

# Professional Network News

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## Announcements

### The 2009 Provider Relationship Survey

Your opinion matters. The annual Provider Relationship Survey will be conducted during September and October. Providers and Office Managers will be randomly selected and will receive the Provider Relationship Survey by mail. The survey can be completed online by using the link provided in the survey packet, or you may return surveys by mail. Your input is essential in identifying the key areas for improvement in our business and your experience. Please watch for the survey, and take a few moments to provide us with your valuable feedback.

### Reminder: Effective October 6, 2009 all ProviderAccess® user accounts will no longer receive paper remittances

As of June 20, 2009, Anthem Blue Cross began posting your remittances on ProviderAccess®. All ProviderAccess® users with rights to view claims data online, automatically have remittance viewing access. At your convenience, you'll be able to view and save your remittances in a protective PDF format.

*(continued on page 2)*

**(Reminder: Effective October 6, 2009 all ProviderAccess® user accounts will no longer receive paper remittances continued from page 1)**

Benefits to accessing on-line remittances:

- Makes business administration more effective and reduces the volume of paper remittances
- Provides a PDF version of the complete paper remittances you receive today in the mail, for issue dates starting June 20, 2009
  - There are exclusions which include but are not limited to: Federal Employees Program (FEP) members, California Public Employees' Retirement System (CalPERS), some Third Party Administrator (TPA) accounts
- Offers access to remittances up to 18 months after the issue date, beginning June 20, 2009
- Gives you more timely access to remittance data
  - No postal delays
  - Access availability is 24 hours a day/7 days a week
- Allows multiple ProviderAccess® staff users real-time access to your remittances
- Lets you search by Issue Date, Check Number, and Paid Amount

Accessing your on-line remittances is quick and easy:

- Access will be through the Claims Tab of ProviderAccess®
- Enter your search criteria and a summary list of available remittances will display
- Click on the link to obtain the desired remittance
- View and save the PDF remittance displayed

As of October 6, 2009, ProviderAccess users *no longer* receive mailed paper remittances; this excludes FEP members, CalPERS, some TPA accounts. Now you have the capability and control to view and save your online remittances anytime!

Comments? Questions? Contact **Prov. Communications@wellpoint.com**.

## Incentives help advance adoption and use of Health Information Technology

Healthcare reform is one of the most important topics in our nation right now. One area that has gained universal acceptance is the role of Healthcare Information Technology (HIT) as a foundational building block to shape and advance the future of health care. The Medicare Improvements for Patients and Providers Act (MIPPA) authorized a new incentive program for eligible professionals who are successful electronic prescribers; starting in 2009, they would receive incentive payments from Centers for Medicare and Medicaid Services (CMS). The Health Information Technology for Economic and Clinical Health (HITECH) Act, which was passed in February 2009, designates \$36 billion for electronic health records. Starting in 2011, these funds will be channeled to providers through Medicare and Medicaid programs to advance their adoption and use of HIT.

The Act provides incentive payments to physicians, hospitals and nursing facilities to adopt and implement HIT, including electronic health records ("EHRs). It will also eventually provide disincentives to those who are slow to adopt HIT. Anthem Blue Cross offers a range of HIT solutions, including several that are free to all physicians in our network who recognize different needs for physician practices and the opportunity to use HIT to improve care quality, efficiency, care coordination and disease prevention while reducing medical errors.

## FAQ: Medicare Recovery Audit Contractors

### What are RACs?

- Recovery Audit Contractors (RACs) detect and correct past improper payments so that the Centers for Medicare and Medicaid Services (CMS) and Carriers, Fiscal Intermediaries and Medicare Administrative Contractors (MACs) can implement actions that will prevent future improper payments.
- RAC legislation is part of the Medicare Modernization Act and Section 306 required the three year RAC demonstration.
- The Tax Relief and Healthcare Act of 2006, Section 302 requires a permanent and nationwide RAC program to be in place no later than 2010.
- Both statutes gave CMS the authority to pay the RACs on a contingency fee basis.

### What does an RAC do?

- RACs review claims on a post-payment basis.
- RACs use the same Medicare policies as Carriers, Fiscal Intermediaries and MACs: National Coverage Determinations (NCDs), Local Coverage Determinations (LCDs) and CMS manuals.
- There are two types of reviews: Automated (no medical record required) and Complex (medical record is required).
- RACs will not be able to review claims paid prior to October 1, 2007.
- RACs will have the ability to look back three years from the date the claim was paid.
- RACs are required to employ a staff of nurses, therapists, certified coders and physician CMDs.

### What is different?

- A demand letter is used by the RAC.
- The RAC will offer the provider an opportunity to discuss the improper payment determination (this is outside the normal appeal process).
- Issues reviewed by the RAC will be approved by CMS prior to the widespread review; approved issues will be posted to an RAC website before widespread review.

### What are a provider's options?

- Pay by check if you agree with the RAC's determination.
- Allow recoupment from future payments.
- Request or apply for an extended payment plan.
- File an appeal if you do not agree with the findings.

### What benefits can RACs provide?

- Providers can avoid submitting claims that do not comply with Medicare rules.
- CMS can lower its error rate.
- Taxpayers and future Medicare beneficiaries are protected.

### Will RACs affect me?

- Yes, if you bill fee-for service programs your claims will be subject to review by the RACs.

### When will I be affected?

- The expansion schedule can be viewed at [cms.hhs.gov/rac](http://cms.hhs.gov/rac).

### What can providers do to prepare for the RACs?

- Look to see what improper payments have been found.
- View the RAC overview at: [cms.hhs.gov/RAC/01\\_Overview.asp#TopOfPage](http://cms.hhs.gov/RAC/01_Overview.asp#TopOfPage).
- Permanent findings are listed on RAC websites. Demonstration findings: [cms.hhs.gov/rac](http://cms.hhs.gov/rac).
- Look to see what improper payments have been found in the Office of Inspector General (OIG) at: [oig.hhs.gov/reports](http://oig.hhs.gov/reports).
- Look to see if improper payments have been found in Comprehensive Error Rate Testing (CERT) reports at: [cms.hhs.gov/cert](http://cms.hhs.gov/cert).

### Fraud, Waste and Abuse Training for delegated and downstream providers

The Centers for Medicare & Medicaid Services (CMS) requires Medicare Advantage plan sponsors to have policies and procedures to identify and address fraud, waste and abuse (FWA) in the delivery of health care services through the Medicare Advantage benefit. This regulation can be found within the Federal Code of Regulations, title 42 parts 422.503 and 423.504. CMS also requires Medicare Advantage plan providers to have a procedure in place to facilitate pharmacy fraud, waste and abuse training and education for vendors and providers.

In accordance with these CMS stipulations, Anthem Blue Cross and its subsidiaries require vendors and providers to train employees in FWA. Many physicians and provider groups may be using a training program developed internally by corporate headquarters or by their state's medical association.

If your practice does not have a training program, the National Health Care Antifraud Association (NHCAA), in conjunction with the Blue Cross Association (BCA), has launched an online Fraud, Waste and Abuse General Compliance Training Course. This course was developed in collaboration with LearnSomething, Inc., a leading producer of customized,

multimedia training and learning management solutions. This online training program was specifically developed to help Medicare Advantage first tier and downstream contractors meet CMS compliance requirements. You can access the online training via the course portal at [wellpoint.learnsomething.com](http://wellpoint.learnsomething.com). This course is reasonably priced, with volume discounts available, and can be purchased through the above link.

Every provider and vendor that administers services to Medicare Advantage beneficiaries must complete a Fraud, Waste and Abuse training by December 31, 2009 and annually thereafter. You're only required to take training once a year to satisfy the CMS requirement for all insurers.

