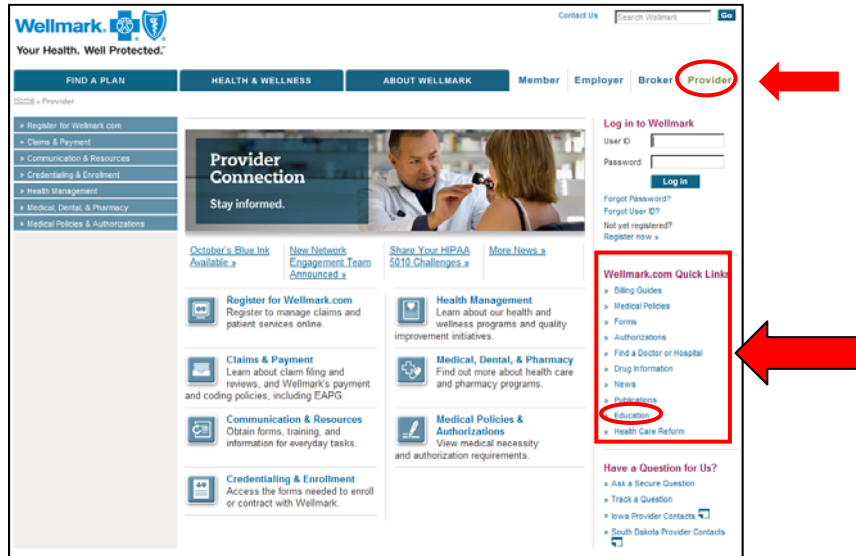
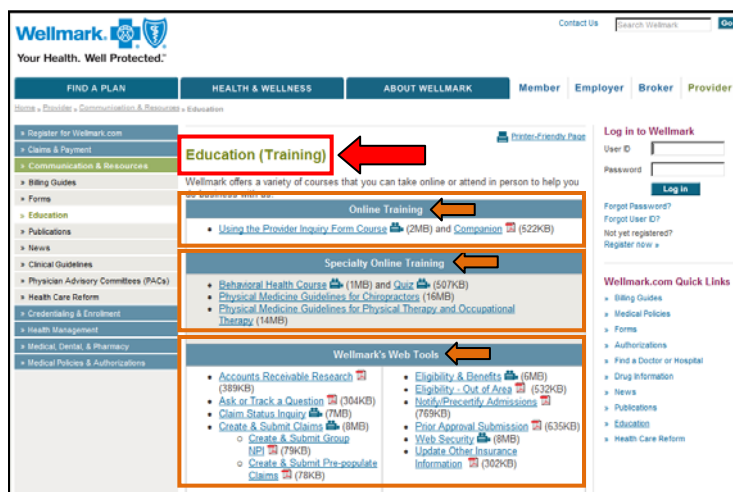


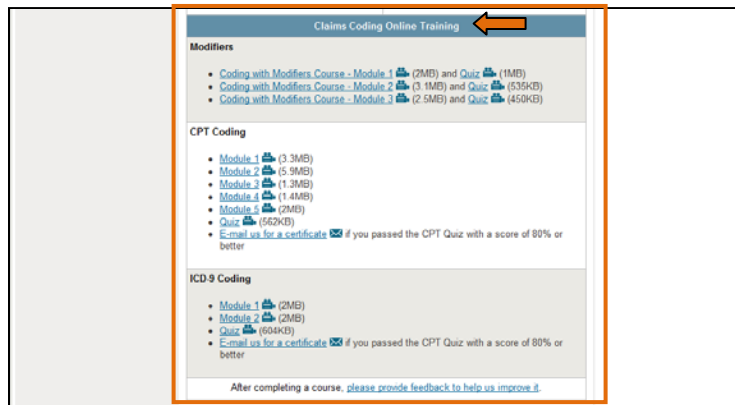
Online Provider Education (Training) on Wellmark.com

Log into www.wellmark.com and choose the *Provider* tab. Look at the Quick Links on the right side of the screen. All of the Quick Links, including the Education link, are available without the need to sign in with a User ID or Password.



The **Education (Training)** section provides online classes that can be taken to increase a provider's knowledge about Wellmark's web tools, coding, billing, and other specialty offerings.





We will discuss each class in detail, from the top of the Education section to the bottom.

Online Training

There is one class currently available under Online Training and it is in two parts. The first part provides instruction in using the Provider Inquiry Form. The second part is a Companion Guide for the class.

Provider Inquiry Form

The Provider Inquiry Form is used by providers to correct a claim that has been already processed. It can be used to ask questions or to make a determination about whether an adjustment is warranted. Additional information can be submitted along with the Provider Inquiry. This class was created using Adobe Captivate software and does not offer a quiz or other way of evaluation the experience.

Companion Guide

A Companion Guide is available to provide additional information that may be helpful to providers when filling out the Provider Inquiry Form. The Companion Guide is a PDF created from a Word document and does not offer a quiz or other means of evaluation.

Specialty Online Training

The next section provides specialty online training. There are currently three classes offered in this section. The material is taken from the Billing Guide for each specialty and explains each item in the Guide that may help providers code and bill correctly.

Behavioral Health Course

The Behavioral Health class provides coding and billing information specifically for behavior health providers. It was created from Captivate software and has a separate quiz that is automatically scored for the user. A passing score is 80% (8 out of 10 correct).

Physical Medicine Guidelines for Chiropractors

There are two courses for physical medicine providers. The first class is specifically for Chiropractors and it provides all the coding and billing guidelines specific to chiropractic offices.

