Provider Education
& Communication

Blue Shield of California
New IPA Validation Roster Update Process

April / May 2016

Webinar agenda

The IPA Validation Roster update process is essential to increasing the accuracy of Blue Shield's provider database.

To support your role in the IPA Validation Roster update process, we'll cover the following in this webinar:

- Revisit the IPA Validation Roster update process at a high level
- Highlight changes made to the Excel spreadsheet collection tool
- Demo the new collection tool
- Share tips and important reminders
- Walk through support tools you will receive
- Review timeframes and next steps
- Answer your questions

IPA Validation Update Roster Process and Spreadsheet Overview

Five-step IPA Roster Validation update process

1. Blue Shield sends email with IPA Validation Roster (Excel spreadsheet) plus instruction sheet and FAQ.
2. You review and enter necessary updates directly into Excel spreadsheet within the appropriate tab and column, then save.
3. You click "Reply" from Blue Shield's **original request email,** attach completed spreadsheet, and click "Send." Spreadsheet must be **returned to Blue Shield within 30 days** of initial receipt.
4. Blue Shield will email a reminder if we have not received your roster. Blue Shield confirms roster receipt via automated email reply.
5. Blue Shield makes changes to provider records within 15 days of roster receipt. Changes will be reflected on *Find a Provider* within 18-20 days of roster receipt.

Four-step process if no changes are being submitted

1. Blue Shield sends email with IPA Validation Roster (Excel spreadsheet) plus instruction sheet and FAQ.
2. You review and determine that no updates are necessary to the Excel spreadsheet.
3. You click "Reply" from Blue Shield's **original request email that contains the original spreadsheet**, type "*No roster changes necessary*" in body of email and click "Send." Spreadsheet must be **returned to Blue Shield within 30 days** of initial receipt.
4. Blue Shield will email a reminder if we have not received your roster. Blue Shield confirms roster receipt via automated email reply.