In an effort to collect physician and provider group data regarding the FWA training, we're diligently working to implement an attestation statement program for all providers and groups who have an internal FWA training program. Once this program is initiated, we'll post additional instructions on our website.

Additional information is available on [anthem.com/ca](http://anthem.com/ca). Please be sure to check back for updates to this CMS-required Fraud, Waste and Abuse training.

## Billing

### New non-contracting Ambulatory Surgery Center fee schedule

Anthem Blue Cross expects to begin paying non-contracting Ambulatory Surgery Centers (ASC) according to an established customary and reasonable (C&R) fee schedule for dates of services on or after June 20, 2009.

The new fee schedule was developed to provide a straightforward methodology which is consistent with applicable California regulatory requirements for the reimbursement to non-contracted facilities in California.

### Federal subscriber ID on CMS/UB paper submitted claim forms

Sometime in the fall of 2009, Anthem will only accept a Federal subscriber ID in the valid format: R followed by eight digits (e.g., R12345678) on CMS/UB paper submitted claim forms. The system has been set up to prohibit a Federal Subscriber ID with an invalid format. Paper claims submitted with a Federal Subscriber ID that is invalid will be rejected for "member not found." The paper claim must be resubmitted with a corrected Federal Subscriber ID.

#### Rules for Federal Subscriber ID

**CMS1500 claim:** *Form Location 1a, Insured's ID Number* – Must be the letter R followed by eight digits (e.g., R12345678).

**UB04 claim:** *Form Location 60 a, b, c, Cert. SSN. HIC. ID Number* – Must be R followed by eight digits (e.g., R12345678).

Common examples of an invalid Federal Subscriber ID that our system will reject for "member not found":

- R followed by less than eight digits (R1234567)
- R followed by greater than eight digits (R123456789)
- For CA only: R followed by greater than eight digits (e.g., 12345678FM1, R12345678FD1)
- Federal Subscriber ID followed by a three-digit enrollment code (e.g., R12345678104)
  - R12345678104 (104 is an enrollment code and should not be submitted as part of the Federal Subscriber ID)
  - R12345678105 (105 is an enrollment code and should not be submitted as part of the Federal Subscriber ID)
  - R12345678111 (111 is an enrollment code and should not be submitted as part of the Federal Subscriber ID)
  - R12345678112 (112 is an enrollment code and should not be submitted as part of the Federal Subscriber ID)
- Federal Subscriber ID preceded by three zeroes (000R12345678)
- R followed by alpha O: RO1234567 (O=alpha)
- CMS claim with a valid Federal Subscriber ID submitted in the Other Insured ID, 9a

### Important notice: Change to remittance advice for Federal Employee Program

Anthem Blue Cross has implemented changes that impact payment reversals for members enrolled in the Anthem Blue Cross Benefit Plan, also called the Federal Employee Program (FEP). Beginning July 17, 2009, Anthem began to show all dollar amounts for reversals as negative amounts on the paper remittance advices/payments for FEP claims. Reversals may include retractions, voids and adjustments. A new claim will be issued for adjusted amounts. This change makes FEP consistent with other lines of business.

In addition, the units paid will now appear on the remittance advice, except for outpatient facility claims which will still default to one unit. If present, the procedure code modifiers will also appear. Any codes and explanations for denials will appear at the bottom of the remittance. Similar changes have been made on the electronic (835) remittance.

If you have any questions, please contact your local Anthem Blue Cross Customer Service.

### Triple-S acquires La Cruz Azul's managed care portfolio

Triple-S Management Corporation, the Blue Shield licensee in Puerto Rico, has signed a Definitive Agreement to acquire certain managed care assets of La Cruz Azul de Puerto Rico, Inc. (Blue Cross of Puerto Rico).

Triple-S requested approval from the Blue Cross and Blue Shield Association's Board of Directors for the transfer of the licensing rights to the Blue Cross brand in Puerto Rico and the Blue Cross and Blue Shield brands in the US Virgin Islands. The closing date of the acquisition was July 1, 2009.

### Transition of La Cruz Azul membership

All La Cruz Azul membership was enrolled with Triple-S effective July 1, 2009. Because of the acquisition, providers should no longer accept Blue ID cards with these alpha prefixes: ZTA, ZTB, ZTC and ZTD.

### Claims run-out period for La Cruz Azul

The claims run-out period for La Cruz Azul as a Par/Host and Control/Home Licensee is now through December 31, 2009. Institutional services incurred in Puerto Rico on or before June 30, 2009, will be processed through BlueCard by La Cruz Azul just as they are today. Professional and Institutional services incurred in Puerto Rico on or after July 1, 2009, will be processed through BlueCard by Triple-S. Members will continue to use the BlueCard Program for access to Professional and Institutional Puerto Rico providers supported by Triple-S. Provider information remains available through both the Blue National Doctor & Hospital Finder and **1-800-810-BLUE**.

### Processing requirements for La Cruz Azul members

La Cruz Azul members who receive services from providers outside of the Puerto Rico service territory, but within another Blue Plan's service territory on or before June 30, 2009, will be processed through BlueCard. Any claim received on or after January 1, 2010, regardless of the date of service, will not be processed through ITS.

### Transition for the U.S. Virgin Islands

Effective July 1, 2009, Triple-S assumed responsibility for processing U.S. Virgin Islands Host claims. Additional information was communicated under separate cover regarding changes to the Plan Code and Station Code.

### Claims run out period for U.S. Virgin Islands

The claims run-out period is now thru January 31, 2010. Services incurred in the U.S. Virgin Islands on or before June 30, 2009, will be processed through BlueCard by Independence Blue Cross just as they are today. Services incurred in the U.S. Virgin Islands on or after July 01, 2009, will be processed through BlueCard by Triple-S.

### Claims submission and processing for services rendered to Boeing Company

Regence BlueShield, located in Seattle, Washington, is the administrator of medical benefits for Boeing Company employees and their dependents who reside and/or receive services in California.

The following information is provided to expedite claims processing and to help you with other inquiries regarding Boeing patients covered by Regence BlueShield.

- Regence BlueShield determines the benefits and services covered by the member's plan. Information regarding the benefits can be found on their public website at **regence.com/Boeing**.
- Provider claims submission and processing guidelines are determined by your contract with Anthem BlueCross.
- For services not specifically addressed by the member's plan, benefits are determined by Regence BlueShield. Regence's Medical Policies can also be found on their website at **regence.com/Boeing**.

From the home page, select Regence Medical Policies from the Other Regence Sites drop down menu. If you are unable to locate a policy for a specific service, contact Regence BlueShield customer service at the phone number listed below.

- For physical, speech, occupational or neurodevelopment therapy services, please submit the prescription from the ordering physician with the initial therapy claim(s) and fax the prescription directly to the Regence BlueShield Boeing Correspondence department at **877-663-7526**. Please include the member ID number with your fax.
- Submit all claims to Anthem Blue Cross. When submitting claims for services, please make sure to include the alpha prefix and the member's ID number from the member's ID card to facilitate correct processing through the Interplan Teleprocessing Services (BlueCard Program) of the BlueCross BlueShield Association.
- When submitting a corrected claim, it must be done via paper (rather than electronically) and needs to include a copy of the Claim Action Request Form. It should be sent to Anthem Blue Cross at:  
  
Attn: BlueCard Dept  
PO Box 60007  
Los Angeles, CA 90060
- Regence BlueShield customer service is available from 6 am to 5 pm PT at **800-422-7713** to assist with any benefit or eligibility questions. Anthem Blue Cross is available for any provider contract or payment related questions.

