

Blue High Performance NetworkSM

December 2020

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Blue High Performance Network (Blue HPN)
introduction

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Today's presenters



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Welcome to Blue HPN



Blue High Performance NetworkSM (Blue HPNSM)

Accelerating the industry shift towards better outcomes and more value through collaboration with providers

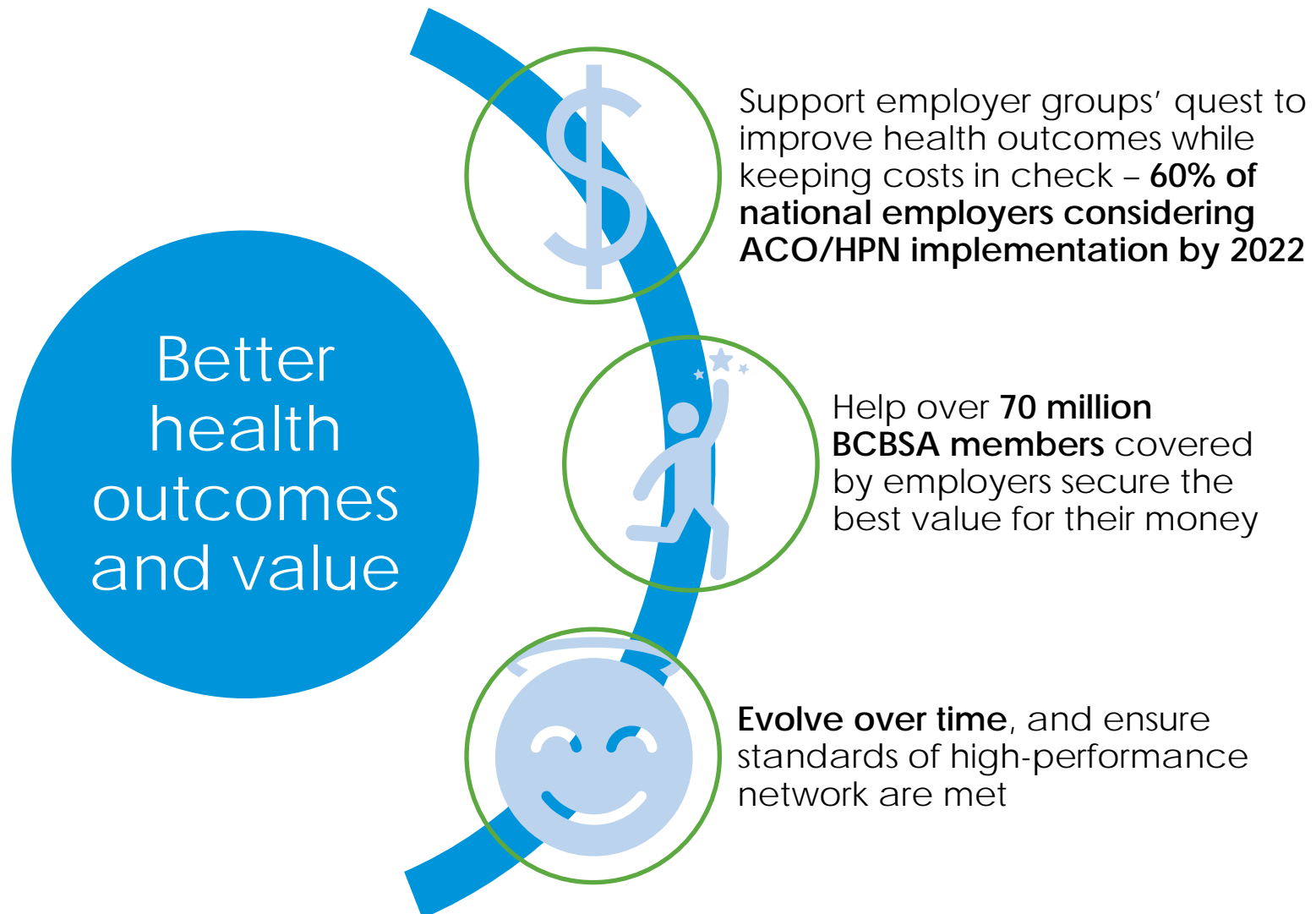
The first new Blue Cross Blue Shield Association (BCBSA) plan offered in over 25 years since BlueCard PPO was introduced in 1994.

