

Web-DENIS and PARS IVR

Provider Delivered Care Management (PDCM) Eligibility Determination January 2016



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Disclaimer

- The information provided on web-DENIS and PARS IVR is based on current membership data and finalized claim data and is not a guarantee of payment.



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Web-DENIS-**NASCO** Example

When the member is not eligible for MIPCT/PDCM

Once you log into web-DENIS, enter the members contract number, select “Med”, select General Practice and click “GO”:

This is what you will see on web-DENIS, under “MESSAGES” when the member is not eligible for PDCM.

Messages	
UNLESS OTHERWISE STATED, THIS COST SHARING INFORMATION APPLIES.	
A STOP LOSS MAY APPLY.	
UNLIMITED LIFETIME INCLUDING SOT	<u>No reference to PDCM</u>



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Web-DENIS-NASCO Example

When the member is eligible for MiPCT/PDCM

This is what you will see on web-DENIS when the member is eligible for PDCM.

Messages

UNLESS OTHERWISE STATED, THIS COST SHARING INFORMATION APPLIES.

A STOP LOSS MAY APPLY.

PRECERTIFICATION IS REQUIRED FOR HOSPITAL ADMISSIONS.

UNLIMITED LIFETIME INCLUDING SOT

STOP LOSS UNLIMITED FOR OUT-OF-NETWORK.

THIS MEMBER PARTICIPATES IN THE PROVIDER DELIVERED CARE MANAGEMENT PROGRAM. PDCM SERVICES WILL BE SUBJECT TO THEIR ANNUAL DEDUCTIBLE; HOWEVER BCBSM WILL NOT IMPOSE THE COPAYMENT OR COINSURANCE REQUIRED UNDER THE MEMBERS CONTRACT.

Web-DENIS-**NASCO** Example

High Deductible Health Plan with HSA Reference

Effective January 1, 2016, members whose groups are participating in our Provider Delivered Care Management (PDCM) program and participate in a High Deductible Health Plan with a Health Savings Account (HDHP w/HSA) are no longer required to pay cost-share if the deductible requirement is not satisfied.

PDCM services will be reimbursed at 100 percent with no cost share (deductible, co-pay or coinsurance). Our systems have been updated with this change. If you have questions, you may contact Lori Boctor at (313) 448-3341 or at [***lboctor@bcbsm.com***](mailto:lboctor@bcbsm.com).



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Web-DENIS-MOS Example

When the member is not eligible for MIPCT/PDCM

This is what you will see when you access the member's medical/surgical benefit on web-Denis through Benefit Explainer and enter any one of the 12 procedure codes payable for PDCM if they are not enrolled in the program.

▼ Coverage Status

⊕ Expand All ⊖ Collapse All

Not covered as contractual benefit 05/29/2013 B315 - THIS PROCEDURE IS NOT A COVERED BENEFIT.

Owner Documents:

There are no owner documents to display.

Rule Reference Documents:

There are no reference documents for this rule.



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Web-DENIS-MOS Example

When the member is eligible for MiPCT/PDCM

This is what you will see when you access the member's medical/surgical benefit in web-DENIS Explainer and enter any one of the 12 procedure codes payable for PDCM and they are eligible for PDCM.

Coverage Status		Expand All Collapse All
Covered - Limitations may apply	04/01/2012 To Present	
Owner Documents:		
GROUP CONVERSION COMPREHENSIVE HEALTH CARE BENEFIT CERTIFICATE (09/12/2005)		
Medical Policy Encyclopedia (01/02/1941)		
Rule Reference Documents:		
There are no reference documents for this rule.		



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Web-DENIS-MOS Example

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Blue Cross
Blue Shield
of Michigan

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PARS IVR

- PARS (formerly CAREN), our automated and interactive voice response telephone system (**Call 800-344-8525**) allows you to check eligibility and benefits.
- Access availability is 24 hours, 7 days a week
- You have five choices when calling PARS:
 - **The mailing address for claim submission**
 - **Receive a fax of the member's eligibility and benefits**
 - **Hear the member's eligibility and benefits**
 - **Inquire on another member on the same contract**
 - **Inquire about another contract**
- Once you enter/say the members' information you may say fax or email. You do not have to listen to all the eligibility information.

PARS IVR

When the member is eligible for MiPCT/PDCM

This is what you will see on the PARS IVR fax or hear when the member is eligible for PDCM.

This Member Participates In The Provider Delivered Care Management Program. PdcM Services Will Not Be Subject To Their Annual Deductible And BcbSm Will Not Impose The Copayment Or Coinsurance Required Under The Members Contract.



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PARS IVR

When the member is **not** eligible for
MIPCT/PDCM

This Member Does Not Participate In The Provider Delivered Care Management Program.



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Reference Materials

Access through bcbsm.com:

- PARS IVR - <http://www.bcbsm.com/providers/help/contact-us/pars.html>
- Web-DENIS - <http://www.bcbsm.com/providers/help/faqs/web-denis-faq.html>

Access through **web-DENIS directly (requires access):**

- PARS IVR - https://internal.bcbsm.com/therecord/bcbsmDocs/PARS_Brochure_Professional.pdf
- Web-DENIS - https://internal.bcbsm.com/therecord/provider_training.html
 - Scroll down to Professional web-DENIS user guides and presentations

Questions about access to web-DENIS should directed to your Provider Consultant or PO Consultant.