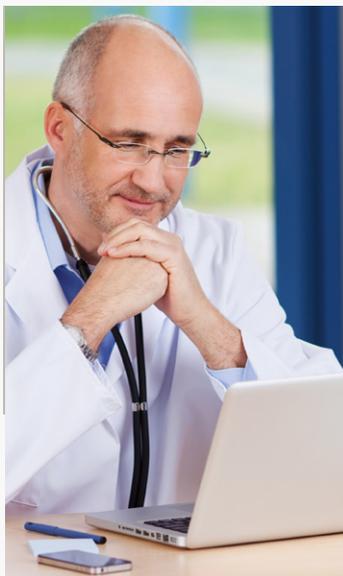


BlueInkSM

STAY CURRENT WITH THE LATEST NEWS FROM WELLMARK® BLUE CROSS® AND BLUE SHIELD®

Information for Iowa and South Dakota physicians, hospitals and health care providers

AUGUST 2020



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2020 Blue Distinction[®] Center Designations

New BDC and BDC+ designations for knee and hip replacement, cellular immunotherapy — CAR-T, spine surgery, fertility care, and substance use treatment and recovery.

The Blue Distinction Specialty Care program was created in 2006 to help members find quality care and encourage providers to improve their overall delivery of care. Each year, providers who show expertise in delivering improved patient safety and better health outcomes are recognized with a Blue Distinction Center (BDC) designation. Those who further distinguish themselves with cost efficiency receive a Blue Distinction Center+ (BDC+) designation.

Members who receive specialized care from a BDC or BDC+ have the security of knowing they've increased their likelihood for a smooth recovery following certain complex and high-dollar services. BDC benefits are applicable at all places of service, including inpatient and outpatient visits.

Designated
BlueDistinction[®]
Center



New designations

This year, Wellmark Blue Cross and Blue Shield has designated more than 20 hospitals and six physicians as a Blue Distinction Center or Blue Distinction Center+ in various specialties.

Knee and hip replacement

| PROVIDER/HEALTH SYSTEM | CITY | STATE | BDC/BDC+ |
|-----------------------------------------|-----------------|-------|----------|
| Alegent Health Mercy Hospital | Council Bluffs | IA | BDC+ |
| Allen Hospital | Waterloo | IA | BDC+ |
| Mercy Medical Center | Cedar Rapids | IA | BDC+ |
| Mercy Hospital | Iowa City | IA | BDC+ |
| MercyOne Cedar Falls Medical Center | Cedar Falls | IA | BDC+ |
| MercyOne North Iowa Medical Center | Mason City | IA | BDC+ |
| MercyOne Siouxland Medical Center | Sioux City | IA | BDC |
| MercyOne Waterloo Medical Center | Waterloo | IA | BDC+ |
| MercyOne West Des Moines Medical Center | West Des Moines | IA | BDC+ |

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Knee and hip replacement (cont.)

| PROVIDER/HEALTH SYSTEM | CITY | STATE | BDC/BDC+ |
|-----------------------------------|-----------------|-------|----------|
| Methodist West Hospital | West Des Moines | IA | BDC+ |
| Ottumwa Regional Health Center | Ottumwa | IA | BDC+ |
| Pella Regional Medical Center | Pella | IA | BDC+ |
| St. Luke's Methodist Hospital | Cedar Rapids | IA | BDC+ |
| University of Iowa Medical Center | Iowa City | IA | BDC+ |
| Avera McKennan Hospital | Sioux Falls | SD | BDC+ |
| Avera Sacred Heart Hospital | Yankton | SD | BDC |
| Black Hills Surgical Hospital | Rapid City | SD | BDC+ |
| Sanford USD Medical Center | Sioux Falls | SD | BDC+ |
| Sioux Falls Specialty Hospital | Sioux Falls | SD | BDC+ |
| Siouxland Surgery Center | Dakota Dunes | SD | BDC+ |