Partnering with select healthcare providers like you to drive value to our members through quality, cost savings, access and a seamless Blues member experience nationwide.

**Welcome as we go on this journey together as BCBSA launches Blue HPN
January 1, 2021**



Why BCBSA is launching Blue HPN



Blue HPN key attributes

Balancing key attributes to deliver quality care and lower cost

Quality

National network
of providers
committed to and
accountable for
**enhancing care
quality**

Cost Savings⁽¹⁾

8-10%
total cost of care
savings over our
industry-leading
PPO

Access⁽²⁾

Available across
58+
major U.S.
service areas

Benefit Design

**EPO plan
design**
In-network only
access with
**seamless
portability
across service
areas**

Member Experience

Delivering tools and resources to simplify and enhance the member experience.

(1) Total cost of care savings based on Consortium Health Plans analysis, 2019. Subject to change.

(2) Anticipated market footprint for 1/1/2021. Subject to change.



EPO benefit design with national portability



- In-network only benefits help drive members to HPN providers.
- Benefits are totally portable across all 58 service areas.
- If members are *outside* of a Blue HPN service area, they are covered for urgent and emergent care from non-Blue HPN providers.
- If members are *inside* a Blue HPN service area, they are covered for emergency care only from non-Blue HPN providers.

Most employers offering Blue HPN along side full BlueCard PPO at enrollment – employees choose the plan that is best for them and their families



Blue Shield's Blue HPN California footprint

7 major service areas • 22 counties • 85% of California's population



Blue Shield of California Service Areas and Counties	
Sacramento-Roseville-Arden-Arcade	Sacramento Yolo Placer El Dorado
San Francisco-Oakland-Hayward	San Francisco Marin San Mateo Alameda Contra Costa Santa Cruz Solano Sonoma
San Jose-Sunnyvale-Santa Clara	Santa Clara San Benito
Stockton-Lodi-Modesto	San Joaquin Stanislaus
Los Angeles-Long Beach-Anaheim	Los Angeles Orange Ventura
Riverside-San Bernardino-Ontario	Riverside San Bernardino
San Diego-Carlsbad	Santa Diego



Blue Shield's Blue HPN providers

Selected because of your commitment to providing quality and affordable care to your patients



- Blue HPN is a comprehensive network built on Blue Shield's Tandem network.
- Blue HPN is identical to Tandem within the 7 Blue HPN service areas.
- Blue HPN includes:
 - 59% of Blue Shield's broad PPO PCPs
 - 66% of Blue Shield's broad PPO specialists
 - 88% of Blue Shield's broad PPO hospitals
- You are included in our online [Find a Doctor](#) search tool under the Blue HPN plan.
- Remember, your Blue HPN patients must visit Blue HPN participating providers to receive non-emergent/urgent care benefits.



