

January 14, 2019

«Name»
«Address»
«City» «STATE» «ZIP»

Subject: **Notification of April 1, 2019 Updates to the Blue Shield *Independent Physician and Provider Manual***

Dear Provider:

We have revised our *Independent Physician and Provider Manual*. The change listed on the following page is effective April 1, 2019.

On that date, you can search and download the revised manual on Provider Connection at www.blueshieldca.com/provider in the *Provider Manuals* section under the *Guidelines & Resources* tab. You may also view the *January 2019 Provider Manual Change Notification letter* which contains updates effective January 1, 2019 in the same link.

You may also request a CD version of the revised *Independent Physician and Provider Manual* be mailed to you, once it is published, by emailing providermanuals@blueshieldca.com.

The *Independent Physician and Provider Manual* is referenced in the agreement between Blue Shield of California (Blue Shield) and those physicians and other healthcare professionals who are contracted with Blue Shield. If a conflict arises between the *Independent Physician and Provider Manual* and the agreement held by the individual and Blue Shield, the agreement prevails.

If you have any questions regarding this notice about the revisions that will be published in the April 1, 2019 version of this manual, please contact Blue Shield Provider Information & Enrollment at (800) 258-3091.

Sincerely,



Hugo Florez
Vice President, Provider Network Management
Promise Health Plan and PPO Specialty Networks
Blue Shield of California

APRIL 2019 UPDATES TO THE INDEPENDENT PHYSICIAN AND PROVIDER MANUAL

Section 3: Medical Care Solutions

Updated the prior authorization list for network providers for Home Health services. All Homecare and Home IV providers are required to obtain prior authorization. Previously, only non-preferred Home Health providers required prior authorization.

PRIOR AUTHORIZATION LIST FOR NETWORK PROVIDERS

TYPE OF SERVICE / PROCEDURE	PPO AND DIRECT CONTRACT HMO
All Homecare, Home Hospice, and Home IV.	<p>Prior authorization required</p> <p>(800) 541-6652 Option 6 Fax: (844) 807-8997 or Submit online with attached documentation, track and receive determinations for medical authorizations via AuthAccel at blueshieldca.com/provider in the <i>Authorizations</i> section.</p>