Spine surgery

| PROVIDER/HEALTH SYSTEM | CITY | STATE | BDC/BDC+ |
|------------------------------------------|-----------------|-------|----------|
| Allen Hospital | Waterloo | IA | BDC+ |
| Genesis Medical Center | Davenport | IA | BDC+ |
| Mercy Hospital | Iowa City | IA | BDC+ |
| Mercy Medical Center | Cedar Rapids | IA | BDC+ |
| MercyOne Des Moines Medical Center | Des Moines | IA | BDC+ |
| MercyOne North Iowa Medical Center | Mason City | IA | BDC+ |
| Methodist West Hospital | West Des Moines | IA | BDC+ |
| St. Luke's Methodist Hospital | Cedar Rapids | IA | BDC+ |
| University of Iowa Hospitals and Clinics | Iowa City | IA | BDC+ |
| Avera McKennan Hospital | Sioux Falls | SD | BDC+ |
| Avera Sacred Heart Hospital | Yankton | SD | BDC+ |
| Black Hills Surgical Hospital | Rapid City | SD | BDC+ |
| Sanford USD Medical Center | Sioux Falls | SD | BDC+ |

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Cellular immunotherapy – CAR-T

| PROVIDER/HEALTH SYSTEM | CITY | STATE | BDC/BDC+ |
|-----------------------------|-----------|-------|----------|
| University of Iowa Hospital | Iowa City | IA | BDC |

Fertility care

| PROVIDER/HEALTH SYSTEM | CITY | STATE | BDC/BDC+ |
|-------------------------|-----------|-------|----------|
| Eyup Duran, MD | Iowa City | IA | BDC+ |
| Abey Eapen, MD | Iowa City | IA | BDC+ |
| Jessica Kresowik, MD | Iowa City | IA | BDC+ |
| Rachel Mejia, DO | Iowa City | IA | BDC+ |
| Ginny Ryan, MD | Iowa City | IA | BDC+ |
| Bradley Van Voorhis, MD | Iowa City | IA | BDC+ |

Substance use treatment and recovery

| PROVIDER/HEALTH SYSTEM | CITY | STATE | BDC/BDC+ |
|----------------------------------------------|----------------|-------|----------|
| Area Substance Abuse Council | Cedar Rapids | IA | BDC |
| Community and Family Resources | Fort Dodge | IA | BDC |
| Heartland Family Service | Council Bluffs | IA | BDC |
| Jackson Recovery Centers & Adolescent Center | Sioux City | IA | BDC |
| Jackson Recovery Centers Inc. | Sioux City | IA | BDC |
| New Opportunities Inc. | Carroll | IA | BDC |

For a listing of all facilities currently designated as centers for specialty care, please visit Wellmark.com/Finder and click “Find a Blue Distinction Center.”

Blue Distinction Centers (BDC) met overall quality measures, developed with input from the medical community. A Local Blue Plan may require additional criteria for providers located in its own service area; for details, contact your Local Blue Plan. Blue Distinction Centers+ (BDC+) also met cost measures that address consumers’ need for affordable healthcare. Each provider’s cost of care is evaluated using data from its Local Blue Plan. Providers in CA, ID, NY, PA, and WA may lie in two Local Blue Plans’ areas, resulting in two evaluations for cost of care; and their own Local Blue Plans decide whether one or both cost of care evaluation(s) must meet BDC+ national criteria. National criteria for BDC and BDC+ are displayed on www.bcbs.com. Individual outcomes may vary. For details on a provider’s in-network status or your own policy’s coverage, contact your Local Blue Plan and ask your provider before making an appointment. Neither Blue Cross and Blue Shield Association nor any Blue Plans are responsible for noncovered charges or other losses or damages resulting from Blue Distinction or other provider finder information or care received from Blue Distinction or other providers.

Wellmark has a new email security vendor

Follow these steps after you receive a notification email.

Wellmark now has a new email security vendor. When a secure email is sent from Wellmark, you will receive a notification email from SecureEmail@wellmark.com.