Provider reimbursement for Blue HPN plans

Reimbursement identical to Tandem PPO contracted rates

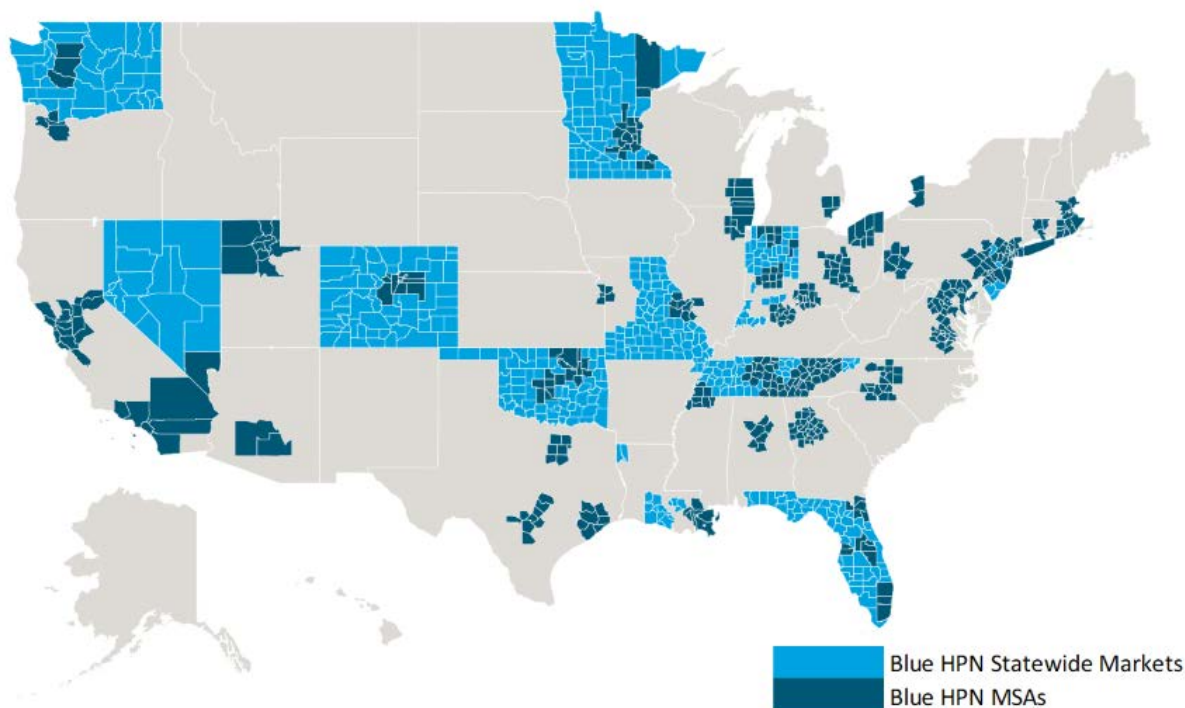
- Blue HPN uses Blue Shield's Tandem PPO network and is identical to Tandem within the 7 Blue HPN service areas, therefore Tandem PPO contracted rates apply.
- Contracted PPO rates apply for urgent and emergent services outside of Blue HPN service areas and for emergent services inside Blue HPN service areas when received from non-Blue HPN contracted providers.

If you have questions about your contracted rates, contact Blue Shield's
Provider Information and Enrollment team at
BSCProviderInfo@blueshieldca.com or call (800) 258-3091



Blue HPN national footprint

Serving 58 national geographic service areas (markets)



Driving network performance through quality and cost

Top 10 U.S. cities

Representing 39 states

Accessible to over 185 million Americans

Geographic expansion continuing in 2021

Actuarially attested cost savings

Achieving meaningful cost savings

11% Average national total cost of care savings over our industry-leading PPO

.....

20% Up to 20% national savings in some service areas

Immediate savings through a combination of:

- **Redirection of care** to higher-efficiency providers
- **Deeper provider savings**, with greater focus on performance-based contracting
- **In-network only coverage** for Blue HPN providers

Total cost of care savings based on Consortium Health Plans analysis, 2020. Savings are on average and assume 100% enrollment. Results will vary based on employer locations and implementation.



Nationally consistent quality measurement

Raising the bar on quality

Measuring performance in four quality areas through:

- Nationally consistent clinical measures aligned with industry-recognized standards
- Market-specific clinical measures that address local care gaps

- 1 **Appropriate care** that is patient-centric, reduces waste and prevents harm
- 2 **Best practices** that use evidence-based medicine to effectively treat your employees
- 3 **Better health management** to prevent illness and better manage chronic conditions
- 4 **Improved outcomes**, such as lower readmissions, to deliver better employee health

Quality criteria and measurement will evolve to continually influence better care delivery.

Blue HPN quality measures

16 Quality measures

- 8 measures are specified by BCBSA.
- 8 measures are specified by local plans (2 each within each of the 4 domains). Blue Shield's 8 selected measures are all IHA adopted measures for quality improvement.

