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Arkansas
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To receive Providers' News via email, please submit a request to providersnews@arkbluecross.com



Thank you for reviewing Arkansas Blue Cross Blue Shield’s April 2025 Special Issue Providers’ News. The purpose of this communication is to provide updates for you on revisions to payment process, payment policy, and guidance. Please take time to review the content specific to your facility or practice and thank you for your continued service to your patients and our members.

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Blueprint Primary Care Updates

Notice of Material Amendment

Beginning August 1, 2025, the Blueprint Primary Care program will undergo changes that are identified below.

- **Removal of Level-Funded Line of Business from the Blueprint Primary Care program.**

- Effective August 1, 2025, the level-funded line of business will no longer be included in the Blueprint Primary Care program and these members will no longer be included in your program payments, which include:
 - Care Management Fees
 - Professional Population Based Payments
 - Performance Based Adjustments – Utilization
 - Performance Based Adjustments - Quality

To identify the specific Level-Funded patients attributed to your practice, access the Patient Panel in the Care Management Portal and locate the line of business (LOB) field. Level-Funded members will be identified in this column as “BA Level-Funded.”

For more information, please contact your primary care representative or email primarycare@arkbluecross.com.

The Hub Apply Portal Powered by HealthStream

Arkansas Blue Cross and Blue Shield, BlueAdvantage Administrators of Arkansas, Health Advantage and Octave Blue Cross and Blue Shield (“Arkansas Blue Cross”) are pleased to announce that later this Summer, we will begin using an electronic credentialing application process, the Hub Apply Portal, powered by HealthStream and their CredentialStream tool, for all provider enrollments, initial credentialing, recredentialing, provider contracts and provider data updates. With the Hub, we anticipate several process enhancements that will enable Arkansas Blue Cross to utilize a more efficient method for the network management process for all commercial and Blue Medicare product lines.

Once we have fully implemented HealthStream, which will be accessed using a web browser, some of the benefits include the following:

Consolidated Applications

- You will have a reduced number of applications and forms to complete. All the required elements will automatically merge into the Hub to streamline the application process.

Enhanced Documentation

- The Hub will allow you to upload your documentation directly into your application, decreasing the amount of paper generated during the process and creating efficiencies in the application process.

Decreased Processing Time

- The online application eliminates manual data entry for Arkansas Blue Cross further allowing our team to begin processing requests more quickly upon receipt.
- This new process also allows Arkansas Blue Cross to automate reports and other tasks eliminating some manual processes, further allowing our team to focus on your applications.

Above all these benefits, the main objective of utilizing the Hub is to allow medical providers in our network, applying and recredentialing faster access to Network inclusion.

All providers with non-delegated credentialing must have their own account setup in the Hub. After the provider account is set up, you may assign an admin who can manage your enrollment applications, credentialing submissions, and other network forms on your behalf. Without the provider account setup, you will not be able to update your credentialing information or be able to add an administrative contact to update your credentialing information on your behalf. Without updated credentialing information future claim payments may be suspended.

The process to obtain an account on the Hub for providers **with non-delegated credentialing** is as follows:

1. Each provider should complete the survey linked below to provide their name, NPI, email address, administrative contact's information (if applicable), and their organization NPI that they are participating with.
 - Survey Link: <https://www.arkansasbluecross.com/providers/provider-and-admin-request-for-information>
2. After Arkansas Blue Cross receives the completed survey, we will create the account in the Hub for the provider and administrative contact (if applicable). Both the provider and the administrative contact will receive automated emails from the Hub to complete the account setup.

For providers with delegated credentialing with Arkansas Blue Cross, we will begin outreach to discuss the process for these providers in the near future.

More information will be announced as we begin implementation of HealthStream. If you have any questions, please contact the Provider Network Operations team at ProviderNetwork@arkbluecross.com

Suitcase Icon "Packing It In"

ID card symbol going away, but BlueCard® benefits will remain

The **BlueCard®** program's familiar **suitcase icon** will be disappearing from the lower-right corner of member ID cards throughout the Blue Cross Blue Shield Association, but that doesn't mean members don't have coverage when they are away from home.