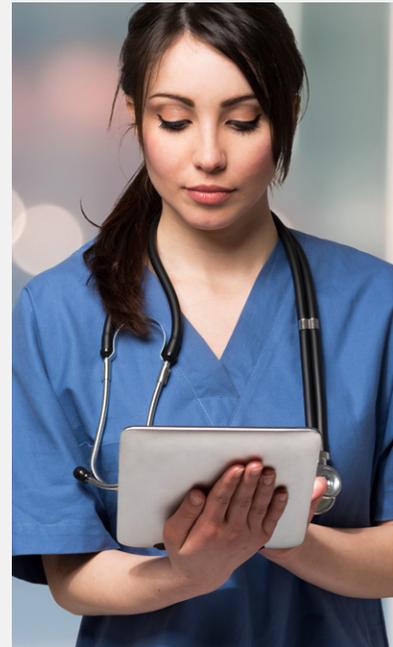
Follow the steps below the first time you receive a notification email:

- Click on the “Secure Messaging service” link in the notification email.
- You will be redirected to the Mimecast sign in page. Enter your email address.
- You will then be asked to enter a password. Enter the one-time password that was emailed to you separately (right after you received your notification email).
Please note: the temporary password has to be typed in, not copied and pasted. If it isn't typed in, it won't work for the user.
- The Mimecast Portal will open, and you will be prompted to set-up a new (on-going) password that can be used each time you receive a secure email from Wellmark. After setup, your Mimecast inbox will open.

You'll follow the steps above when you receive the first notification email. For future emails from Wellmark, you'll use your new (ongoing) password to access secure emails.

If you have received secure emails in the past, messages will remain on the Zix portal and accessible until they expire.

If you have questions, you may contact **Wellmark Technical Support at 800-407-0267**.



BCBS National Coordination of CareSM Overview

The program launched earlier this year

A Blue Cross and Blue Shield (BCBS) National Coordination of Care program to support BCBS Medicare Advantage (MA) members launched nationally on January 1, 2020. This program aimed to increase the quality of members' care by enabling BCBS MA members to receive appropriate care, wherever they access care.

Wellmark does not currently have a Medicare Advantage product, however, as a BCBS participating provider you may see other Blues Plans MA members residing in Iowa or South Dakota. To better support all BCBS MA PPO members, Wellmark works with providers to improve these members' care through:

- Supporting providers with additional information about open gaps in care
- Requesting medical records to give Plans a complete understanding of member health status

What does this program to support BCBS Medicare Advantage members mean to me?

This program has resulted in some changes, including a number that may be beneficial to you, your practice, and your patients. As of January 1, 2020, the program serves all Medicare Advantage PPO members that reside in Wellmark's service area, and some of the benefits that you may have seen include:

- Receiving consolidated information on gaps in care and risk adjustment gaps, as well as medical record requests for all BCBS MA PPO members enrolled with other Blue Plans and residing in Iowa or South Dakota through local communication practices.
- The MA members that you see, may come into your practice setting more frequently for care due to other Blue Plans requesting care gap closures, allowing for greater continuity in care.

Reminder: As outlined in your agreement with Wellmark, you are required to respond to requests for information, including, but not limited to, the medical records of members and Health Plan Employer Data and Information Set (HEDIS) reporting to support Wellmark quality initiatives and performance. This includes requests from Wellmark related to this program.



MEDICARE ADVANTAGE

MA PPO members incorporated into this program can be identified as having a member address in Iowa or South Dakota and based on the logo, shown above, included on their Blue Cross and/or Blue Shield ID Cards.

HIPAA/Privacy

Consistent with HIPAA and any other applicable laws and regulations, Wellmark is contractually bound to preserve the confidentiality of health plan members' protected health information (PHI) obtained from medical records and provider engagement on Stars and/or risk adjustment gaps. You will only receive requests from the Wellmark that are permissible under applicable law and, consistent with your current practices, patient-authorized information releases are not required in order for you to fulfill medical records requests and support closure of Stars and/or risk adjustment gaps received pursuant to this care coordination program.

If you have any questions regarding the applicability of HIPAA or any other privacy law or regulation to this program, please do not hesitate to contact the Wellmark Privacy Office.