MEASURE DOMAIN	INTEGRATED DELIVERY SYSTEM AND FACILITY MODEL
Appropriateness: <i>Reduction in Harm and Waste</i>	<ol style="list-style-type: none"> 1. Use of Imaging Studies for Low Back Pain (HEDIS) 2. Asthma Medication Usage (HEDIS) 3. Appropriate Testing for Children with Pharyngitis (IHA & historical ACO Care Gap reporting) – CWP 4. Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis (IHA & historical ACO Care Gap reporting) – AAB
Best Practice Adherence: <i>Guideline Based Treatment</i>	<ol style="list-style-type: none"> 1. Initiation and Engagement of Alcohol and Other Drug Abuse or Dependence (HEDIS) 2. Elective Delivery (Hospital Compare) 3. Therapeutics Monitoring Annual Monitoring for Patients on Persistent Medication (NOT IHA - we have been reporting on historical ACO Commercial Care Gap Report) - MPM 4. Use of Opioids at High Dosage (UOD)
Health Management: <i>Preventative Health</i>	<ol style="list-style-type: none"> 1. Breast Cancer Screening (HEDIS) 2. Statin Therapy for Patients with Cardiovascular Disease (HEDIS) 3. Childhood Immunization Status (IHA & historical ACO Care Gap reporting) CIS10 – Combo10 4. Comprehensives Diabetes Care (HbA1C Testing, IHA & historical ACO Care Gap reporting, HbA1C control<9 is BSC Medicare Star measure) – CDC1 – HbA1c Testing
Outcome: <i>Effectiveness of Care Delivered</i>	<ol style="list-style-type: none"> 1. Hospital Wide Readmission (Hospital Compare) 2. MRSA Blood Infection (Hospital Compare) 3. Controlling High Blood Pressure (IHA & historical ACO Care Gap reporting) – CBP 4. Comprehensive Diabetes Care: Blood Pressure Control (IHA) – CDC9

Provider performance measured & reported annually at an aggregated market level



Providing healthcare
services to Blue HPN
members



Blue HPN membership numbers

- Nationally, 44+ employer groups sold with 340,000 members offered HPN for 1/1/21
- In January, you may see some “hosted” Blue HPN members in California
 - Hosted members are employees living and working in California, but their employers are headquartered in other states.
 - California membership will be identified after open enrollment.
- Fewer employers exploring major plan changes for January 2021 due to COVID-19 impact, and long sales cycle.
- We anticipate growth of Blue HPN over the next few years and expect robust pipeline for 2022.




How to identify Blue HPN members

Network name

Benefit limitations noted on the back of the card

"HPN in a suitcase" logo

	
Subscriber	Group #
TEST MEMBER	HPNASO16
	Effective
	01/01/2019
	Coverage
	INDIVIDUAL
	Plan
	EPO
ID# X	
Copayment	
Primary Care	\$10
Urgent Care Center	\$10
Emergency Room	\$100
Specialist	\$10
Teladoc	\$5
Blue High Performance Network SM	
	RxBIN
	600428
	RxPCN
	02960000
\$500/\$1000 Deductible	
	

		blueshieldca.com
Members: Use your assigned Blue Shield of California network to receive benefits.		
Providers: Benefits limited to urgent/emergent care outside of HPN product areas. Benefits limited when accessing care from non-HPN providers within HPN product areas, except in emergency situations. File all claims with your local BCBS plan or, when Medicare is primary, file all claims with Medicare.		
CA Providers: Call Provider Customer Service to obtain medical and hospital admission prior authorization to avoid reduced or non-payment; Pharmacists call for prescription processing information. Visit Provider Connection at: blueshieldca.com/provider		
CA Medical claims to: Blue Shield of California, P.O. Box 272540, Chico, CA 95927-2540		
(855) 599-2650	Customer Service	
711	TTY	
(800) 810-2583	To locate providers outside of CA	
(800) 541-6652	CA Provider Customer Service (including hospitals)	
(888) 635-8224	Pharmacists Only	
(800) 835-2362	Teladoc	
<small>Blue Shield of California, an Independent member of the Blue Shield Association, provides administrative services only and does not assume any financial risk or obligation with respect to claims.</small>		



How to check eligibility and benefits for Blue HPN members

The quickest way to check eligibility is online at blueshieldca.com/provider.



