

October 2020

Dear Provider Partner:

## WHY YOU'RE RECEIVING THIS LETTER

On March 9, 2020, the Centers for Medicare & Medicaid Services (CMS) announced the Interoperability and Patient Access Ruling (CMS-9115-F), requiring provider data be accurately reported to ensure patients' access to care. Blue Cross and Blue Shield of Kansas City (Blue KC) is focused on confirming the accuracy of our provider data in order to help our members find the care they need.

In preparation to meet the requirements of this new ruling, Blue KC wants to share instructions on how and where to update your data, including the new data elements you will be required to send Blue KC when submitting provider and institutional claims. Blue KC will also be collecting additional provider data to enhance the Blue KC Provider Directory and improve our members' experience when searching for access to healthcare.

**ACTION REQUIRED: It is imperative that you review the instructions and information in the section below and take action now in order to avoid future payment delays.**

## WHAT YOU NEED TO KNOW

- **Provider Taxonomy required on the claim:** Provider taxonomy is important as it can affect the rate of reimbursement. The primary taxonomy of a provider should reflect their credentials, scope of practice and specialty in which they practice.
  - **Effective January 1, 2021,** Blue KC will require your taxonomy to be reported on all claims. Claims missing the provider's taxonomy on the claim will result in a rejection from our clearinghouse. Contact your clearinghouse partner to confirm you currently send the provider taxonomy to Blue KC on your electronic claims. If you don't currently send the taxonomy to your clearinghouse partner, you may need to contact your EHR vendor to ensure the setting is turned on, the provider's taxonomy is listed in your EMR set up and is mapped to the correct loop and segment message to your clearinghouse partner.
- **Updating Provider Information:** There are three online databases where you must update your information to satisfy your contractual obligations to Blue KC and meet CMS requirements. All data in each database should match. Please see instructions below on how and where to update provider data. Incorrect provider information could affect reimbursement beginning **January 1, 2021**. Changes to provider information must be made within 30 days according to our contracted agreement.
  - **CAQH - [proview.caqh.org/Login](http://proview.caqh.org/Login)** Blue KC participates in the DirectAssure quarterly attestation process required by CMS. This allows providers to update their information for multiple private payors in a single platform and can be used for non-delegated and delegated providers. Please login to CAQH ProView and correct the provider information.

- **NPPES** - [nppes.cms.hhs.gov](https://nppes.cms.hhs.gov)  
Updating provider taxonomy information in the NPI Registry through NPPES is essential. Additionally, adding your CMS and Medicaid numbers will cut down on payor inquiries for this information.
- **PECOS** - [pecos.cms.hhs.gov](https://pecos.cms.hhs.gov)  
This is the central provider enrollment database for CMS. PECOS supports the Medicare Provider and Supplier enrollment process by allowing registered users to securely and electronically submit and manage Medicare enrollment information. Please ensure providers are linked to the correct groups and hospital affiliations are accurately reflected.
- **Additional Provider Data Elements:** Beginning in the fourth quarter of 2020, Blue KC will be requesting additional data elements from our Medicare Advantage providers to help improve our members' experience when searching for healthcare services. Listed below are new data elements that CMS requires us to either list in the Blue KC Provider Directory or have on file for claims processing:
  - Acupuncture Services
  - Nutritional Services
  - Smoking Cessation Services
  - Chronic Care Mgmt Training
  - Diabetes Self-Mgmt Training
  - Behavioral Counseling
  - Telehealth Services
  - On-Site Laboratory Services
  - Diagnostic Imaging Services
  - Supervising Physician for Mid-Level providers
  - CLIA Numbers
  - DME Supplier Number

## QUESTIONS?

We value and appreciate you as our partner in providing quality care and look forward to your participation. If you have any other questions about this information, please contact your Account Executive, Provider Relations Representative or call the Blue KC Provider Hotline at 816-395-3929.

Sincerely,



Jill Warren  
Department Vice President  
Provider Contracting and Partnerships