Mailing Address: Wellmark, Inc.
Privacy Office, Station 5W590
PO Box 9232
Des Moines, IA 50306-9232

Phone: (515) 376-5850 or (877) 610-6395

Fax: (515) 376-9032

Email: PrivacyOffice@wellmark.com

New medical prior authorization process coming later this year

New medical authorization tool will launch later this year

Later this year, Wellmark's new medical authorization tool should officially launch, which we first [announced to providers in 2019](#). The new tool will bring an improved medical prior authorization (PA) process to providers. Some PAs that are currently submitted via paper or fax will transition to an electronic submission this year. To prepare for this, Wellmark encourages all those who submit PAs to register [Wellmark.com](#), which gives them access to the secure provider portal.

Home health providers

Home health providers will be one of the provider user groups transitioning from paper/fax authorization submissions to a fully electronic process. It will be important that all home health providers stay informed on the new system and have access to all training materials. For this, we recommend:

- If you are a home health provider, please encourage your coworkers to [subscribe to BlueInk](#) if they aren't already
- If you are a home health provider, please [subscribe to WINS](#) to stay informed on the latest training opportunities
- Register for [Wellmark.com](#) to access to the secure provider portal
- If you have a home health agency department in your organization, please forward them this issue of *BlueInk* and [encourage them to subscribe](#)

Training and education

The best way to stay informed on training and education opportunities for the new medical authorization tool will be sent via *BlueInk* and WINS. Be on the lookout for the following:

- Webinars
- Tool-specific user guide
- Updated provider guide
- Provider letters
- [BlueInk](#) articles
- [WINS](#) messages
- DSC Connection articles



Encourage coworkers to subscribe to BlueInk

The best way to get the latest information on dates around the tool launch and training opportunities will be through *BlueInk*. Encourage your coworkers to subscribe to *BlueInk* to get the latest information!

Wellmark Provider Guide and webpage have been updated

Reference the easy-to-use sections.



The Provider Guide

The **Provider Guide** (*Wellmark.com > Provider > Communications and Resources > Provider Guide*) is one of the most important resources Providers can reference. It includes policies and procedures for providers doing business with Wellmark Inc., its subsidiaries and affiliates. The Provider Guide is also incorporated by reference in the Provider Agreement between Wellmark and Providers.



Review the updated Provider Guide

The Provider Guide consists of 22 sections, all of which help providers do business with Wellmark. Wellmark completed a comprehensive review of all sections of the Provider Guide. The sections have been posted to the **Provider Guide** webpage throughout the year as they have been completed. This effort was to ensure content accuracy, improve organization and understanding, and to give providers the ability to find answers they need more quickly.



Webpage has new look and feel

The **Provider Guide** webpage now also has a new look and feel. On the webpage, you will notice:

1. A paragraph has been added describing the Provider Guide.
2. A statement has been added about registering for the Wellmark Information Notification System (WINS).
3. The sections of the Provider Guide are arranged alphabetically.
4. Each section of the Provider Guide also has a corresponding description, viewable by hovering over the “i” icon next to the section name.

These updates help provide clarity and organization, providing a better experience for Providers.



Stay in-the-know

The Provider Guide will continue to be updated regularly, as needed. To help ensure you are notified when the Provider Guide is updated, register for the **Wellmark Information Notification System (WINS)** (*Wellmark.com > Provider > Communications and Resources > WINS*) and subscribe to the Provider Guide category.

Questions About Our Pharmacy Program Services?

Use the Wellmark Drug List for information on Wellmark Pharmacy Programs.

Wellmark works closely with CVS/caremark, our pharmacy benefits manager to assess current utilization management practices regarding pharmaceuticals. Prescribing practitioners are encouraged to use the Wellmark Drug List for information on Wellmark Pharmacy Programs which include: drugs that require prior authorization, quantity limits, generic substitution and alternatives, specialty drugs and exclusive specialty pharmacies information. All of this information, including prior authorization policies and how to obtain a formulary exception request, can be found [here](#).

If you have questions regarding quantity limits, generic substitution you may call **Wellmark Pharmacy Services at 800-600-8065**.



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For other questions, visit Wellmark.com.

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Comuníquese al 800-524-9242 o al (TTY: 888-781-4262).

注意: 如果您说普通话, 我们可免费为您提供语言协助服务。请拨打 800-524-9242 或 (听障专线: 888-781-4262)。

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Rufnummer: 800-524-9242 oder (TTY: 888-781-4262).



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