# Program

## Update: Modification to Transplant Centers of Medical Excellence Network

Effective July 1, 2009, on renewal, Anthem Blue Cross expanded services in the transplant Centers of Medical Excellence (CME)<sup>1</sup> Network to include:

- Kidney Transplant
- Pancreas Transplant

The intent of this initiative is to monitor kidney and pancreas transplant quality and provide quality oversight to facilities. Specifically, this program will:

- Ensure that outcomes for kidney and pancreas transplants receive the same level of review as all transplants covered in our network
- Oversee that living donors receive the same level and quality of care as the recipient
- Monitor pancreas transplant quality (as the procedure often follows a kidney transplant)

### Impacted business segments include:

Business Segment	Effective date
Small Group	7/1/2009
Large Group PPO	7/1/2009
Large Group HMO	10/1/2009
Individual	7/1/2009

### Facilities designated as Anthem Blue Cross Kidney Centers of Medical Excellence are:

*Anthem Blue Cross Kidney CME Network  
\*As of May 1, 2009*

- California Pacific Medical Center
- Cedars-Sinai Medical Center
- Childrens Hospital Los Angeles
- Loma Linda University Medical Center
- Lucile Salter Packard Children's Hospital

- Rady Children's Hospital and Health Center
- Riverside Community Hospital
- Sharp Memorial Hospital
- St. Joseph Medical Center- Orange
- Stanford Hospital and Clinics
- UCLA Medical Center
- UCSF Medical Center
- University of California Davis Medical Center
- University of California San Diego Medical Center
- USC University Hospital

\* The composition of this Network is not static and may change over time

### Facilities designated as Anthem Blue Cross Pancreas Centers of Medical Excellence are:

*Anthem Blue Cross Pancreas CME Network  
\*As of May 1, 2009*

- California Pacific Medical Center
- Loma Linda University Medical Center
- UCLA Medical Center
- UCSF Medical Center

\* The composition of this Network is not static and may change over time

Members in the course of treatment for stand-alone kidney or pancreas transplant at non-CME facilities at the time the kidney and pancreas CMEs become effective will be offered the option to maintain their status at the facility or move to a CME. Members on waiting lists will maintain their status on the waiting list according to UNOS policy and will be assisted in transitioning their care to a CME. If you currently have an Anthem Blue Cross Member either in the course of treatment or on the waiting list for a kidney or pancreas transplant, please contact Anthem Blue Cross's Clinical Transplant Coordinators at **888-574-7215**.

If you would like information on other CME programs (such as transplant services for other organs including heart, liver or lung for example) or would like to make a suggestion for us

to consider extending CME network participation to qualified providers who are not currently part of our CME network, you may also contact the Anthem Blue Cross Clinical Transplant Coordinators at **888-574-7215**.

Note: Designation as an Anthem Center of Medical Excellence in Kidney or Pancreas (as the case may be) Transplant means these facilities' overall experience and aggregate data met objective criteria established in collaboration with expert clinicians' and leading professional organizations' recommendations. Individual outcomes may vary.

1 The Kidney or Pancreas CME (as the case may be) applies to all products offered by the Plan in which the member benefit includes a specific CME benefit or where a provider contract requires the provider to refer to a CME facility. Please check the member benefit or provider contract for details.

## Journey Forward helps cancer survivors move ahead

Thousands of people surviving a cancer diagnosis may benefit from Journey Forward, a program created by WellPoint, the UCLA Cancer Survivorship Center, the National Coalition of Cancer Survivorship (NCCS) and Genentech. The Journey Forward collaborative has made their materials available to Anthem Blue Cross and its members and providers.

Journey Forward emphasizes the importance of using Survivorship Care Plans to promote coordination of care and enhance overall post cancer treatment care for survivors. Journey Forward offers a user-friendly electronic tool (adapted from ASCO guidelines) for health care providers to generate Survivorship Care Plans and materials for patients to participate in the process. While Journey Forward materials and tools are currently targeted for survivors of breast and colon cancers, efforts are currently underway to expand these tools to address all cancer types. This added expansion is scheduled for the end of 2009.

This first-of-its-kind program was created in response to recommendations by the Institute of Medicine, published in the November 2005 report "From Cancer Patient to Cancer Survivor: Lost in Transition," which stated that "the consequences of cancer and its treatment are substantial" and largely unmet. The report indicates that many cancer survivors are "lost in transition" from active treatment to survivorship, with few clues about how to manage their follow-up care.

For more information about Journey Forward or to download tools for free, please visit [JourneyForward.org](http://JourneyForward.org). For comments and questions, please write to Journey Forward at [info@journeyforward.org](mailto:info@journeyforward.org).

### Anthem Care Comparison tool selected as a national transparency solution

The Blue Cross and Blue Shield Association (BCBSA) has selected Anthem Care Comparison as its platform for a national transparency solution for all Blue plans. The BCBSA will use the treatment categories and cost methodology as the core component for its consumer-facing online cost estimation tool. The tool will be referred to as Care Comparison by the BCBSA.

The BCBSA's adoption of Care Comparison as the Blues' system-wide methodology for provider data transparency is the organization's latest effort to give members the information they need to make the best health care decisions. The BCBSA will continue to refine and enhance the transparency tool under the guidance of the Care Comparison Steering Committee, which will include representatives from Blue plans across the country.

This arrangement enables the BCBSA, our affiliated Blue plans and other Blue plans to continue to work with physicians and facilities to give members meaningful health cost data.

In turn, members can make more informed choices about their health and health care spending. The tool will be customized to reflect the local ownership and health plan in each state, but members will have access to the same information from all states involved with the program.

### Taking Action Together Alliance addresses diabetes in communities

More than in the past, individuals with diabetes living in the Inland Empire are getting important blood sugar screenings (A1C). According to Anthem data of privately insured customers for 2005 to 2007, however, they continue to have the lowest blood sugar screening rates of the major metropolitan areas in California,

Anthem Blue Cross is addressing this problem in an innovative manner. We're collaborating with Merck & Co., Inc. and the American Diabetes Association (ADA) in California's Riverside and San Bernardino counties, to improve diabetes awareness and provide educational opportunities in the workplace and the community. The objectives of this alliance, called **Taking Action Together...Improving Diabetes Care in Our Community**, are to:

- Align health care stakeholders who are caring for those with diabetes in the communities they serve
- Address health care disparities in populations with diabetes
- Increase community engagement around diabetes and foster collaboration
- Provide innovative diabetes solutions that will shape tomorrow's health care
- Evaluate for continuous quality improvement (QI) and efficacy

Our goal is to reduce the impact of this potentially deadly disease on our members, their families and the community. We specifically focused our efforts on the Inland Empire, as there are some real opportunities to

help large numbers of people improve their lives through screenings as well as education about the steps they can take to manage diabetes now and into the future.

Because some patients may not readily have access to the education they need, free diabetes workshops will be conducted at community centers and worksites throughout the Inland Empire. The workshops, which are offered in English and Spanish, are led by Certified Diabetes Educators and cover a full range of diabetes topics, including healthy eating, blood glucose monitoring, myths versus facts, the natural course of diabetes and possible complications. The sessions let patients interact and compare experiences with other people who have diabetes. These free workshops are not limited to only Anthem Blue Cross members; they're open to any patients who express interest and meet your criteria.

Below is a summary of the activities we have planned for patients with diabetes in the Inland Empire in the near future:

Date	Location
10/14/2009	Redlands
10/19/2009	Rialto (Spanish)
10/20/2009	Ontario (Spanish)
10/22/2009	Hemet (Spanish)
10/29/2009	Hemet
11/5/2009	Corona (Spanish)
11/10/2009	Temecula
11/18/2009	Sun City
11/28/2009	Redlands
December	TBD

Please encourage your patients with diabetes to take advantage of this learning opportunity. Patients can call **1-877-445-6876** to enroll in a community diabetes workshop. If you have any questions or would like more information about the Taking Action Together Alliance, please contact Tracy Wang at **818-234-4709** or [tracy.wang@wellpoint.com](mailto:tracy.wang@wellpoint.com).