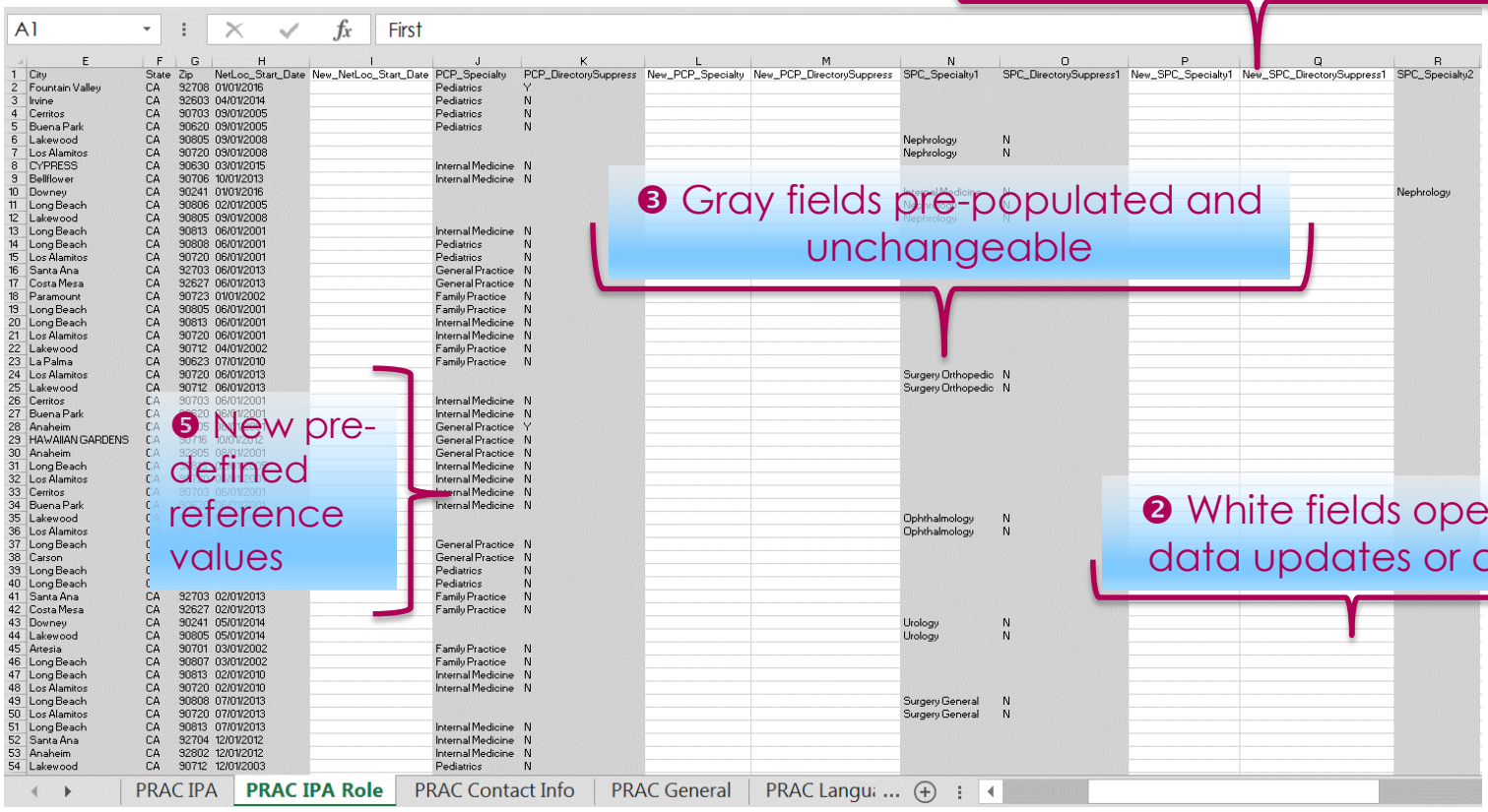
IPA validation roster: key changes

Process has changed: the spreadsheet is now for validation of existing data only. Adding new practitioners or facilities will be handled outside the roster.

Automation = quicker updates to *Find a Provider*

Spreadsheet has changed: the spreadsheet has been redesigned to support automated uploading of data into Blue Shield's systems.

Redesigned look for IPA Validation Roster spreadsheet



Predefined reference values

- Some fields must be completed with Blue Shield predefined values
- These values must be entered **exactly as provided**
- Instructions will indicate the fields where these are necessary, and you will be supplied with the values
- Incorrectly entered values will result in the spreadsheet being returned to you
- **The spreadsheet will not tell you if you have entered values incorrectly**

Field	Acceptable Value	Not Acceptable
New Panel Status (is closed)	• CLO	• clo • Clo
Suppress From Directory	• Y • N	• YES or NO • Yes or No • y or n
Specialty	• Surgery Plastic	• SURGERY PLASTIC • Plastic Surgery • surgery plastic
Language	• Chinese	• CHINESE • chinese • China

Overview of IPA Validation Roster spreadsheet tabs

#	Tab Name	Tab Purpose
1	PRAC IPA	Terminate practitioner relationships, or termination of location, or update of panel information
2	PRAC IPA Role	Update existing PCP and SPC specialty information
3	PRAC Contact Info	Revise existing and/or add new phone, TDD, and fax, plus wheelchair accessibility
4	PRAC General	Update existing physician name, gender, email, license, and NPI
5	PRAC Language	Add new or delete existing non-English languages spoken
6	PRAC Location Hours	Update existing hours or addition of new hours of operation by day
7	PRAC Hospital	Add new or delete existing hospital affiliations

IPA Validation Roster Spreadsheet Demonstration

Tab 1: PRAC IPA

Tab Purpose:
Terminate practitioner relationships, or termination of location, or update of panel information

Tab Features:

- Physician termination
  - ❑ Network_End_Date = physician no longer with IPA at **any** location
  - ❑ NetLoc_End_Date = physician no longer with IPA at **specific** location
- Panel field group:

  - ❑ New_Panel_Status
  - ❑ New_Lowest_Age
  - ❑ New_Highest_Age
  - ❑ New_Gender_Limit
- Require Blue Shield-predefined reference values:
  - ❑ New_Panel_Status
  - ❑ New_Gender_Limit

Tab 2: PRAC IPA Role

Tab Purpose
Update existing PCP and SPC specialty information

Tab Features

- PCP field group:
  - ❑ PCP_Specialty
  - ❑ PCP_DirectorySuppress
- SPC field group:
  - ❑ SPC_Specialty1
  - ❑ SPC_DirectorySuppress1
- Require Blue Shield-predefined reference values:
  - ❑ New_PCP_Specialty
  - ❑ New_SPC_Specialty 1 (Non-MD)
  - ❑ New_SPC_Specialty 1, 2, and 3

New "Add Specialty" fields

Tabs 3 & 4: PRAC Contact Info and PRAC General

No new tab features

#	Tab Name	Your Action
3	PRAC Contact Info	Revise existing and/or add new phone, TDD, and fax, plus wheelchair accessibility
4	PRAC General	Update existing physician name, gender, email, license, and NPI

Tab 5: PRAC Language

Tab Purpose:
Add new or delete existing non-English languages spoken

Tab Features:
- Require Blue Shield-predefined reference values:
  - ❑ Language

New "Add Language" fields

Tab 6: PRAC Location Hours

Tab Purpose:
Update existing hours or addition of new hours of operation by day

Tab Features

new fields

- Optional second set of new open and close fields

- Require Blue Shield-predefined reference values:
  - ❑ Formatting for Open and Close hours

Format	Rules
• h:mm AM • h:mm PM • hh:mm AM • hh:mm PM	• h must be between 0 and 9 • hh must be between 10 and 12 • mm must be number between 0-59 • the smallest time increment is 15 minutes • If midnight, then use 11:59 PM

Tab 7: PRAC Hospital

Tab Purpose:
Add new or delete existing hospital affiliations

new fields

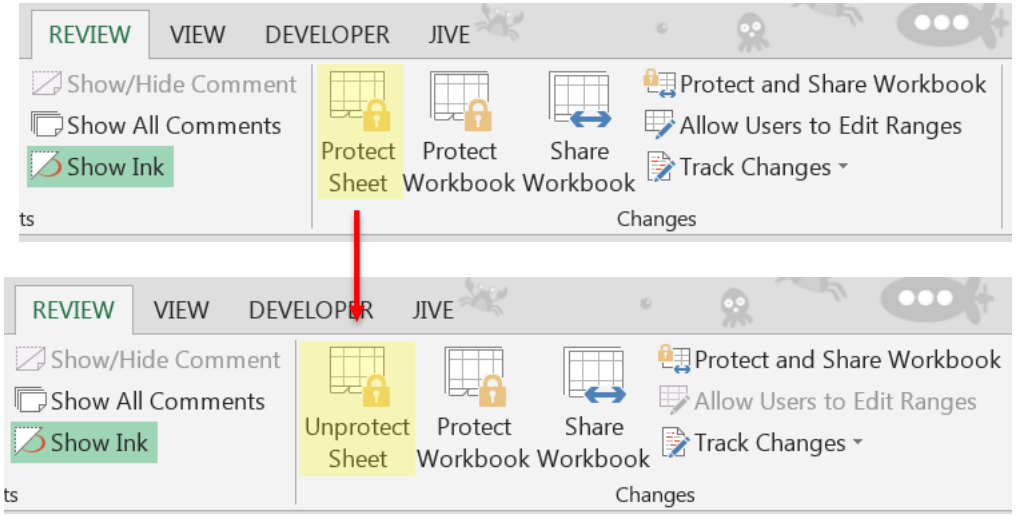
Tab Features

- Add Hospital field group:
  - ❑ Hospital Name
  - ❑ Hospital NPI
  - ❑ New_Primary
  - ❑ Start_Date

Spreadsheet don’ts

- **The actions below are not allowed** when revising the IPA Validation Roster Excel spreadsheet:
  - Changing the IPA_PRAC portion of the file name
  - Including any information that is not specifically requested
  - Altering the spreadsheet format such as:
    - Overwriting prepopulated data (gray fields)
    - Moving columns
    - Adding or deleting columns
    - Adding or deleting rows
    - Changing field color

Unprotecting the spreadsheet



The spreadsheet will come protected. As long as it remains protected, you cannot make any unpermitted format changes.