Physical Medicine Guidelines for Physical Therapy and Occupational Therapy

This class is specifically for Physical Therapy and Occupational Therapy providers. It provides billing and coding guidelines specific to these specialties. Much of the material is the same as the class for chiropractors. Both of these classes are Power Point presentations with sound. Neither Physical Medicine class has a quiz available and there is no other means of evaluation.

Wellmark's Web Tools

The Wellmark Web Tools are secure tools and require a User ID and a Password to access. We will discuss each class in detail.

Accounts Receivable Research

The Accounts Receivable Research class shows the provider how to search, by tax ID number, to determine the open transactions that may not have been recouped by Wellmark. The provider can access a summary document that shows all their Accounts Receivables, both open and closed. This class is a Power Point presentation and has no means of evaluation available.

Web Based Inquiry

This class teaches a provider how to ask and track an online question using an online form. A correspondence number is assigned to each inquiry and the provider can check online on the progress of an inquiry by using the *Track a Question* tool. An email is sent to the provider when the inquiry is complete. This document is a Power Point presentation and has no quiz or means of evaluation available.

Claim Status Inquiry

This class shows a provider how to do an online claim look-up and will show all claims filed under the applicable Tax ID number. The provider can also see all the pended claims for their Tax ID number, as well as looking at information for out-of-area plan members. This class is a Power Point presentation with sound. There is no quiz or other means of evaluation available.

Create and Submit Claims

Wellmark offers a free tool for providers who want to submit claims to Wellmark electronically, but do not currently have a vendor they work through. The class shows them the screens they will work through to submit a claim and what is needed to do this process electronically. This class is a Power Point presentation with sound. There is no quiz or other means of evaluation available.

Eligibility and Benefits

This class provides information about how to determine eligibility of a member and how to locate their current, or prior benefits. It shows benefit accumulations, by category, and also covers out-of-area searches. This class is a Power Point presentation with sound. There is no quiz or other means of evaluation available.

Eligibility – Out of Area

This class instructs a provider how to search for an out-of-area (BlueCard) member, using the alpha prefix, which identifies with which Blue Cross and Blue Shield Plan the member has their coverage. This class is a Power Point and has not been updated recently. It does not offer a quiz or other means of evaluation.

Notify/Precertify Admissions

This class informs a provider of the different types of notifications and precertification that Wellmark requires. It shows the provider an online form they can use for notification. This class needs to be updated with new information about notification that went into effect this fall. The class is a Power Point and has not been updated recently. It does not offer a quiz or other means of evaluation.

Prior Approval Submission

This class explains the prior approval process and walks the provider through the online form that needs to be completed. It is a Power Point that has not been updated recently. It does not offer a quiz or other means of evaluation.

Web Security

This class is intended for the Designated Security Coordinator (DSC). Each provider under the same Tax ID identifies one or more employees to perform this role. The DSC fills out the forms and then assigns access to other members who need access under their Tax ID number. The class teaches the DSC about file maintenance and recertification. This class is a Power Point presentation with sound. There is no quiz or other means of evaluation available.

Update Other Insurance Information

This class shows the provider how to fill out an online form to update their patient's other insurance information. If the patient has not had other insurance previously, the provider can add the current coverage. This class is a Power Point and does not offer a quiz or other means of evaluation.

Claims Coding Online Training

This section offers three different classes about coding: Modifiers, CPT Coding, and ICD-9 Coding. Each class is designed for a beginning coder, and offers Wellmark coding specific guidelines. It is also a good refresher for a more experienced coder.

Modifiers

This class contains three modules. The first module offers an overview of coding with modifiers, and discusses the Evaluation and Management modifiers. The second module goes into detail about the surgery-related modifiers, while the third class covers the rest of the CPT modifiers and adds information on HCPCS modifiers.

Each module contains a quiz, which should be completed with an 80% overall passing score. A rationale is provided for all incorrect answers and immediate

feedback is given. The quizzes may be taken again if an 80% pass rate is not achieved. The modules do not offer any other means of evaluation, but a link is provided at the bottom of the page that asks a provider for their feedback.

CPT Coding

The CPT coding class contains five modules. The first module contains an overview of CPT, an explanation of modifiers and coding steps. The second module covers Evaluation and Management and Anesthesia coding. A provider will learn about surgery coding in module 3. Module 4 provides information about radiology and pathology/laboratory coding. The last module covers Medicine coding, as well as information about Category II and Category III codes.

There is one quiz for CPT coding and a passing score is 80%. A rationale is provided for all incorrect answers and immediate feedback is given. The quiz may be taken again if an 80% pass rate is not achieved. The modules do not offer any other means of evaluation, but a link is provided at the bottom of the page that asks a provider for their feedback.

ICD-9 Coding

The ICD-9 coding class has two modules. The first one provides an overview of ICD-9 coding, discusses coding conventions, and offers information on coding steps. The second module includes specialty topics including V codes, suspected conditions, combination coding/multiple coding, external causes (E codes), neoplasms, pregnancy and childbirth, accidents and injuries, poisonings and adverse effects of drugs, burn care, and Volume 3 procedure codes.

There is one quiz for ICD-9 coding and a passing score is 80%. A rationale is provided for all incorrect answers and immediate feedback is given. The quiz may be taken again if an 80% pass rate is not achieved. The modules do not offer any other means of evaluation, but a link is provided at the bottom of the page that asks a provider for their feedback.

There is also an online class that provides updates for 2012. It does not have a quiz or any means of evaluation.