Provider Connection

Eligibility & benefits ▾

Authorizations ▾

Claims ▾

Guidelines & resources ▾

News & education ▾

Powerful provider tools and resources at
your fingertips




 [Find information about working with us to provide care for our members during the COVID-19 public health emergency.](#)

If you are unable to check eligibility online, you can call the Provider Customer Service Department at the number listed on the back of the member's ID card.



How to check eligibility and benefits online

**Provider Connection**


Eligibility & benefits ▾

Authorizations ▾


Claims ▾


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News & education ▾



Powerful provider tools and resources at your fingertips





 Find information about working with us to provide care for our members during the COVID-19 public health emergency.


New enhancements coming soon!

In the coming weeks, we'll be rolling out improvements to Provider Connection in response to your feedback.

[Attend a webinar](#) to learn about the latest enhancements.

 [Get Blue Shield providers' guide](#)

 [Get Blue Shield Promise providers' guide](#)




Eligibility & benefits

Verify eligibility of Blue Shield of California, Blue Shield of California Promise Health Plan, other Blue plan and Federal Employee Program members, and access associated benefits information.

[Eligibility verification](#)

[PCP/Medical group patients roster](#)

[Benefit summaries](#)



Authorizations


Submit and confirm authorizations and approval of medical and pharmacy services prior to services being rendered.

[Request medical authorization](#)

[Request pharmacy authorization](#)

[Pre-service review for out-of-area members](#)

[Prior authorization forms and list](#)



Claims

Access tools to prescreen, submit and check the status of submitted claims.

[Claim status](#)

[Professional fee schedule](#)

[Claims routing tool](#)

[Electronic transactions management](#)

[Claims submission instructions](#)



How to check eligibility and benefits online

[Home](#) > [Eligibility and benefits](#) > [Verify eligibility](#) > Single search

Verify eligibility

[SEARCH SINGLE MEMBER](#) [SEARCH MULTIPLE MEMBERS](#)

Verify eligibility of a single member. All fields are required unless noted otherwise. [Help](#)

Member coverage / card type

☐ Blue Shield of California / Promise Health Plan ☒ Other Blue Plan ☐ Federal Employee Program

Member type

☒ Subscriber ☐ Dependent

Member ID **Last name** **First name** **Date of birth**

Gender **Eligibility / Service date** **NPI**

Service type category **Service type**

[Search](#) [Clear form](#)

How to submit claims for Blue HPN members

For Blue Shield of California Blue HPN members

- Claims for Blue Shield of California's Blue HPN members should be submitted to Blue Shield using your usual process.

For hosted Blue HPN members

- Claims for hosted Blue HPN members should be submitted in the same way you normally submit BlueCard PPO claims.
- You can leverage the existing BlueCard PPO tools and procedures for checking claim status and performing pre-service review.
- Visit the [BlueCard home page](#) on Provider Connection for access to these tools.



Making referrals for Blue HPN members

REFERRALS



- Remember, Blue HPN plans are EPO plans, which provide benefits to members **only when they visit an in-network provider**. There are no out-of-network benefits available to these members, except:
 - urgent or emergency care outside of the 22-county service area
 - emergency care only within the 22-county service area
- Because of this, it is very important that you refer members to specialists, facilities within the Blue HPN network.



How to refer Blue HPN members to specialists

Verify member's plan

1. Log in to [Provider Connection](#). Scroll down to the *Quick Links* section on the home page, under *Network Referrals* click the *Verify now* button.
 2. The *Verify member's plan participation* window displays. Click the *Provider Login* or the *Continue to Verification* button; one of which will present.
 3. Enter the *Member's Date of Birth* (MM/DD/YYYY) or use the drop-down calendar to select the date.
 4. Select the button next to the *Member ID* field and enter the *Member's ID number* **or** click the button next to the *First Name* field and enter the *Member's First and Last Name*.
 5. Click the *Find plan* link.
-
6. The member's plan name will display. Select the button next to the plan information.
 7. Click the *Set Plan* button.
 - Once the member's plan is set, only providers and facilities in the member's network will appear when you search *Find a Doctor*.