However, you can unprotect individual sheets in the spreadsheet.

- Unprotecting a sheet allows use of the "hide columns" and "filter" functions
  - When you do this you lose formatting protection, so you must be vigilant against altering the spreadsheet in any unpermitted way
  - If you do alter the spreadsheet format in any unpermitted way, it will be returned to you

You must clear all filters, unhide all columns, and re-protect all sheets before returning the spreadsheet to Blue Shield.

IPA Validation Roster Update Process Timelines & Support Tools

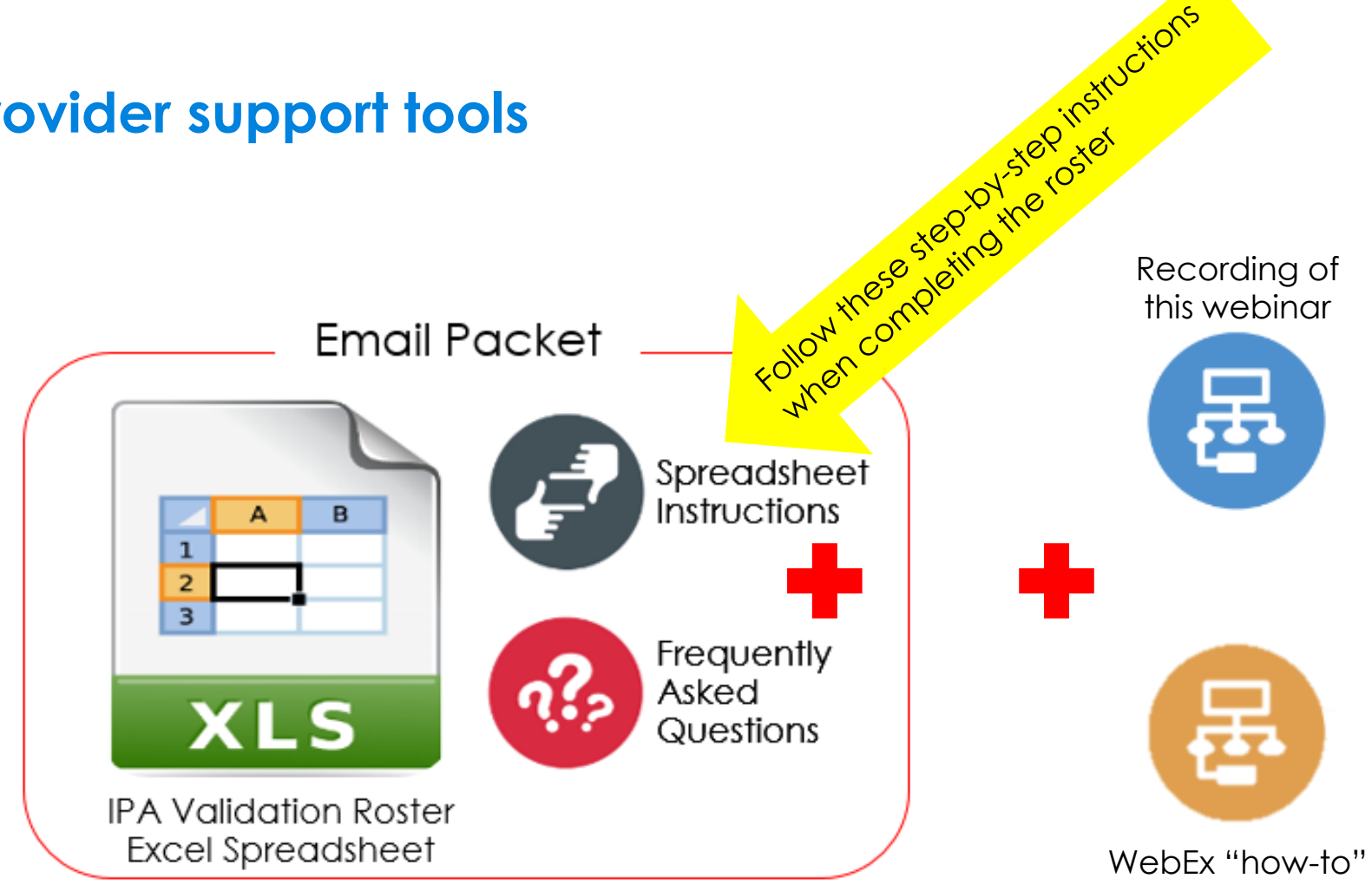
2016 cycle schedule

Four times per year

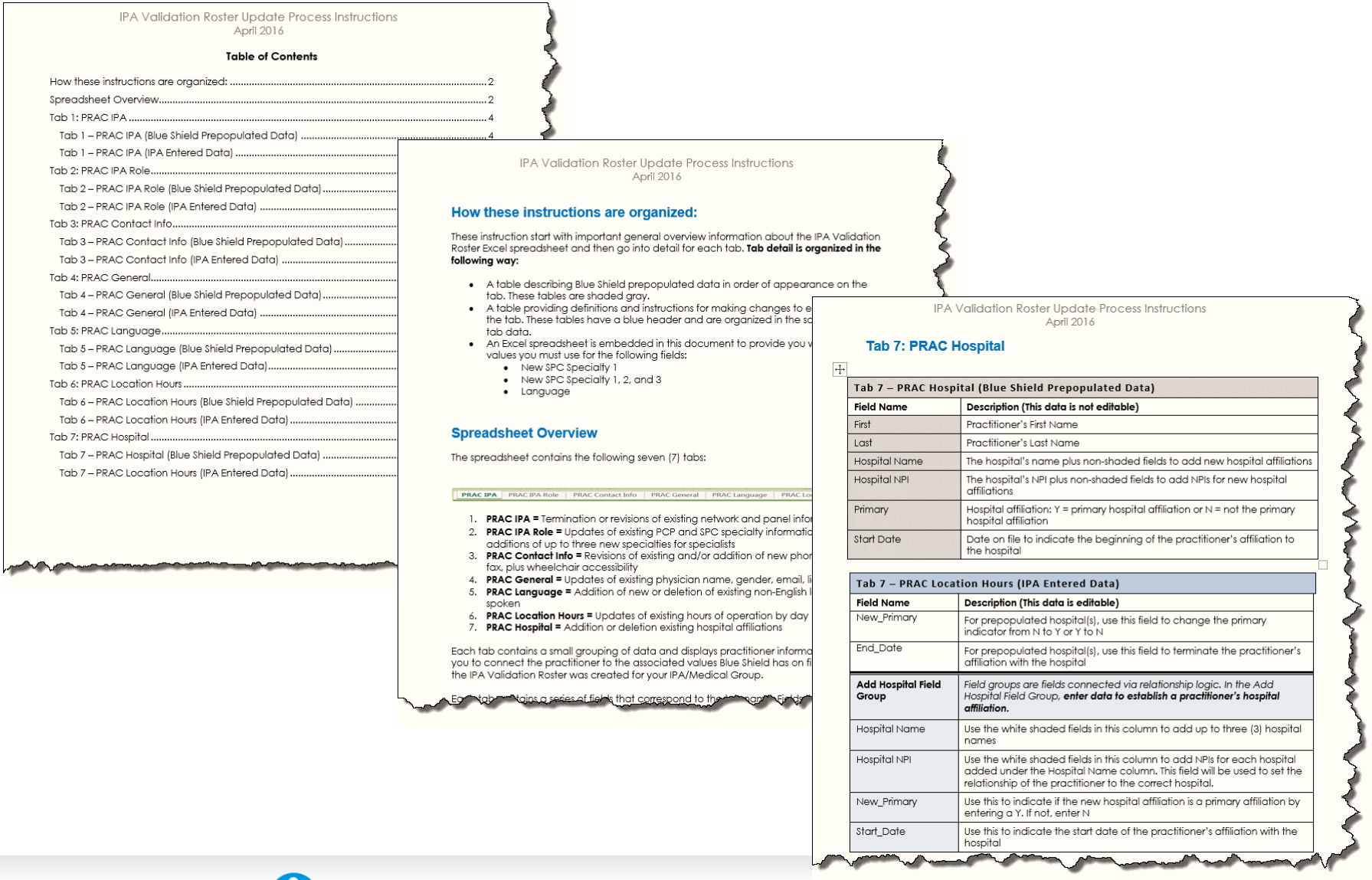
Cycle 1	Jan / April 15th / July / Oct
Cycle 2	Feb / May 20th / Aug / Nov
Cycle 3	March / June 17th / Sept / Dec

