In Case You Missed It

Week of March 23, 2015

Here’s Your March Issue of BlueLink
Thanks for checking out BlueLink, our bi-monthly newsletter for medical providers. BlueLink not only offers ways to help make working with CareFirst easier, but has tips to keep your practice running smoothly.

Highlights in this issue include:
- Get Ready. Get Set. ICD-10 is Coming. Take our brief survey to see if you’re ready.
- Have you seen our new website design? Up-to-date on the Blue Rewards program? Our In Case You Missed It feature offers an update on news you may have missed.
- Our Cost Share Waiver Webinar details how costs may be waived for professional services for some members. Learn more in CPET Corner.
- We’ve got 5 New Drugs and 5 New Generics. Find out more in our Pharmacy Updates section.

Look for more helpful news in the May issue of BlueLink.

Why use CareFirst Direct?
CareFirst Direct makes it easy for you to verify your patients' eligibility and benefits. Not using CareFirst Direct? Register Now.

Week of March 3, 2015

The #1 Reason to Use CareFirst Direct
It is more important than ever to use CareFirst Direct to verify your patients' eligibility and benefits prior to rendering care - especially for specialists.

Why?
CareFirst is making additional care coordination programs and specialized care services available to your patients.

If you have patients in these programs, their costs (copayments, coinsurance, deductibles and visit limits) may be waived for certain services.

What does this mean for you?
If you bill for services that are waived, you will be required to provide your patients with a cash refund. To avoid unnecessary paperwork, always verify your patients' eligibility and benefits through CareFirst Direct.

How to check in to CareFirst Direct?
When viewing the eligibility/benefits screens in CareFirst Direct, you'll see the following messages:
If your patient’s costs are waived:
Cost Share Waiver: CareFirst will waive costs for all in-Network Professional claims for covered services.

If your patient’s costs are not waived:
Cost Share Waiver: Member may have costs associated for this program (copays, coinsurance, deductibles and limits).

What is CareFirst Direct?
CareFirst Direct is a free, convenient tool that gives you fast access to the information you need.

Learn More
Register for training at carefirst.com/cpet to learn more.

Week of February 19, 2015

CareFirst ICD-10 Provider Readiness Survey
CareFirst has a program team in place to support preparations for the ICD-10 transition by Oct. 1, 2015. As part of these efforts, we want to periodically assess how our network providers are preparing.

Lauren, please take the brief 5-10 minute CareFirst ICD-10 Provider Readiness Survey below by Friday, Feb. 27, 2015. Responses are anonymous and confidential.

CareFirst ICD-10 Provider Readiness Survey

If you have any questions about the survey, or comments or questions about CareFirst ICD-10 preparations, email the CareFirst ICD-10 program team at ICD-10@carefirst.com.

If you are not involved in your organization’s efforts to prepare for the ICD-10 transition, please forward this email to the appropriate person.

Visit www.carefirst.com/icd10
For ICD-10 background information, details on CareFirst’s preparation efforts, FAQs and more, visit www.carefirst.com/icd10.

Week of January 20, 2015

Happy New Year. Here's Your January Issue of BlueLink
Just arrived and vital to your practice: the January issue of BlueLink. We've packed this issue with articles that will not only help you work better with CareFirst, but provide your staff with important health care updates. Take a peek inside.

Highlights from this issue:
- CareFirst now offers Blue Rewards, a New Incentive Program for Your Patients.
- Learn about Pharmacy Updates that Impact You. We Have What You Need to Know.
- Check Out the Results of Our Annual Member Satisfaction Survey.
- Looking for a Webinar or Seminar? We've Got a Large Selection.
Look for more helpful articles in the March issue of **BlueLink**.

**Have You Tried CareFirst Direct Yet?**
CareFirst Direct is a fast, easy and free way to get access to the information you need.

### Week of January 1, 2015

**Pharmacy Updates that Impact You:**

*What You Need to Know*

CareFirst is committed to keeping you informed of important pharmacy updates to support safe and appropriate drug therapies for our members. Ultimately, our goal is to work with you to improve your patients' overall health and costs.

Click the links below to learn more about each of these updates and how they impact you and your patients:

**Recent Updates from 2014**
- Compounded Medications
- Specialty Pharmacy Coordination Program

**Coming in 2015**
- Comprehensive Medication Review Program
- Exclusive Specialty Pharmacy Network
- New Formularies

We will continue to keep you updated of the latest pharmacy changes as they are developed.

**Reminder: Online Pre-Auths**
Log in to the Provider Portal at [www.carefirst.com/providerlogin](http://www.carefirst.com/providerlogin) and navigate to the Pre-Auth/Notifications area to complete your request.

For training, visit [www.carefirst.com/cpet](http://www.carefirst.com/cpet).

**Questions?**
- CVS/caremark: (855) 582-2038
- CVS/caremark Specialty Pharmacy: (855) 264-3237
- OncoSource Rx Specialty Pharmacy: (888) 662-6779

### Week of December 19, 2014

**Here’s the December issue of **BlueLink**
Your new issue of **BlueLink** has arrived and it’s loaded with news, pictures, graphics and tidbits to, hopefully, make your job easier. Hope you enjoy the read.

Highlights from this issue include:
- We have a **New Provider Website Design**. Look inside for details.
• Have you Validated Your Information yet? We tell you how.
• Lots of Webinars and Seminars.
• Preventive Screenings – Let the Conversation Begin. Join the talk inside.
• Learn about our Quality Improvement Program.
• Pharmacy Updates has all the New Generics and New Drugs.

Look for more helpful articles in the January issue of BlueLink.

Register for CareFirst Direct
CareFirst Direct is a fast, easy and free way to get access to the information you need.

Week of December 18, 2014

New Wellness Incentive Program: Blue Rewards
Effective Jan. 1, 2015, CareFirst will offer a new member wellness incentive program—Blue Rewards—that complements our Patient-Centered Medical Home (PCMH) program to emphasize quality, high-value health care.

What is Blue Rewards?
Blue Rewards is a member wellness incentive program and is not an element of the PCMH Program. However, PCMH primary care providers (PCPs) play a key role in the Blue Rewards program since they demonstrate cost-savings and a commitment to care quality.
To earn their Blue Rewards incentive, your patients must select a PCMH PCP and schedule a visit with their PCP to complete the Health & Wellness Evaluation Form. Check out these FAQs for completing the form.

Note: Patients do not need to complete a PCMH Election to Participate form or participate in the PCMH Program to earn their Blue Rewards incentive.

Join PCMH
If you are a PCP and want to join PCMH, visit www.carefirst.com/joinpcmh.

Learn More
To learn more about the Blue Rewards incentive program, visit www.carefirst.com/providers/bluerewards or register for training at www.carefirst.com/cpet.

Week of November 6, 2014

Your New Issue of BlueLink is Here – November 2014
Here's the November issue of BlueLink, just off the presses (sort of) and waiting for you.

As always, we've loaded BlueLink with articles, graphics and interesting tidbits to make it easy to work with us while you do more important duties --- caring for your patients.

Highlights from this issue:
• CareFirst has a **New Provider Information Validation Requirement**. Learn more inside.
• Lots of **Webinars** and **Seminars**.
• We've added to our list, so **More Pharmacies Now In-Network**.
• Connected yet? Check out **Stay Connected: News that Matters to You** to find out how.
• There's a connection between oral health and overall health. Enroll in our **Continuing Education Series Seminar** to learn more.

Look for more helpful articles in the December issue of *BlueLink*. 