## Anthem Blue Cross and Alere® offer comprehensive cancer management program

Alere, an un-affiliated healthcare company, has an oncology program that's one of the most comprehensive cancer management programs in the industry. We offer this program in conjunction with Alere, and it's branded as an Anthem Blue Cross product to our members.

With Alere's team of experienced medical, radiologic and surgical oncologists, and a patient-centric primary nurse model, the program is focused on helping to reduce unnecessary hospitalizations, readmissions and ER visits. Nurses provide education, monitoring and support to participants through scheduled telephone contacts. With its integrated and personalized approach, the program facilitates oncology care by:

- Managing physical and psychosocial aspects of the disease and its treatment
- Coordinating care among providers and settings in an effective and efficient way

Alere care management nurses have an average of 13 years experience in oncology or related care settings. They use system-embedded industry guidelines derived from ASCO, NCI, and NCCN. The guidelines help reinforce physician treatment plans for over 200 sites and stages of cancer.

For members meeting certain risk criteria, an in-person visit by an Alere nurse is available to assess the care environment for safety and support, and to consult with the member and caregivers to optimize symptom management.

Members referred to the Oncology program must be:

- Enrolled in a Anthem Blue Cross Medicare Advantage Product
- Be at least 18 years old

- Diagnosed with cancer and undergoing active treatment or planning to undergo treatment

Please call the appropriate number when making a referral:

- Anthem Blue Cross Condition Care Program: **866-537-2034**

## NextRx launches call center program to help improve outcomes for Medicare Part D members

### Overview

On June 15, 2009, NextRx launched the 2009 Medication Therapy Management (MTM) Comprehensive Call Center program. The call center is one component of MTM, which is a suite of CMS-mandated programs for health plans that sponsor Medicare Part D. MTM aims to help improve outcomes and help reduce adverse events for Medicare Part D members.

The Comprehensive Call Center is a pharmacist-based case management initiative for a subset of MTM members who are most at risk for adverse drug events. The purpose of the call center is to identify and help reduce medication-related problems in the elderly. It's part of the enhanced MTM program offering.

### How it works:

Pharmacists call customers for a comprehensive medication review

Pharmacists review medical and pharmacy data, along with information collected directly from the customer

The pharmacists then make recommendations to the customer and physician

NextRx outsources this program to The University of Arizona Medication Management Center, which performs the reviews and phone calls. The outreach includes one comprehensive review each year. Pharmacists also receive and review customer data on

a monthly basis and make follow-up phone calls if necessary.

### Key Benefits

**Members:** The phone calls give participating members the opportunity to counsel one-on-one with a pharmacist. Pharmacists can answer questions over the phone and provide counseling and support. Further, members will receive the tools they need to discuss appropriate medication use with their physicians. Pharmacists also make cost savings recommendations when appropriate, which could help members save money.

**Employers:** By allowing a medication expert to work with high-risk Medication Therapy Management (MTM) participants, the program can help identify and prevent medication-related problems – and that can help lower employers' overall cost of care.

**Brokers/Consultants:** This initiative provides an effective process to help manage members at risk for adverse drug events. It is a value-added program.

**Physicians/Pharmacists:** Since the comprehensive medication review is done over the phone, the program allows retail pharmacists to provide more targeted education at the point of sale, in a short amount of time. This program will also alert physicians of medication issues.

**More than 200,000 people die and another 2.2 million are injured each year due to medication-related problems. Adverse drug reactions are between the fourth and sixth leading cause of death.<sup>1</sup>**

**In the community population, medication-related problems cost \$177.4 billion annually – a 57 percent increase in the last five years.<sup>2</sup>**

1 Ernst and Grizzle 2001; Lazarou et al. 1998). Ernst F. R., Grizzle A.J. Drug-related morbidity and mortality: updating the cost-of-illness model. J Am Pharm Assoc 2001;41:192-9; Lazarou J., Pomeranz B.H., Corey P.W. Incidence of adverse drug reactions in hospitalized patients: a metaanalysis of prospective studies. JAMA 1998;279:1200-5.

2 Ernst and Grizzle 2001; Ernst F. R., A. J. Grizzle. Drug-related morbidity and mortality: updating the cost-of-illness model. J Am Pharm Assoc 2001;41:192-9

## Update: Shared Savings Program

Anthem Blue Cross' Shared Savings Program continues to elicit the cooperation and response from Medical Groups/IPAs seeking to decrease cost and deliver affordable health care for our members, providers and employers. The program is its second year of recognizing Medical Groups/IPAs who seek to improve their performance and change utilization behavior in Inpatient Medical-Surgical/Skilled Nursing Facilities, Outpatient Surgery and Emergency Room visits. In June 2009, Anthem Blue Cross paid out an average of over \$200,000 to qualifying Medical Groups/IPAs for measurement year 2008.

Anthem Blue Cross gives annual incentive payments to those Medical Groups/IPAs participating in the Shared Savings Program who meet certain performance measurements in Inpatient Medical-Surgical/Skilled Nursing Facilities, Outpatient Surgery and Emergency Room visits. Since its first payout in 2007, Anthem has paid over \$20 million dollars to Medical Groups/IPAs who have met the measurements and are participants in the Shared Savings Program. Support by network physicians and Medical Groups/IPAs continues to grow: We experienced an increase of 46% in participation in the Shared Savings Program in 2008 from the previous year.

Medical Groups/IPAs have steadily experienced improvement in several areas as compared to last year. The most significant change in 2008 has been an increased utilization of cost efficient and effective outpatient surgery facilities such as Ambulatory Surgery Centers (ASC). Furthermore, in 2008, more Medical Groups/IPAs received payouts based on their performance in the Inpatient Medical-Surgical/Skilled Nursing Facilities measurement.

As Anthem Blue Cross heads towards its fourth year of the Shared Savings Program, we're looking at different ways to improve the Shared Savings Program. Significant changes in utilization by participating Medical Groups/IPAs continue to promote our support of this program. In 2009, we hope to continue to encourage change in utilization patterns among our networks to achieve quality of care and affordability for our members.

## Guidelines

### Workers' Compensation update: Medical Treatment Utilization Schedule

The Medical Treatment Utilization Schedule (MTUS) is a compilation of evidence-based documents which constitute the basis upon which injured workers' treatment requests are evaluated. So far, the MTUS has been comprised of the American College of Occupational and Environmental Medicine (ACOEM) Treatment Guidelines, second edition (2004) and the Acupuncture Medical Treatment Guidelines.

As of July 20, 2009, the DWC added a revised Elbow chapter from ACOEM (revised 2007), a Post Surgical Treatment Guideline and a Chronic Pain Management Guideline to the MTUS.

Please visit us at [www.wcs.anthem.com/ca](http://www.wcs.anthem.com/ca) for further information on this new regulation and to obtain copies of the documents.

## NEW! Federal Mental Health Parity Legislation to take effect

On October 3, 2009, the Federal Mental Health Parity (MHP) and Addiction Equity Act, becomes effective. This Act requires employers offering fully insured and self funded group health plans of 51 or more employees that include coverage for mental health (MH) and/or substance abuse (SA) benefits, to provide "parity" or equal coverage for those benefits with medical and surgical benefits. The legislation does not require employers to offer MH or SA benefits if they are not already offered. However, certain state laws may require plans to offer MH and/or SA benefits.

