Empire Blue Cross Blue Shield

2013 Medicare Advantage Plan Updates

Dear Healthcare Provider,

Annual benefits changes for Medicare Advantage plan members will be effective January 1, 2013. The changes apply to members enrolled in Empire MediBlue Freedom I (PPO), Empire MediBlue Freedom II (PPO), and Empire MediBlue Freedom III (PPO), and Empire MediBlue Essential (HMO), Empire MediBlue Plus (HMO), and Empire MediBlue Select (HMO) plans. You can help members manage their health care costs by being aware of these changes. In addition, it is important to check the Medical ID card at the beginning of each calendar year as the member may have changed plans.

Each year, we renew our contract with the Centers for Medicare and Medicaid Services (CMS). CMS re-evaluates and approves the benefits we’ll offer to our Medicare Advantage members for the upcoming year.

Notable 2013 benefit changes and highlights by plan type.

**Empire MediBlue Freedom I, II and III (PPO) plan changes**
- Instituting network physician copayment and hospital inpatient copayment changes on some plans. The member ID card will reflect the change, if any.
- The maximum-out-of-pocket for Empire MediBlue Freedom II will be increasing for 2013 from $3,400 to $3,900.
- The maximum-out-of-pocket for Empire MediBlue Freedom III will be increasing for 2013 from $2,800 to $3,000.
- Empire MediBlue Freedom I, II, and III members (except in Greene county) will see a premium increase in 2013.
- Outpatient Hospital and Ambulatory Surgical Centers cost shares will be moving from a copayment to a coinsurance for the following plans: Empire MediBlue Freedom I, II and III (PPO).
- Member cost shares are changing for certain diagnostic tests, X-rays and radiology procedures for Empire MediBlue Freedom I, II, and III.
- In 2013, Empire MediBlue Freedom I, II and III (PPO) will be removing the additional coverage of pap and pelvic exams that have been offered in previous years and will go back to the mandated Medicare-coverage guidelines for these benefits.
- The following counties will no longer have the Empire MediBlue Freedom I (PPO) available to them in 2013: Dutchess, New York, Orange, Putnam, Queens, Sullivan, Ulster, and Westchester. However, these counties will still have access to other Empire PPO and/or Empire HMO plans.
  - Dutchess: Empire MediBlue Select (HMO), Empire MediBlue Essential (HMO)
  - New York: Empire MediBlue Plus (HMO), Empire MediBlue Essential (HMO)
  - Orange: Empire MediBlue Select (HMO), Empire MediBlue Essential (HMO)
  - Putnam: Empire MediBlue Select (HMO), Empire MediBlue Essential (HMO)
  - Queens: Empire MediBlue Plus (HMO), Empire MediBlue Essential (HMO)
  - Sullivan: Empire MediBlue Freedom II (PPO), Empire MediBlue Select (HMO), Empire MediBlue Essential (HMO)
  - Ulster: Empire MediBlue Freedom II (PPO), Empire MediBlue Select (HMO)
  - Westchester: Empire MediBlue Select (HMO), Empire MediBlue Essential (HMO)
The following counties will no longer have the Empire MediBlue Freedom II (PPO) available to them in 2013: Delaware, Dutchess, Greene, Kings, Nassau, New York, Orange, Putnam, Queens, Rockland, and Westchester. However, these counties will still have access to other Empire PPO and/or Empire HMO plans.

- **Delaware**: Empire MediBlue Freedom I (PPO)
- **Dutchess**: Empire MediBlue Select (HMO), Empire MediBlue Essential (HMO)
- **Greene**: Empire MediBlue Freedom I (PPO), Empire MediBlue Freedom III (PPO)
- **Kings**: Empire MediBlue Freedom I (PPO), Empire MediBlue Freedom III (PPO), Empire MediBlue Plus (HMO), Empire MediBlue Essential (HMO)
- **Nassau**: Empire MediBlue Freedom I (PPO), Empire MediBlue Select (HMO), Empire MediBlue Plus (HMO)
- **New York**: Empire MediBlue Plus (HMO), Empire MediBlue Essential (HMO)
- **Orange**: Empire MediBlue Select (HMO), Empire MediBlue Essential (HMO)
- **Putnam**: Empire MediBlue Select (HMO), Empire MediBlue Essential (HMO)
- **Queens**: Empire MediBlue Plus (HMO), Empire MediBlue Essential (HMO)
- **Rockland**: Empire MediBlue Freedom I (PPO), Empire MediBlue Select (HMO)
- **Westchester**: Empire MediBlue Select (HMO), Empire MediBlue Essential (HMO)

The following counties will no longer have the Empire MediBlue Freedom III (PPO) available to them in 2013: Columbia, Delaware, Dutchess, Nassau, New York, Orange, Putnam, Queens, Rockland, Suffolk, Sullivan, Ulster, and Westchester. However, these counties will still have access to other Empire PPO and/or Empire HMO plans.