Arkansas Blue Cross and Blue Shield wants to be sure that all healthcare providers serving Arkansas Blue Cross

and Blue Shield members and those of its associated health plans (BlueAdvantage Administrators of Arkansas, Health Advantage and Octave Blue Cross and Blue Shield) are aware of the coming changes and how they may affect their daily operations.

As you know, BlueCard is a national program that enables members of one Blue Plan to obtain healthcare benefits while traveling or living in another Blue Plan's service area. The BlueCard program links participating healthcare providers with the various Blue Cross and Blue Shield plans throughout the United States and in approximately 170 countries and territories worldwide.

For many years now, the suitcase icon has been a visual cue indicating that the member is covered by BlueCard when served by a provider outside their health plan's home network. Some suitcases also have had a designation *inside* the suitcase icon (PPO or HMO, for instance) to indicate that specific pricing applies.

The Blue Cross Blue Shield Association is **simplifying these visual indicators**. A label indicating the **type of health plan** (PPO, HMO, etc.) will appear on the card in place of the suitcase icon. HMO plans that have traditional networks and limited benefits outside their geographic service areas will be labeled TRAD in the lower-right corner of the ID card.

Arkansas Blue Cross and its affiliates will begin phasing out the suitcase icon in Summer 2025. Providers may continue to see ID cards that have the suitcase icon after that date, as it will probably take a few years for all plans to make this transition.

As always, the best identifier of network status (in-network vs. out-of-network) is the **prefix of the member ID number**.

We encourage you to check **benefits and eligibility** using **Availity**. Availity will continue to house up-to-date and accurate member eligibility and virtual ID Cards will continue to be visible through the portal.

Injectable Fee Schedule Reimbursement

This information was published on Availity as a Material Amendment on 3/27/2025 and is republished here as a courtesy reminder.

Effective **July 1, 2025**, Arkansas Blue Cross and Blue Shield will implement a new payment policy affecting the injectable fee schedule. The Injectable Fee Schedule applies to all medications reimbursed on the medical benefit (including but not limited to infused, topical, inhaled, oral, and injected medications) that are separately reimbursable in an outpatient setting (e.g., outpatient hospital facilities, home health facilities, standalone facilities, and provider's office) which are administered according to acceptable standards of medical practice.

Arkansas Blue Cross and Blue Shield is updating its payment policy to move to a more efficient and transparent tiered payment method. This change is designed to simplify the reimbursement process and ensure fair compensation for your services. A thorough explanation of the new payment methodology can be found on the Arkansas Blue Cross Blue Shield website in the Provider Section. You may access this payment policy by clicking the link or by following the steps below:

- A) Direct link: https://secure.arkansasbluecross.com/providers/PaymentPolicy_View.aspx?ID=000017
- B) Go to the Arkansas Blue Cross Blue main website at <https://www.arkansasbluecross.com/>

- C) Go to the “Providers” tab at the top of the screen, or go directly to the following website <https://www.arkansasbluecross.com/providers>
- D) Click the “View payment policy” button. This will take you to the “Payment policy” page
- E) Search for the policy titled “Injectable Fee Schedule Reimbursement”

This change currently affects the list of codes below. However, they are subject to change quarterly. These changes do not guarantee payment or coverage.

We understand that this transition may raise questions, and we are here to provide support and guidance. Please reach out to your NDR with questions or Provider Reimbursement at providerreimbursement@arkbluecross.com.