If you don't know your cycle schedule,
please contact your Provider Relations Representative

Provider support tools



IPA Validation Update Process Spreadsheet Instructions



IPA Validation Roster Update Process Instructions
April 2016

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IPA Validation Roster Update Process Instructions
April 2016

How these instructions are organized:

These instruction start with important general overview information about the IPA Validation Roster Excel spreadsheet and then go into detail for each tab. **Tab detail is organized in the following way:**

- A table describing Blue Shield prepopulated data in order of appearance on the tab. These tables are shaded gray.
- A table providing definitions and instructions for making changes to e
the tab. These tables have a blue header and are organized in the sa
tab data.
- An Excel spreadsheet is embedded in this document to provide you v
values you must use for the following fields:
  - New SPC Specialty 1
  - New SPC Specialty 1, 2, and 3
  - Language

Spreadsheet Overview

The spreadsheet contains the following seven (7) tabs:

PRAC IPA | PRAC IPA Role | PRAC Contact Info | PRAC General | PRAC Language | PRAC Lo

1. **PRAC IPA =** Termination or revisions of existing network and panel infor
2. **PRAC IPA Role =** Updates of existing PCP and SPC specialty informatic
additions of up to three new specialties for specialists
3. **PRAC Contact Info =** Revisions of existing and/or addition of new phor
fax, plus wheelchair accessibility
4. **PRAC General =** Updates of existing physician name, gender, email, li
5. **PRAC Language =** Addition of new or deletion of existing non-English l
spoken
6. **PRAC Location Hours =** Updates of existing hours of operation by day
7. **PRAC Hospital =** Addition or deletion existing hospital affiliations

Each tab contains a small grouping of data and displays practitioner informa
you to connect the practitioner to the associated values Blue Shield has on fi
the IPA Validation Roster was created for your IPA/Medical Group.

Each tab contains a series of fields that correspond to the [illegible] Fields

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Tab 7: PRAC Hospital

Tab 7 – PRAC Hospital (Blue Shield Prepopulated Data)	
Field Name	**Description (This data is not editable)**
First	Practitioner's First Name
Last	Practitioner's Last Name
Hospital Name	The hospital's name plus non-shaded fields to add new hospital affiliations
Hospital NPI	The hospital's NPI plus non-shaded fields to add NPIs for new hospital affiliations
Primary	Hospital affiliation: Y = primary hospital affiliation or N = not the primary hospital affiliation
Start Date	Date on file to indicate the beginning of the practitioner's affiliation to the hospital