- **Columbia**: Empire MediBlue Freedom I (PPO), Empire MediBlue Freedom II (PPO)
- **Delaware**: Empire MediBlue Freedom I (PPO)
- **Dutchess**: Empire MediBlue Select (HMO), Empire MediBlue Essential (HMO)
- **Nassau**: Empire MediBlue Freedom I (PPO), Empire MediBlue Select (HMO), Empire MediBlue Plus (HMO)
- **New York**: Empire MediBlue Plus (HMO), Empire MediBlue Essential (HMO)
- **Orange**: Empire MediBlue Select (HMO), Empire MediBlue Essential (HMO)
- **Putnam**: Empire MediBlue Select (HMO), Empire MediBlue Essential (HMO)
- **Queens**: Empire MediBlue Plus (HMO), Empire MediBlue Essential (HMO)
- **Rockland**: Empire MediBlue Freedom I (PPO), Empire MediBlue Select (HMO)
- **Suffolk**: Empire MediBlue Freedom I (PPO), Empire MediBlue Freedom II (PPO), Empire MediBlue Plus (HMO)
- **Sullivan**: Empire MediBlue Freedom II (PPO), Empire MediBlue Select (HMO), Empire MediBlue Essential (HMO)
- **Ulster**: Empire MediBlue Freedom II (PPO), Empire MediBlue Select (HMO)
- **Westchester**: Empire MediBlue Select (HMO), Empire MediBlue Essential (HMO)

Please check the member ID card for any identification and/or group number changes that may affect claim submissions.

**Empire MediBlue Freedom I, II and III (PPO) plan highlights**

- Primary care physician (PCP) copays range from $5 to $40 and specialist copays range from $25 to $65.
- Empire MediBlue Freedom I, II, and III plans participate in reciprocal network sharing. This network sharing allows all Blue MA PPO members to obtain network-level benefits when traveling or living in the service area of any other Blue MA PPO Plan as long as the member sees a contracted MA PPO provider. You can recognize a MA PPO member when their Blue Cross Blue Shield Member ID card has the "MA" in the suitcase, which indicates the member is covered under the MA PPO network sharing program. In 2013 the states of New Jersey and Texas have been added to the service area.
- $0 copay for Medicare-covered Preventive Care.
- Maintaining the member maximum-out-of-pocket limits for Empire MediBlue Freedom I
Group/Union Sponsored Plans may not be impacted by most of the changes described above for PPO plans including reductions to the plans service areas. Our members in Group/Union Sponsored Medicare Advantage LPPO Plans will continue to enjoy access to health plan services across the country.

**Empire MediBlue Essential, Empire MediBlue Plus, and Empire MediBlue Select (HMO) plan changes**

- Instituting network physician copayment and hospital inpatient copayment changes on some plans. The member ID card will reflect the change, if any.
- The maximum-out-of-pocket for Empire MediBlue Plus (HMO) in the NYC area will be increasing for 2013 from $2,800 to $3,400.
- The maximum-out-of-pocket for Empire MediBlue Plus (HMO) in Suffolk county will be increasing for 2013 from $3,400 to $4,000.
- The maximum-out-of-pocket for Empire MediBlue Select (HMO) in the Metro-North area will be increasing for 2013 from $3,400 to $4,000. Essential (HMO) in the Metro-North area will be increasing for 2013 from $3,400 to $4,000.
- In 2013 we will be offering a new HMO plan. Empire MediBlue Select (HMO) will be available in the following county: Dutchess.
- All plans Outpatient Hospital and Ambulatory Surgical Centers cost shares will be moving from a copayment to a coinsurance. The only exception to this is Empire MediBlue Plus (HMO) in NYC, which will remain at a copayment.
- Member cost shares are changing for certain outpatient diagnostic tests, X-rays and radiology procedures for Empire MediBlue Essential, Empire MediBlue Plus, and Empire MediBlue Select (HMO) plans.
- In 2013 Empire MediBlue Essential, Empire MediBlue Plus, and Empire MediBlue Select (HMO) plans will be removing the additional coverage of pap and pelvic exams that have been offered in previous years and will go back to the mandated Medicare-coverage guidelines for these benefits.
- In 2013 the routine eye glasses limit changed from $200 every 24 months to $130 every 24 months for the Empire MediBlue Plus (HMO) in the NYC area.
- Routine hearing benefits were removed from the Empire MediBlue Plus (HMO) in the NYC area for 2013.
- Routine hearing benefits were added to the Empire MediBlue Plus (HMO) and Empire MediBlue Select (HMO) plans in Nassau county for 2013.
- The following county will no longer have the Empire MediBlue Select (HMO) available to them in 2013: Dutchess. However, this county will still have access to the Empire MediBlue Select (HMO) and Empire MediBlue Essential (HMO) plans.
- The following counties will no longer have the Empire MediBlue Essential (HMO) available to them in 2013: Nassau, Rockland, and Ulster. However, these counties will still have access to the other Empire PPO and/or Empire HMO plans.
  - Nassau: Empire MediBlue Freedom I (PPO), Empire MediBlue Select (HMO), Empire MediBlue Plus (HMO)
  - Rockland: Empire MediBlue Freedom I (PPO), Empire MediBlue Select (HMO)
  - Ulster: Empire MediBlue Freedom II (PPO), Empire MediBlue Select (HMO)
- Please check the member ID card for any identification and/or group number changes that may affect claim submissions.

