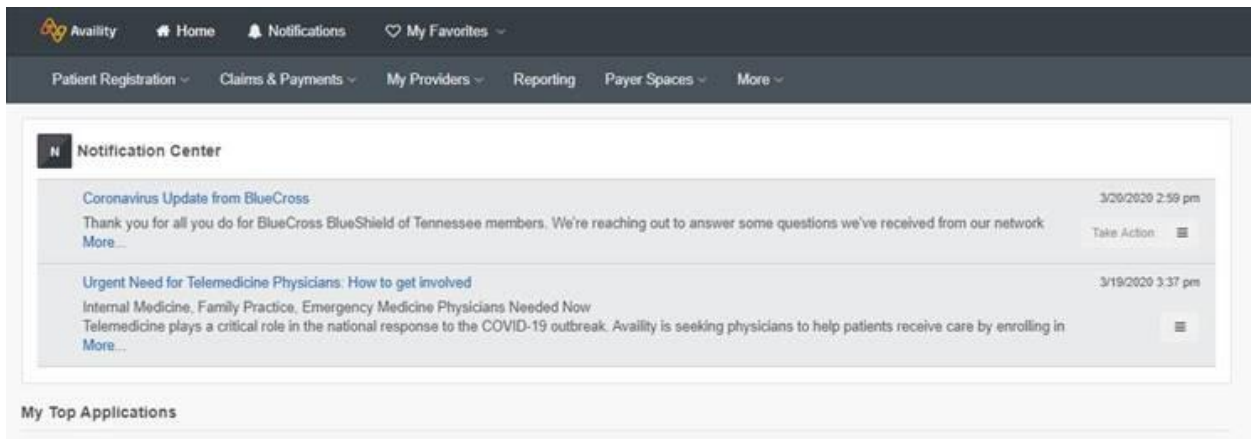
<https://bcbstupdates.com/>. Please note that the COVID-19 Testing and Telehealth services FAQs have been updated and are available on the website.

To prevent claim denials, a proactive report has been created with effective dates 3/1/2020-5/31/2020 to identify claims that deny WW3 - BlueCare-Serv not provided by prim care.

Availity links:

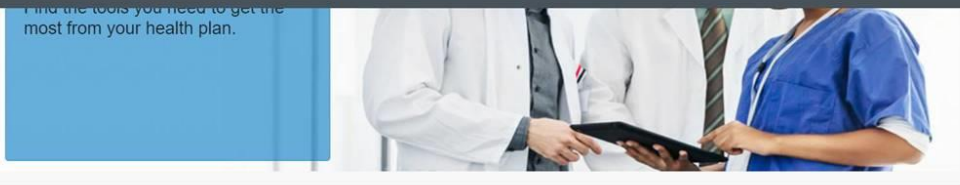
The BCBST Covid-19 FAQs may be found by logging into Availity® and clicking the link in the Notification section of the Home page.

All they have to do is to click on the “Coronavirus Update from BlueCross” link to access the FAQs



Availity:

we also have the information published on the News & Announcements tab within Payer Spaces. The good news, is, providers should not have issues finding the resources on this topic



Applications | Resources | **News and Announcements 1**

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Coronavirus Updates & F.A.Q.

New!

Review the latest updates related to COVID-19 and caring for BlueCross members.

BlueAlert