CODES

Availity 90-day notice for injectable fee schedule reimbursement

90281, 90283, 90284, 90287, 90288, 90291, 90296, 90371, 90375, 90376, 90377, 90378, 90380, 90381, 90384, 90385, 90386, 90389, 90393, 90396, 90399, 90476, 90477, 90581, 90584, 90585, 90586, 90587, 90589, 90611, 90619, 90620, 90621, 90622, 90623, 90624, 90625, 90626, 90627, 90630, 90632, 90633, 90634, 90636, 90637, 90638, 90644, 90647, 90648, 90649, 90650, 90651, 90653, 90654, 90655, 90656, 90657, 90658, 90660, 90661, 90662, 90664, 90666, 90667, 90668, 90670, 90671, 90672, 90673, 90674, 90675, 90676, 90677, 90678, 90679, 90680, 90681, 90682, 90683, 90684, 90685, 90686, 90687, 90688, 90689, 90690, 90691, 90694, 90696, 90697, 90698, 90700, 90702, 90707, 90710, 90713, 90714, 90715, 90716, 90717, 90723, 90732, 90733, 90734, 90736, 90738, 90739, 90740, 90743, 90744, 90746, 90747, 90748, 90749, 90750, 90756, 90758, 90759, 91304, 91318, 91319, 91320, 91321, 91322, A2001, A2002, A2004, A2005, A2006, A2007, A2008, A2009, A2010, A2011, A2012, A2013, A2014, A2015, A2016, A2018, A2019, A2021, A2022, A2023, A2024, A2025, A2026, A2027, A2028, A2029, A2030, A2031, A2032, A2033, A2034, A2035, A4641, A4642, A4648, A9154, A9500, A9501, A9502, A9503, A9504, A9505, A9506, A9507, A9508, A9509, A9510, A9512, A9513, A9515, A9516, A9517, A9520, A9521, A9524, A9526, A9527, A9528, A9529, A9530, A9531, A9532, A9536, A9537, A9538, A9539, A9540, A9541, A9542, A9543, A9546, A9547, A9548, A9550, A9551, A9552, A9553, A9554, A9555, A9556, A9557, A9558, A9559, A9560, A9561, A9562, A9563, A9564, A9566, A9567, A9568, A9569, A9570, A9571, A9572, A9573, A9575, A9576, A9577, A9578, A9579, A9580, A9581, A9582, A9583, A9584, A9585, A9586, A9587, A9588, A9589, A9590, A9591, A9592, A9593, A9594, A9595, A9596, A9597, A9598, A9600, A9601, A9602, A9603, A9604, A9606, A9607, A9608, A9609, A9610, A9611, A9615, A9697, A9698, A9699, A9700, A9800, B4187, C9047, C9067, C9089, C9101, C9144, C9145, C9172, C9173, C9248, C9254, C9257, C9293, C9300, C9301, C9302, C9303, C9304, C9354, C9356, C9358, C9360, C9363, C9364, C9460, C9462, C9482, C9488, C9507, C9756, J0120, J0121, J0122, J0129, J0130, J0131, J0132, J0133, J0134, J0136, J0137, J0138, J0139, J0153, J0171, J0172, J0173, J0174, J0175, J0177, J0178, J0179, J0180, J0184, J0185, J0190, J0200, J0202, J0205, J0206, J0207, J0208, J0209, J0210, J0211, J0215, J0216, J0217, J0218, J0219, J0220, J0221, J0222, J0223, J0224, J0225, J0248, J0256, J0257, J0270, J0275, J0278, J0280, J0281, J0282, J0283, J0285, J0287, J0288, J0289, J0290, J0291, J0295, J0300, J0330, J0348, J0349, J0350, J0360, J0364, J0365, J0380, J0390, J0391, J0395, J0400, J0401, J0402, J0456, J0457, J0461, J0470, J0475, J0476, J0480, J0485, J0490, J0491, J0500, J0515, J0517, J0520, J0558, J0561, J0565, J0567, J0570, J0571, J0572, J0573, J0574, J0575, J0577, J0578, J0583, J0584, J0585, J0586, J0587, J0588, J0589, J0591, J0592, J0593, J0594, J0595, J0596, J0597, J0598, J0599, J0600, J0601, J0602, J0603, J0604, J0605, J0606, J0607, J0608, J0609, J0612, J0613, J0615, J0620, J0630, J0636, J0637, J0638, J0640, J0641, J0642, J0650, J0651, J0652, J0665, J0666, J0670, J0687, J0688, J0689, J0690, J0691, J0692, J0694, J0695, J0696, J0697, J0698, J0699, J0701, J0702, J0703, J0706, J0710, J0712, J0713, J0714, J0715, J0716, J0717, J0720, J0725, J0735, J0736, J0737, J0739, J0740, J0741, J0742, J0743, J0744, J0745, J0750, J0751, J0770, J0775, J0780,

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