**Empire MediBlue Essential, Empire MediBlue Plus, and Empire MediBlue Select (HMO) plan highlights**

- Plan premiums as low as $0 for Empire MediBlue Plus (HMO) in the NYC area and the Empire MediBlue Essential (HMO).
- Primary care physician (PCP) copays range from $10 to $25 and specialist copays range from $20 to $45.
- $0 copay for Medicare-covered Preventive Care.
- Maintaining the member maximum-out-of-pocket limits for Empire MediBlue Plus (HMO) in Nassau county.
Group/Union Sponsored Plans may not be impacted by most of the changes described above for the Medicare Advantage HMO plans. Our members in Group/Union Sponsored Plans will continue to have access to the same service area in 2013.

New Medicare Advantage HMO and HMO based Special Needs Plans (SNP)

New in 2013, Medicare beneficiaries in Brooklyn will have access to three new plans that include exclusive access to the CareMore health delivery system and its neighborhood Care Centers. Care Center services support primary care providers and deliver individualized support to members through preventative medicine, disease management and health education services.

Plans include a MediBlue (HMO) plan (“Empire MediBlue Local”) and two MediBlue (HMO-SNP) special needs plans designed to meet the needs of individuals who have diabetes (“Empire MediBlue Diabetes”) and COPD (“Empire MediBlue COPD”). Featured benefits include:

- No monthly plan premium
- $0 copay for PCP visit, lab test and routine X-rays
- Generic drug copays of $0 to $5, plus generic drug coverage in the coverage gap
- Optional Supplemental dental care benefits (available for an additional fee).
- Preventative benefits and disease management programs

Providers contracted with CareMore to provide services to members in these plans will receive specific information about plans, benefits, and programs.

To learn more about the CareMore Health Delivery System, visit www.getcaremore.com or call (888) 291-1358 Select Option 3, then Option 5.

Optional Supplemental Benefits (OSB)

For 2013, the Empire MediBlue Select (HMO) (in Dutchess county only) will be offering two Optional Supplemental Benefit (OSB) packages for an additional premium. These packages will allow the Medicare Advantage plan to be tailored to add additional dental and vision coverage by enrolling in an OSB package. Empire will offer the following Optional Supplemental Benefit (OSB) packages on the Empire MediBlue Select (HMO) (in Dutchess county only) plan in which members will have up to 90 days from their plan effective date to enroll.

1.) Preventive Dental Package
2.) Comprehensive Dental and Vision Package

Medicare Part D Prescription drug coverage changes (applicable to plans with Part D coverage)

For ALL MAPD Plans:

- Initial Coverage Limit (ICL) for Medicare Part D will increase from $2,930 to $2,970.
- TROOP amount will increase from $4,700 to $4,750.
Deductible:

In 2013, Empire MediBlue Freedom I (PPO), Empire MediBlue Freedom II (PPO), and Empire MediBlue Plus (HMO) (Nassau county only) will have a Part D deductible amount of $75 that will apply to it’s tier (it applies to tiers 3 & 4) drugs. This deductible will have to be met before those tier’s regular copays/coinsurance will apply.

Free First Fill:

Starting January 1, 2013, we will be discontinuing our Free First Fill program. This program was included to all members in 2012 as part of their enrollment in our plan. Under this program, when a provider prescribed a patient/member any (brand or generic) covered osteoporosis drug, the patient/member would not pay any cost sharing for their first fill of that drug from any network pharmacy, regardless of which drug payment stage the patient/member is in (including if they are still in the deductible stage, if they have one).

For ALL MAPD Plans:

- During the Catastrophic Coverage Phase: Members will pay 5% or $2.65 whichever is more for generic drugs, and members will pay 5% or $6.60 for brand drugs.
- Group/Union Sponsored Plans are not impacted by the changes described above for Pharmacy plans.