Federal MHP applies to new plans on or after October 3, 2009. For existing plans, Federal MHP takes effect for plan years which start on or after October 3, 2009. MHP applies to all specified plans, whether based inside or outside of California (CA).

### The differences between Federal MHP and California MHP

It is important to note that individual and small group plans not covered by Federal MHP may still be covered by California MHP.

For plans covered by Federal MHP, co-pays, co-insurance and deductibles for MH and SA conditions will be equal to or better than those of the member's medical benefits, and limits for visits, days covered, and out-of-pocket maximums will be equal to or better than the member's medical benefit limits.

For plans only covered by CA MHP, co-pays, co-insurance and deductibles for specifically defined MH conditions will match those of the member's medical benefits. Limits for visits, days covered, and out-of-pocket maximums for those specifically defined MH conditions will also match the member's medical benefit limitations.

Federal MHP	California MHP
Mental Health and Substance Abuse conditions are included	Substance Abuse and some Mental Health conditions are not included

### How will I know which members have MHP benefits?

Continue to call the customer service number on the member's identification (ID) card to confirm benefits, eligibility, and authorization requirements and ask if Federal or State MHP benefits apply. Since not all conditions are covered by California MHP, and since some plans will not be changed to comply with Federal MHP until as late as October, 2010, it is important you confirm benefits, eligibility, and authorization requirements for each member with Customer Service. In addition, some members may have medical benefits through Anthem Blue Cross, and coverage for MH and/or SA through another carrier. Call the number on the member's ID card for the other carrier to confirm MH and SA benefits and eligibility, and ask if Federal or State MHP applies.

### Contract questions

Federal MHP does not mandate changes to the allowable reimbursement as indicated in your *Anthem Blue Cross Prudent Buyer Plan Participating Physician Agreement*. If you have a Mental Health Contract call **800-728-9493** option 1. If you have a Prudent Buyer Contract please call **800-933-6633**.

## Network

### Provider Network Education 2009 Seminars and e-Solutions

The Network Education team develops, delivers and supports quality educational programs and materials for the staff of physicians, hospitals, medical groups, ancillary and other health care professionals. Our education programs offer 'blended learning', combining face-to-face and web-based opportunities. Spring and Fall seminars are offered to all contracted providers throughout California.

#### Seminars – Spring and Fall

Our Spring **'Solutions on Site'** [S.O.S.] seminars are interactive and offer tips, process improvements and best practices. Topics of interest are: Provider Disputes, Operations Manual navigation, ProviderAccess® navigation, Revenue Cycle, Timely Filing, Overpayment Adjustments, Out-of-State/BlueCard, e-Solutions, and more. These seminars are offered in fourteen different locations throughout California in May and June.

Our Fall **'Talk-Table'** seminar demonstrates 'Time Well Spent'. These seminars are offered in thirteen different locations throughout California in October and November. It is an opportunity for you to meet and talk with key advocates within Anthem Blue Cross and engage in an 'information exchange.' You will receive current information on changes and enhancements taking place at Anthem Blue Cross as well as materials relevant to the seminar topics. Some of the discussion topics are: Provider Satisfaction Survey, McKesson Claim Edits, ICD10, Provider Dispute Resolution, Medical Management and more. For locations and registration information, log on to the Anthem Blue Cross website: <http://www.anthem.com/ca/home-providers.html>.

In the Spotlight section, click on the '2009 Provider Education Seminars'

link, which takes you to the Provider Network Education landing page. Click on the 'Fall 2009' link in the 'Seminars' column. We look forward to seeing you! Register early! Space is limited!

#### e-Solutions

The following web-based learning opportunities are available 24/7 from your own office and personal computer:

- **Reference Tools and Jobaids** on a variety of subjects are now available on the Provider Network Education landing page in the 'Quick Reference Tools and Jobaids' link. The documents will display in pdf format and can be viewed, saved or printed.
- **On-Demand e-Courses** offer a self-paced instruction environment. Currently there are six ProviderAccess® e-Courses available for you to take. To register for an e-Course, click the 'Registration' link on the Provider Network Education landing page.
- **Webinars** offer 'live' interactive sessions conducted remotely through the internet and facilitated by the Network Education team. Currently the topic covered is about our provider portal, ProviderAccess®. The webinar schedule and topics are located on the Provider Network Education landing page. If you are interested in attending a webinar, send an email to [network.education@wellpoint.com](mailto:network.education@wellpoint.com).

#### Questions?

E-mail: [network.education@wellpoint.com](mailto:network.education@wellpoint.com)

Phone: **818-234-1016**

Fax: **818-234-8959**

## The Rapid Update provider e-mail communication is now available – and it's at no cost

Connecting with Anthem Blue Cross and staying informed will be even easier, faster and more convenient. Important “need-to-know” provider updates are a click away.

Rapid Update is our latest web-based tool for sharing vital information. It features short topic summaries and links that let you dig deeper into timely critical business information, but only when necessary. You'll receive:

- Important website updates
- System changes
- Fee schedules
- Medical Policy updates
- Mailed communications
- ....and more!

It's easy to register. Just go to [anthem.com/ca](http://anthem.com/ca), choose “Provider” and enter. Select the tab “Provider Home” and scroll down to select “Network – eMail Rapid Updates.” Fill in your e-mail address and contact info and choose “Submit.” Then keep an eye on your e-mail.

## Network leasing arrangements disclosure

Anthem Blue Cross has network leasing arrangements with a variety of organizations, which we call “other payors.” Other payors and affiliates use the Anthem Blue Cross network. Under the terms of your provider agreement, members of these other payors and affiliates are treated like Anthem Blue Cross members. As such, they are entitled to the same Anthem Blue Cross billing considerations, including discounts and freedom from balance billing.

An alphabetical listing of these other payors is included below. If you have questions about claims and eligibility, they can be answered using ProviderAccess® (<https://provider2.anthem.com/wps/portal/ebpmybcc>). Medical Management protocols and policies for these members are administered according to our medical policy.

### A

A.L. Gilbert Company  
Access Nurses Corp  
Acer America Corporation  
Axiom Corporation  
Advanced Bionics LLC  
Advanstar Communications, Inc.  
Advantage Sales & Marketing  
Aecom Technology Corporation  
Aerovironment, Inc.  
Affinity Bank  
Aftra Health Fund  
Aggregate Industries, Inc.  
Alameda Hospital  
Allen Matkins Leck Gamble & Mallory  
Allergan, Inc.  
Allianz Global Investors  
Alpine/CA CMSP  
Alta Bates Summit Medical Center  
Alum Rock Union Elementary School District  
Aluminum Precision Products, Inc.  
Alvord Unified School District  
Amador/CA CMSP  
American Hospital Mgt Corp DBA  
Ameristar Casino  
Anacomp Inc.  
Anaheim Union High School District  
Anchor Blue Retail Group  
Anchor Brewing Company

ARG Enterprises  
AGI  
Asiana Airlines  
Assoc of Cal Water (ACWA)  
Automotive Industries Welfare Fund  
Ayres Hotel Group

### B

Bachem Inc.  
Bakers Health & Welfare Fund Local 24  
Bank of the West  
Barbara's Bakery, Inc.  
Barona Band of Mission Indians  
Bay Area Automotive Group Welfare Fund  
Bay Area Delivery Drivers Security Fund  
Bay Area Painters & Tapers Health Fund  
Bay Area Roofers Health & Welfare Trust  
Beam Wine Estates, Inc.  
Beckman Coulter, Inc.  
Bellflower USD  
Beverly Enterprises  
Bingham McCutchen LLP  
Bio-Rad Laboratories, Inc.  
Biogen IDEC, Inc.  
Breg, Inc.  
Brick & Allied Craftworkers Local #3 H&W Trust  
Bright Now! Dental  
Britz Companies

