

Provider Bulletin



Wellmark BlueCross BlueShield of Iowa
Wellmark Health Plan of Iowa, Inc.

Information for Physicians and Health Care Providers

June 17, 2008

Natural Disaster Update – Network Status and Business Continuity

In response to recent natural disasters in Iowa, Wellmark Blue Cross and Blue Shield has implemented the following temporary business changes to ensure access to health care for our members.

TEMPORARY CHANGES IN BUSINESS REQUIREMENTS AND PRACTICES FOR PROVIDERS

Effective immediately, Wellmark is temporarily instituting the following changes to business requirements and practices. These changes will be in place throughout Iowa from June 1, 2008, through June 30, 2008.

- **Precertification:** No benefit reductions or penalties will be applied for late calls and/or failure to precertify for admissions or additional services (inpatient stays, skilled nursing, rehabilitation, home infusion, hospice, and home health).
- **Radiology Utilization and Quality Management Program:** No benefit reductions or penalties will be applied to preauthorization of outpatient diagnostic imaging tests; however, notification is recommended to expedite payment.
- **Pharmacy:** Early refills for prescriptions lost, damaged, or destroyed are being allowed.

ADDITIONAL ACCOMMODATIONS AVAILABLE THROUGH JUNE 30, 2008

- **Providers' Access to Their Medical Records:** If a provider is unable to access his or her medical records due to the flooding, Wellmark will return a copy of a patient's previously submitted medical records following the provider's request. The volume of requests received will affect Wellmark's response time.
- **Provider Remittances:** Providers unable to receive mail at their usual location may call their network relations representative to have checks mailed to an alternate location.
- **Member Access to Medical Information:** The member can authorize Wellmark to release his or her claims and medical information to a designated person using the Authorization to Disclose PHI form in the member section of www.wellmark.com. Please note: the information Wellmark has may be incomplete and may not include all pertinent medical information.
- **Member Hotline:** Wellmark has implemented a hotline specifically for our members who have been impacted by the recent flooding and tornadoes, and need help with Wellmark insurance. Members may call 1-800-892-2762, or the customer service number on the front of their Wellmark ID card.

If you have any questions about this information, please contact your network relations representative.

Iowa (515) 245-5167

South Dakota (800) 700-9137