Help your patients get the best buy—each year—for their health care needs

Each year we evaluate our benefits and formulary and may make changes to update them. Formulary changes in the upcoming year include: actual formulary change, tier name changes, the tier that a drug may sit on, drug removals, and new Prior Authorization, Step Therapy and Quantity Limit requirements. Your patients experiencing formulary changes will likely want to discuss their options with you. They will need your help to ensure they get their needed treatments at the most affordable cost.

Encourage your patients to review the 2013 formulary information within their Annual Notice of Change (ANOC) mailing, or to view the information online when it is available, beginning October 1, 2012. Ask them if the coverage for any of their prescriptions has been changed, and consider alternative medications in a lower cost-sharing tier that may meets their need.

Balance Billing Reminder:

The Centers for Medicare and Medicaid Services and our plan does not allow you to “balance bill” Medicare Advantage HMO and PPO members for Medicare covered services. CMS provides for an important protection for Medicare beneficiaries and our members such that, after our members have met any plan deductibles, they only have to pay the plan’s cost-sharing amount for services covered by our plan. As a Medicare provider and/or a plan provider, you are not allowed to balance bill members for an amount greater than their cost share amount. This includes situations where we pay you less than the charges you bill for a service and includes charges that are in dispute.

Here is how this protection works.

- If the member cost sharing is a copayment (a set amount of dollars, for example, $15.00), then the member pays only that amount for any services from a network provider. Copayments may be higher for services performed by an out-of-network provider.
If the member cost sharing is a coinsurance (a percentage of the total charges), then the member never pays more than that percentage. However, the cost depends on the type of provider:

- If the member obtains covered services from a network provider, the member pays the coinsurance percentage multiplied by the plan’s reimbursement rate (as determined in the contract between the provider and the plan).

- If the member obtained covered services from an out-of-network provider who participates with Medicare, then the member pays the coinsurance percentage multiplied by the Medicare payment rate for participating providers.

- If you obtain covered services from an out-of-network provider who does not participate with Medicare, then you pay the coinsurance amount multiplied by the Medicare payment rate for non-participating providers.

- If a member obtains covered services from a provider who has opted out of Medicare, then the plan will not pay for these services, and depending upon the circumstances, the member may be liable for the entire amount.

Employer Group Retiree changes

Employer or Union Sponsored Group Medicare Advantage plans may not be impacted by most of the changes to services area and benefits described above. For Employer or Union Sponsored Group members, please refer to the members Evidence of Coverage or call Provider Services at the number on the back of the member ID card for more benefit details.

Providers should reference the member's ID card for changes at every visit to help ensure proper billing. You can also assist your patients by passing on any ID card prefix or benefit change information to any ancillary providers who will be asked to serve your patient.

Medicare Advantage: The Annual Wellness Visit

What Providers Should Know

The Annual Wellness Visit (AWV) was a new benefit effective on all plans January 1, 2011. Beneficiaries new to Medicare will continue to be covered under the once in a lifetime “Welcome to Medicare” exam. However, now all beneficiaries are covered for the AWV every 12 months.

What codes are billed for the AWV?

For the first visit, providers should bill G0438 for the AWV which includes the Personalized Prevention Plan Service. Thereafter, providers should bill G0439 for the AWV and Personalized Prevention Plan Service, subsequent visit.

Routine Physical Exams and the Annual Wellness Visit

Medicare Advantage plans may offer extra supplement benefits that could include a routine physical exam. Providers should check with the plan to confirm if this is an extra benefit on the member’s plan before billing. The codes for the routine physical (under preventive services) include: CPT code range 99381 through 99397. These codes are not covered by original Medicare and may not be an extra benefit on the member’s plan.
However, all Medicare Advantage plans cover the AWV. Members are encouraged to use this annual benefit as one way to help assess current health status and future needs.

**What if additional services are provided at the same time as the AWV?**

If other evaluation and management services are provided in conjunction with the AWV, use CPT Modifier 25 (Significant, separately identifiable evaluation and management service by the same physician on the same day of the procedure or other service) as appropriate.

**Prior authorization updates for Medicare Advantage Plans.**

A list of the 2013 prior authorization requirements will be posted in December to the Medicare Advantage Provider Portals. Please reference the document: *Medicare Advantage 2013 Precertification Requirements*, for the list of precertification requirements. The most current list of Precertification Requirements can be found at [www.empireblue.com/medicareprovider](http://www.empireblue.com/medicareprovider).

Please visit our website at [www.empireblue.com/medicareprovider](http://www.empireblue.com/medicareprovider) for more detailed product information or contact Provider Services at the number on the back of the member’s ID card. You can find important Medicare Advantage updates in the Plan & Administrative Changes/Update section. Contact your provider representative for participation details for our contracted plans.