Bryan Cave LLP  
Building Materials Holding Corporation  
Butte Schools Self-Funded Program  
Butte/CA CMSP

## C

Caddock Electronics, Inc.  
Calaveras/CA CMSP  
California Family Foods, Inc.  
California Field Ironworkers  
Welfare Plan  
California Highway Patrol  
California Institute of Technology  
California Motor Car Dealers Association  
California Pacific Medical Center  
California Pizza Kitchen, Inc.  
California Public Employees  
Retirement System  
California Service Employees H&W Trust  
California Steel Industries  
Cargill, Incorporated  
Carpenters Health & Welfare Trust  
Castle & Cooke, Inc.  
Catholic Healthcare West  
Cedars-Sinai Health System  
Cement Masons, Fairfield  
Central California Electrical Workers  
Central California Kenworth  
Central Coast Trust Fund  
Central Garden and Pet  
Central Unified School District  
Central USD  
Certis USA, LLC  
CHA Hollywood Presbyterian  
Medical Center  
Charles Pankow Builders, LTD.  
Chevron Corporation  
Children's Hospital & Research  
Center, Oakland  
Children's Hospital Los Angeles  
Children's Hospital North  
City of Calexico City of Porterville  
City of Redding City of Stockton

City of Tulare  
Clinica Sierra Vista, Inc.  
Clovis Unified School District  
CNET Networks, Inc.  
Coast Community College District  
Coastal Schools Employee Benefits  
Organization  
Coca-Cola Bottling Company United, Inc.  
College of The Siskiyous  
Color Spot Nurseries, Inc.,  
A Delaware Corp.  
Colusa/CA CMSP  
Commonwealth of Massachusetts – GIC  
Community Medical Centers  
Community Memorial Health System  
Conam Management Corporation  
Concorde Battery Corporation  
Conexant Systems, Inc.  
Consolidated Electrical Distributors, Inc.  
Consumer Credit Counseling Services  
Corinthian Colleges, Inc.  
Cotkin & Collins  
Cottage Health System  
Cottage Health Systems  
County of Kings  
County of Mendocino  
County of Sonoma  
Coyote Logistics  
Craftsman Manufacturing Inc.  
Crestwood Behavioral Health  
Critical Path, Inc.  
CSAC-EIA  
Cuban/Wagner  
Cupertino Union School District  
CVT – California's Valued Trust  
Cypress Semiconductor

## D

DAKO North America, Inc.  
DAKO USA  
Dameron Hospital Association  
Darin M. Camarena Health Center, Inc.

Data Analysis, Inc.  
Data Exchange Corporation  
Del Monte Corporation  
Del Norte Schools  
Del Norte/CA CMSP  
Delicato Family Vineyards  
Delta Health Systems  
Digital Domain, Inc.  
Diocese of Fresno  
Doctors Medical Center  
Directors Guild of America  
District Council 16 Northern CA H&W  
Trust Fund  
DLA Piper Rudnick Gray Cary US, LLP  
Dole Food Company, Inc.  
Donahue Schriber Asset  
Management Corporation  
Dr. Systems Inc.  
Dyntek, Inc.

## E

Earthlink Inc.  
East Bay Drayage Drivers Security Fund,  
Concord  
East Bay Drayage Drivers Security Fund,  
Stockton  
East Side Union High School District  
Ebara Technologies  
eBay  
Edgewood Partners Insurance Center  
Eisenhower Medical Center  
El Camino Hospital  
El Dorado/CA CMSP  
El Dorado Savings Bank  
Electric Power Research Institute  
Elekta Holdings US, Inc.  
Emergency Medicine Physicians  
Emergency Physicians Medical Group  
Enloe Medical Center  
Epicor Software Corp.  
Eskaton Properties Inc  
Executive Office of Health and  
Human Services

## F

Fabric7 Systems, Inc.  
Famous Barr  
FAS Controls Inc.  
Fasbo the Edcare Group  
Feather Falls Casino  
Federal Employees  
Federal Employees, Palatine, IL  
Federal Express Corporation  
Fedex Kinko's  
Fenwick & West, LLP  
Filenes/Kaufmann's  
Flextronics International USA  
Flynt Management Group LLC  
Foley's  
Ford Motor Company  
Food Employers & Bakery &  
Confectionary Workers Benefit Funds  
Foster Farms/Delta Health System,  
San Francisco  
Foster Farms/Delta Health System,  
Stockton  
Freedom  
Communications, Inc.  
Fresno Truck Center  
Fresno Unified School District  
Fresno Valves & Castings, Inc.  
FSB Global Holdings, Inc.

## G

Gardner Family Care Corporation  
Gateway Computer  
Gateway, Inc.  
G.C. Wallace Companies  
Gen Probe Incorporated  
Gencorp Inc. /Aerojet  
General Employees Trust Fund  
General Monitors  
General Produce  
George L. Mee Memorial Hospital  
Gilead Sciences, Inc.  
Glenn/CA CMSP

Global A 1st Flagship Company

Global Logistics Mgt LLC &  
Orient Tally Co

Gold Coast Joint Benefit Trust

Golden Living

Golden State Foods

Gordon & Rees LLP

Graniterock Company

Graniterock Company Inc.

Graphic Arts Industries Health  
Care Trust

Griswold Industries

Grossmont Cuyamaca Community  
College District

Group Insurance Trust California Society  
of CPA

Guardian Industries Corp.

Guess, Inc.

Guitar Center

Guthy Renker Corporation

## H

Hacienda La Puente Unified  
School District

Hallmark Aviation Services

Hanford Joint Union High School

Hansel Dealer Group

Harris Farms, Inc.

Harris Moran Seed Company

Harvard Westlake School

Headway Technologies

Heat & Frost Insulation of Northern CA  
Local 16 H&W

Hi Desert Health Care District

Hitachi Global Storage Technologies, Inc.

HMR USA, Inc.

Homer T. Hayward Lumber Company

Hoopa Valley Tribal Council

Humboldt/CA CMSP

Huntington Hospital

Huntington Memorial Hospital

Hydraulic Controls, Inc.

## I

I.A.T.S.E Local 16 Health Welfare Trust,  
San Francisco

IBEW Local #332 Health &  
Welfare Trust

IBEW Local 595 Health and  
Welfare Plan

IBEW/NECA Sound & Comm Health &  
Welfare Trust

Impact Mortgage Holdings, Inc.

Imperial County Schools Voluntary  
Employee Benefit

Imperial/CA CMSP

Independent Electric Supply, Inc.

Industrial Metal Supply Co

IndyMac Bank

Ingenuity Systems

Inland Empire IBEW-NECA Health

Integrated Device Technology, Inc.

Integrated Healthcare Holdings, Inc.

Interdent Service Corporation

International Coffee & Tea, LLC

International Church of the  
Foursquare Gospel

International Network Services

Invitrogen Corporation

Inyo/CA CMSP

IPM Health & Welfare Trust of California

## J

James R. Glidewell Dental  
Ceramics, Inc.

J.S. West

Jackson Rancheria Band of  
Miwuk Indians

Jacuzzi Brands Corp.

Jamba Juice Company

James Hardie Building Products, Inc.

Jandy Pool Products, Inc.

Jelly Belly Candy Company

Joint Benefit Trust

Joseph Gallo Farms

Judicial Council of California

## K

K2, Inc.

Kag West, LLC

Kematen Cosmetics USA, Inc.

Kemira Chemicals, Inc.

Kings/CA CMSP

Kleinfelder Inc.

Krazen & Associates, Inc.

Kyocera International, Inc.

