blue of california

IPA Validation Roster Update Process
Frequently Asked Questions (FAQ)
April 2016

Q: Why are IPA/Medical Groups obligated to submit IPA Validation Rosters?

A: IPA/medical groups are obligated to review and update the IPA Validation Roster quarterly per the group's contract with Blue Shield. Accurate, thorough, and current physician demographic information helps our members make informed decisions about their health coverage, including selection of a Primary Care Physician (PCP).

Q: Why did Blue Shield redesign the IPA Validation Roster Update Process and spreadsheet?

A: Due to the increased frequency with which provider data must be collected and updated, coupled with the expansion of data types collected, Blue Shield had no choice but to automate the IPA Validation Roster Update Process. It was necessary to design a new, more restrictive spreadsheet format to allow for automation.

With automation comes the ability to more quickly update provider information on *Find a Provider*; a win for members, providers and Blue Shield.

We expect that within a very short time period, providers will become accustom to the new spreadsheet format and find it easy to complete.

Q: What is the email address to submit IPA Validation Roster updates?

A: BSC_IPA_Rosters@blueshieldca.com

Q: May IPA Validation Rosters be sent back via fax or mail?

A: No. All rosters must be submitted by email, in the specified format to support completion of the update. When returning the roster to Blue Shield, click "Reply" from Blue Shield's original request email, attach your completed spreadsheet, and click "Send."

Q: What if no changes are required?

A: If you do not have changes to the IPA Validation Roster, you must still send the spreadsheet back to Blue Shield within the 30 day time period as all spreadsheets must be accounted for. When returning the roster to Blue Shield, click "Reply" from Blue Shield's email that contains the original spreadsheet sent to you. Type "*No roster changes necessary.*" in the body of the email and click "Send."

blueshieldca.com

IPA Validation Roster Update Process
Frequently Asked Questions (FAQ)
April 2016

Q: What happens if an IPA Validation Roster is not returned?

A: You will receive one automated reminder during the 30 day period. If you do not submit the spreadsheet by the end of the 30 day period, your Blue Shield Provider Relations Representative will follow up with you to secure it.

Q: What happens if an IPA Validation Roster is returned, but the IPA/Medical group needs to replace it with a different version?

A: It is critical that the IPA/Medical Group send a correct version of the IPA Validation Roster the first time, as rosters will be processed quickly. This means that, if you send an incorrect roster, the information will likely be loaded in to the *Find a Provider* tool. When this is the case, we will of course work with you to quickly remediate any issues in *Find a Provider*.

If you make an error related to a specific provider, send corrected information ASAP to the IPA validation roster email address: BSC_IPA_Rosters@blueshieldca.com

If you make multiple errors within the IPA Validation Roster, send a corrected roster ASAP to the IPA validation roster email address: BSC_IPA_Rosters@blueshieldca.com. Clearly state in the email that the roster is being sent to replace the previous version.

Q: Will Blue Shield send out confirmation that the IPA Validation Roster updates have been received and completed?

A: You will receive an automated response when Blue Shield has received the roster in the BSC_IPA_Rosters@blueshieldca.com email box. Additionally, you will also receive emails from us advising of requests that could not be completed.

You will NOT receive an email from Blue Shield when your updates are live on *Find a Provider*, but updates should be viewable in the application approximately 20 days after you have submitted your roster.

Q: How do we notify Blue Shield of a change regarding the IPA Validation Roster contact person?

A: Please notify your Blue Shield Provider Relations Representative of contact changes as soon as they happen.

IPA Validation Roster Update Process
Frequently Asked Questions (FAQ)
April 2016

Q: What updates are to be supplied via the IPA Validation Roster?

A: The IPA Validation Roster is an opportunity to notify Blue Shield of specific data value changes. The format is specific to validation of existing data and covers the following:

- Practitioner is no longer with the IPA (term)
- Practitioner location is no longer with the IPA (term)
- Practitioner has change in panel status information
- Practitioner has change to specialty information
- Practitioner has change to contact information
- Practitioner has change to personal information
- Practitioner has change to hospital affiliation

Q: When is it necessary to submit a Practitioner Profile?

A: Remember, you will use the IPA Validation Roster Update spreadsheet to validate existing data only. You will not use it to capture day-to-day updates like a new practitioner or address change. Please continue to use the practitioner profile process for timely notification of all changes to Blue Shield.

The PIE Intake Box email address is: mailto:BSCPrvdrrInformationEnrollment@blueshieldca.com.

Blue Shield will require a profile in the following situations:

- All add requests. These include addition of a new practitioner and addition of a location for an existing practitioner.
- Practice location changes specific to postal information.
- Practitioner reimbursement address changes.
- Notify Blue Shield of off-cycle terminations.

Profiles are the expected method of update and have a turnaround time of 15 days, which is a more frequent update cycle than the quarterly validation schedule.

Q: What practitioner specialties may be added to the IPA Validation Roster?

A: Please refer to the **IPA Validation Roster Instructions** distributed with the roster. Only the predefined values provided in the specialties fields may be used. The values must match exactly so it is critical to use the list provided.

Please note that there are restrictions for Primary Care Provider (PCP) values, and some specialties are only available if the IPA participates in Medicare networks.

IPA Validation Roster Update Process
Frequently Asked Questions (FAQ)
April 2016

Q: How does a provider close their member panel?

A: The IPA/Medical Group will indicate this change in the IPA Validation Roster, on the PRAC IPA tab using the values indicated in the instructions. The possible "close" values are:

Description	Value
Closed	CLO
Open Existing Patients Only	OEP
Open New Patients Only	ONP

Q: Can we sort the information in the IPA Validation Roster spreadsheet?

A: The Excel spreadsheet will come to you protected. As long as the spreadsheet remains protected, it will prohibit you from taking forbidden formatting actions like updating any of the prepopulated data fields or permanently altering the structure (rows and/or columns) of the spreadsheet in any way.

You can unprotect EACH sheet in the spreadsheet. Unprotecting a sheet allows the use of the "hide columns" and "filter" functions to help you navigate more complex sheets. However, you lose the formatting protection, so you must be vigilant against taking any of the forbidden actions listed above. If you take one of these actions, the spreadsheet will be returned to you.

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

Q: How are the specialties like "hospitalist" or "urgent care" indicated in the IPA Validation Roster?

A: Please use "emergency medicine" as the specialty type for the IPA/Medical Group in place of "urgent care."

If, by "hospitalist," the IPA means that the practitioner must be suppressed from the directory / the panel must be closed, please indicate the "directory suppression status" and "panel status" in the appropriate columns. List the practitioner's specialty (i.e., internal medicine) instead of "hospitalist." Please be sure to refer to the Specialty Values list located in the appendix of the IPA Validation Roster Update Process Instructions.

Q: When a Primary Care Physician (PCP) terminates, can we request that members are transferred to another PCP within our IPA/Medical Group? Why do we sometimes see members transferred with the provider?

A: Per Blue Shield's Policy & Procedure, members follow the PCP. Therefore, if the PCP has an active alternate IPA/Medical Group affiliation with Blue Shield, membership will follow the PCP to that alternate affiliation. If the physician does not have an active alternative affiliation, the membership stays with the original IPA/Medical Group.