This screenshot shows the 'Verify Member's Plan' form. At the top, it says 'Verify Member's Plan' and 'To verify member's plan, enter the information, below.' There are three red circles with numbers 3, 4, and 5. Circle 3 is next to the 'Member's Date of Birth' field. Circle 4 is next to the 'Member ID' field. Circle 5 is next to the 'Find plan' link. The form also has a 'Close' button in the top right corner.

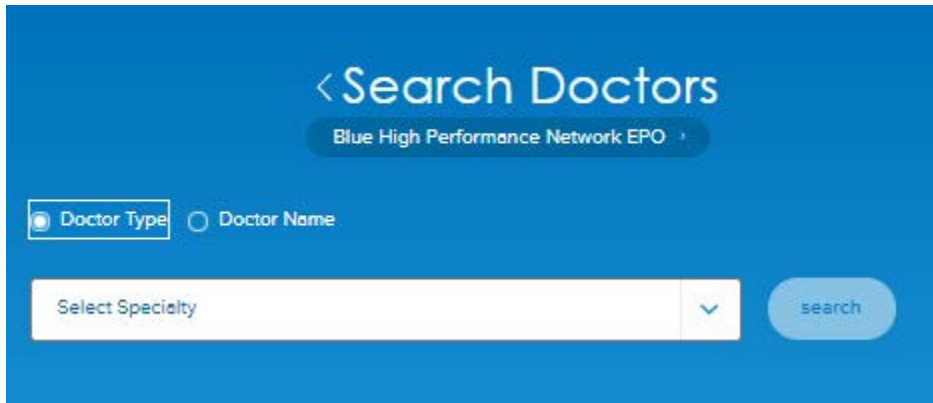
This screenshot shows the 'Verify Member's Plan' form after the member's plan has been selected. It displays the member's information: 'Blue High Performance Network EPO', 'Member: [redacted]', 'City: OAKLAND', 'Subscriber ID: [redacted]', and 'State: CA'. There are two red circles with numbers 6 and 7. Circle 6 is next to the member information. Circle 7 is next to the 'Set Plan' button. The form also has a 'Close' button in the top right corner.



How to refer Blue HPN members to specialists

Search for providers for in-network referral

Once you click *Set Plan*, the *Find a Doctor* search tool will display. You can search by Doctor Type or Doctor Name.



The screenshot shows a web interface titled "< Search Doctors" with a subtitle "Blue High Performance Network EPO". Below the title, there are two radio buttons: "Doctor Type" (selected) and "Doctor Name". Under "Doctor Type", there is a dropdown menu labeled "Select Specialty" with a downward arrow. To the right of the dropdown is a blue button labeled "search".

Tips:

- To locate Blue HPN providers without logging into Provider Connection, visit [Find a Doctor](#), and click *Continue as Guest* at the popup window. Then, select your location, and select the *Blue High Performance Network EPO plan* to view results.
 - To save search results on the results page, click *Save Results*, then click *Email* or *Download*.
-

Difference between Blue HPN and BlueCard

Blue HPN

- Covers 58+ geographic service areas nationally
- Available only for self-funded (ERISA) clients headquartered in California.
- EPO plans – Members must obtain services from Blue HPN providers to receive full benefits, and are only covered for urgent and/or emergent care from non-Blue HPN healthcare providers.

BlueCard

- 100% geographic coverage nationally
- Available for both self-funded and fully insured clients headquartered in California.
- PPO plans – Members receive full benefit coverage from in-network providers, but may still receive partial coverage if they visit out-of-network providers.



Additional resources



Resources

If you would like...	Click or call...
<ul style="list-style-type: none">• To register for or use Provider Connection	<ul style="list-style-type: none">• Provider Connection Reference Guide
<ul style="list-style-type: none">• To visit Provider Connection	<ul style="list-style-type: none">• Blue Shield Provider Connection home page
<ul style="list-style-type: none">• Assistance with billing, eligibility, benefits, claims, or the website	<ul style="list-style-type: none">• Provider Customer Service (800) 541-6652
<ul style="list-style-type: none">• Assistance with network confirmation or contract questions	<ul style="list-style-type: none">• Provider Information and Enrollment (800) 258-3091





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