## L

LA County Firefighters Local 1014

LA Machinist Benefit Trust

Laborers Health & Welfare Trust,  
Fairfield

Laborers Health Fund

Lake/CA CMSP

Lam Research Corporation

Lassen/CA CMSP

Lawrence Livermore National  
Securities, LLC

LFR Group

Liberty Motors, Inc.

Linear Technology Corporation

Local 831-Employer Health Fund

Lodi Unified School District

Longs Drug Stores California, Inc.

Lord & Taylor

Los Alamitos USD

Los Alamos National Security, LLC

Los Angeles Fireman's Relief  
Association

Los Angeles Unified School District

Los Padres Bank

LSI Logic Corporation

Lyons Magnus/Wawona Packing

## M

Macy's, Inc.

Madera Community Hospital

Madera/CA CMSP

Mainstay Business Solutions

Malibu Boats West, Inc.

Magnussen Dealership Group

Marin/CA CMSP

Mariposa/CA CMSP

Mark Twain St. Joseph's  
Healthcare Corporation

Mark Twain St. Joseph Hospital

Marshall Fields

Marshall Hospital

Marvin Engineering

Master Halco, Inc.

McCormick Barstow Sheppard Wayte &  
Carruth, LLP

McKesson Corporation

MedAmerica, Inc.

Mendocino Forest Products Co.,  
LLC, et al.

Mendocino/CA CMSP

Merry X-Ray Corp.

Mervyn's, LLC

Methodist Hospital of  
Southern California

Micrel, Inc.

Mitsubishi Cement Corporation

Modoc/CA CMSP

Mono/CA CMSP

Monrovia Nursery Company, Inc.

Monterey County Schools  
Insurance Group

Monterey Peninsula College

Moreno Valley USD

Mother Lode Holding Company

MTS, Inc.

Musick Peeler & Garrett

**N**

Napa/CA CMSP  
 NCGA/Poppy Hills/Poppy Ridge  
 Netafim Irrigation, Inc  
 Netopia, Inc.  
 Nevada Irrigation District  
 Nevada/CA CMSP  
 Newport Mesa Unified School District  
 Nikon Precision, Inc.  
 Norman Industrial Metal  
 Northern California Glazier  
 H & W Trust  
 Northern California Teamster Soft Drink  
 North Coast Schools' Medical  
 Insurance Group  
 North Coast Trust Fund  
 North State Grocery, Inc.  
 Northrop Grumman Corporation  
 Northern CA General Teamster  
 Security Fund  
 Northern CA General Teamsters-Plan A  
 Northern CA Floor Covering Industry  
 Welfare Fund  
 Northern California Bakery &  
 Confectionary H & W Trust  
 Northern California Bakery Drivers  
 Security Fund  
 Northern California Sheet Metal  
 Workers Health Care Plan  
 Northern California Tile Industry Health  
 & Welfare  
 Nugget Market, Inc.  
 Nunes Company  
 NW Entertainment, Inc.  
 NYK Logistics (America), Inc.

**O**

Oakwood/R&B Realty  
 Oceanside Auto Country  
 Old Republic Title Holding Co.  
 Oliver de Silva, Inc.  
 OOCL (USA) Inc.  
 Openwave Systems, Inc.  
 Operating Engineers H&W

Operating Engineers Health Welfare  
 Trust Fund  
 Operating Engineers Local 501  
 Operating Engineers Public Employee  
 Health & Trust Fund  
 Operating Engineers Public H&W  
 Trust Fund  
 Orland Unified School District  
 Osi Soft, Inc.  
 Otay Water District  
 Otis Spunkmeyer, Inc.  
 Owens Healthcare  
 Owl Companies

**P**

Pacific Coast Products, Inc.  
 Pacific Gas and Electric  
 Pacific Union College  
 Pajaro Valley Unified School District  
 Pala Band of Mission Indians  
 Panalpina, Inc.  
 Paq Inc DBA Food 4 Less  
 Paperpak Products, Inc.  
 Park West Landscape, Inc.  
 Park-Ohio Industries, Inc.  
 Patterson Frozen Food, Inc. & Teamster  
 Local 748  
 Patterson Vegetable Company &  
 Teamsters Local 948  
 Pebble Beach Company  
 Pensioned Operating Engineers Health  
 & Welfare Trust  
 Pentel of America, LTD  
 Peralta Community College District  
 Peterson Holding Company  
 PHS, CA  
 Pick N Pull Auto Dismantlers  
 Pioneer Electronics (USA), Inc.  
 Pipe Trades DC #36 Health & Welfare  
 Pipe Trades District Council #36  
 Pitney Bowes, Inc.  
 Pleasant Care Corporation  
 Plumas/CA CMSP

PMC Sierra, Inc.  
 Polese Company, Inc.  
 Premier, Inc.  
 Prime Health Care Svcs-Shasta LLC  
 Printronix Inc.  
 Producers Dairy Foods/Pinnacle  
 Putnam Lexus

**Q, R**

Queen of the Valley Hospital  
 Radiological Associates of Sacramento  
 Medical Group  
 R.E. Goodspeed & Sons Dist, Inc.  
 Rain for Rent (Western Oil Fields)  
 RAND  
 Raypak, Inc.  
 Red Bull North America, Inc.  
 Redwood Empire Electrical Workers  
 Remec Defense & Space Inc  
 Reita Affiliated Companies  
 Reta Trust  
 Rex Moore Electrical Cont & Eng  
 Rhythm & Hues Studios, Inc.  
 Ridgecrest Regional Hospital  
 Riverside County Employees/Employee  
 Partnership/Benefits  
 Robinson NV Mining CO  
 Robinson Rancheria Bingo & Casino  
 Robinson's May  
 Roll International  
 Ropers Majeski Kohn & Bentley  
 Rowland USD  
 Ruiz Foods Products, Inc.

**S**

Sacramento County Specialty Services  
 Saddleback Valley Community Church  
 Saddleback Valley Community  
 Church-775  
 Safeco Corporation  
 Sage Publications  
 Salem Communications Corporation  
 San Benito Health Care District

San Benito/CA CMSP  
 San Diego Construction Laborers  
 San Diego Electrical H&W Trust  
 San Diego Unite-Here Health Fund  
 San Jose USD  
 San Mateo County Electrical Workers  
 H&W Trust  
 San Mateo Hotel Employees Restaurant  
 Employees H&W  
 Sandisk Corporation  
 Sansum Santa Barbara Medical Clinic  
 Santa Barbara Schools  
 Santa Rosa Rancheria  
 Save Mart Supermarkets  
 Science Applications International  
 Corporation  
 Sebastiani Vineyards, Inc.  
 Sempra Energy  
 Seneca  
 Seneca Center  
 Service Rock Products  
 Service Rock Products, Inc.  
 7-Up Bottling Company of San Francisco  
 Severstal North America, Inc.  
 Shasta Regional Medical Center, LLC  
 Shasta Trinity Schools Insurance Group  
 Shasta/CA CMSP  
 Sheet Metal Workers Health Plan of So  
 Cal & Nevada  
 Sheet Metal Workers Local 104 Health  
 Care Plan  
 Sheppard Mullin Richter &  
 Hampton LLP  
 Shop Ironworkers Local 790 H&W  
 Trust Fund  
 Sierra Aluminum Company  
 Sierra Telephone Co, Inc. and Sierra  
 Cellular, Inc.  
 Sierra/CA CMSP  
 Sign Pictorial & Display Industry H & W  
 Trust Fund  
 Silgan Containers Manufacturing  
 Corporation  
 Silgan Plastics