Tab 7 – PRAC Location Hours (IPA Entered Data)	
Field Name	**Description (This data is editable)**
New_Primary	For prepopulated hospital(s), use this field to change the primary indicator from N to Y or Y to N
End_Date	For prepopulated hospital(s), use this field to terminate the practitioner's affiliation with the hospital
Add Hospital Field Group	*Field groups are fields connected via relationship logic. In the Add Hospital Field Group,* ***enter data to establish a practitioner's hospital affiliation.***
Hospital Name	Use the white shaded fields in this column to add up to three (3) hospital names
Hospital NPI	Use the white shaded fields in this column to add NPIs for each hospital added under the Hospital Name column. This field will be used to set the relationship of the practitioner to the correct hospital.
New_Primary	Use this to indicate if the new hospital affiliation is a primary affiliation by entering a Y. If not, enter N
Start_Date	Use this to indicate the start date of the practitioner's affiliation with the hospital

Key contacts

	Action	Contact
1	Submit IPA Validation Roster updates (and no updates)	Email BSC_IPA_Rosters@blueshieldca.com
2	Submit corrected IPA Validation Roster to replace one with errors	Email BSC_IPA_Rosters@blueshieldca.com
3	Submit practitioner, facility, etc. additions with profiles	Email either address: • BSCPrvdrrInformationEnrollment@blueshieldca.com • bscproviderinfo@blueshieldca.com
4	Change IPA Roster Validation contact person	Notify your Provider Relations Representative

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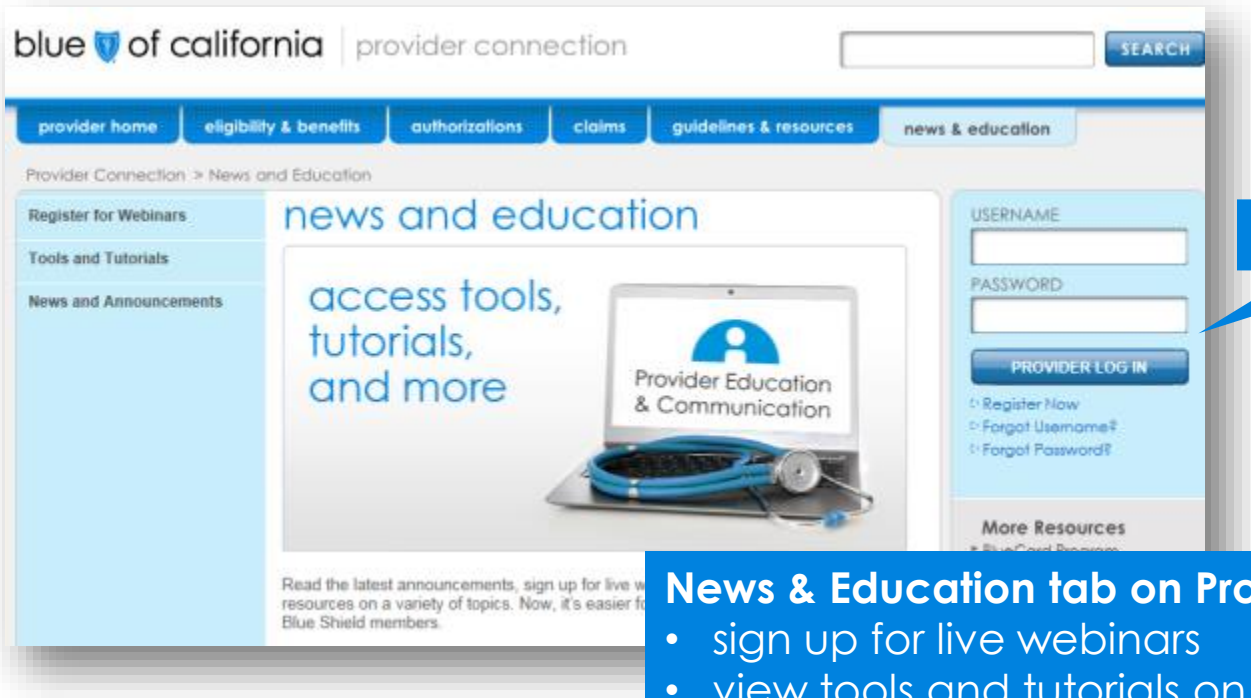

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