Silgan White Cap Americas  
Simi Valley Unified School District  
Simpson University  
SISC (Self Insured Schools of California)  
Siskiyou/CA CMSP  
SK Foods  
Skilled Healthcare, LLC  
SN Servicing Corporation  
SM Stoller Corporation  
SO CA Bakery & Confectionary Union  
Solano/CA CMSP  
Sonoma/CA CMSP  
Southern California Painting & Drywall  
H&W Trust  
Southern California Bakery Drivers  
Security Fund  
Southern California IBEW-NECA  
Health Plan  
Southern California Lumber Industry  
Welfare Fund  
Southern California Schools Employee  
Benefit Association  
Southern Counties Oil Companies, LTS  
Southern Counties Oil Company, LTD.  
Southwest Carpenters H & W Trust  
Southwest Carpenters NV H & W Trust  
St. Joseph Health System –  
Sonoma County  
St. Rose Hospital  
Stanford Hospital and Clinics  
Staff Resources, Inc.  
Stationary Engineers Local 39 Health  
Stratex Networks, Inc.  
Strongwood Insurance Holdings, Corp.  
Sullivan Curtis Monroe Insurance  
Services, LLC  
Sunset Moulding Company  
Sunsweet Growers, Inc.  
Super Store Industries  
Superior Court of California – County  
of Kern  
Superior Industries International, Inc.  
Superior Ready Mix Concrete

SurfControl Inc  
Sutter/CA CMSP  
Swift Communications  
Synnex Corporation  
**T**  
Tahoe Donner Association  
Tanimura & Antle  
Tatum, LLC  
Tawa Supermarkets  
TC Construction Co, Inc.  
Teamster Benefit Trust Fund, Fremont  
Teamster Softdrink  
Teamsters and Food Employers Security  
Trust Fund, Alhambra  
Teamsters General Security  
Fund Nevada  
Teamsters Local Union No. 856  
H&W Fund  
Teamsters Retiree Trust Fund, Stockton  
Tehama/CA CMSP  
Teleplan Holding USA  
Teridian Semiconductor Corporation  
Test Rite Products  
The Affinia Group, Inc.  
The Automotive Group  
The Bay Area Painters & Tapers  
Health Fund  
The California Teachers Association  
The Capital Group Companies  
The Children's Annex  
The Claremont Colleges  
The Creative Artists Agency LLC  
The Decurion Corporation  
The Doctor Management Company  
The J David Gladstone Institutes  
The Lucas Companies  
The May Department Stores Company  
The Sports Authority  
The Vintage Club  
Thyssenkrupp Budd Brand  
Torrance Health Association  
Torrance Unified School District

Townsend & Townsend & Crew, LLP  
Tri Star Services  
Triangle Distributing  
Tribal Health  
Trical Inc. Group Health Plan  
Tricor America, Inc.  
Trinity/CA CMSP  
Tri-County Schools Insurance Group  
Tri-West Ltd.  
Trust Company of the West  
Tuolumne/CA CMSP  
Turlock Irrigation District  
21st Century Insurance Company  
**U**  
UA Local 393 Health & Welfare  
Trust Fund  
UA Local 467 Trust Fund  
UC Berkeley Ship  
UFCW Bay Area Health & Welfare  
Trust Fund  
UFCW Bay Area Health & Welfare Trust  
Fund-Employees  
UFCW Drug Trust  
UFCW Northern California & Drug  
Employers Health & Welfare Trust Fund  
UFCW Northern California Health &  
Welfare Trust  
UFCW Northern California Health &  
Welfare Trust Fund-Employees  
UFCW Unions & Drug Employees  
Benefit Fund  
UMG Recordings, Inc.  
Unified Western Grocers, Inc.  
United Church of God  
United Food and Commercial Workers  
United Health Centers  
United Rental Inc  
University of California  
University of San Francisco  
University of Southern California  
USS Posco Industries  
UTU-MTA Trust Fund

**V**  
Valent USA Corporation  
Vancouver School District  
VCA Antech, Inc  
Verdugo Hills Hospital  
Viasat, Inc.  
Visant Corporation  
Visteon Corporation  
Visteon Systems  
Volcano Corporation  
**W**  
Warren Properties, Inc.  
Waste Connections, Inc.  
Watkins Manufacturing  
Watkins Manufacturing Corporation  
Web CDH Test Demo  
Web Test Demo  
Wehah Farm, Inc.  
WellPoint, Inc.  
West Marine Products, Inc.  
Western Digital Corporation  
Western Growers Assurance Trust  
Western Growers/Pinnacle  
Western Oilfields Supply Co. DBA Rain  
For Rent  
Westland Insurance Brokers  
Weststaff USA, Inc.  
WGAT Field Plan II  
Whirlpool Corporation  
Writers Guild Industry Health Fund  
Wyle Laboratories  
**X, Y, Z**  
Yuba/CA CMSP  
Zacky Farms  
Zodiac Marine & Pool North America  
Zodiac Pool Care, Inc.

## Other Payors for Workers' Compensation

Ace American Insurance Company

Advantage Work Comp Services

Admisure

Artis/Painters Choice

Artis/HPP

Artis/HG Home H.C.

Artis/Epointinsure

Artis/Cornerstone Auto

Artis/Cornerstone Artisan

Artis/Cornerstone Heterogenous

Artis/Automotive Repair

Berkshire Hathaway Homestate Companies include:

- Cypress Insurance Company

- Oak River Insurance Company

- Redwood Fire and Casualty Company

California Insurance Guarantee Association (CIGA)

California Self-Insurers' Security Fund

California Self-Insurers' Security Fund (CA SISF- TPA's: Tristar Risk Management and Metro Risk)

Cambridge

Chevron

City of Bakersfield

City of Huntington Beach

City of Los Angeles

City of San Francisco

City of Sacramento

City of San Jose

City of Torrance

City of Vallejo

California Joint Powers Insurance Authority (CJPIA)

Compwest Insurance Company

Contra Costa County Schools Insurance Group

County of Kern

County of San Francisco

County of Santa Clara

CRNBC

Discover Re CA Workers' Compensation Program

Discover Re/Neca West

Employers Compensation Insurance Company

Employers Direct Insurance Company

ERMC, Inc.

Fremont Compensation Insurance Company

Fremont Employers Insurance Company

GSWCMT-Granite State Workers Compensation Manufacturing Trust Helmsman Management Services

Hortica/The Florists' Mutual Insurance Company

Insurance Company of the West

Keenan and Associates, Inc. includes (but is not limited to):

- CIGA

- Innovative Care Systems/ICS

- Innovative Claim Solutions

- Pajaro Valley School District

Fremont

GeoVera Insurance Company

Harvard Westlake School

Heavenly Valley

Insurance Company of the West

ITF Safety National Casualty Corp

Intrawest/Winter Park

Liberty Mutual Insurance Company

- Liberty Northwest Insurance Company

- Peerless Insurance Indemnity Company

- Peerless Insurance Company Lincoln General Insurance Co./ACIC California WC

LISIG-Lumber Industries Self Insurance Group

Macy's

Mainstay

Majestic Insurance Company

MedInsights

Monterey Mushrooms, Inc.

Municipal Pooling Authority

Nordstrom Risk Management

North American Elite Insurance Co.

North American Specialty Insurance Co.

Old Republic-San Francisco Symphony

Old Republic-San Francisco Ballet

Omnitrans

One Beacon Insurance Group

PG&E

Prudential Overall Supply

Quick Silver, Inc.

Raleys

Ranstand USA

Republic Indemnity

Ryder System, Inc.

Roth Staffing (Ultimate Staffing Services)

Safety National-Intrawest/Winter Park

Safety National-Powdr

Safeway, Inc.

Safety National-Sqaw

San Diego Gas & Electric

Sedgwick Claims Management Services Incorporated

Sempra

Seven Up Bottling Company

Shasta Trinity Schools Insurance Group

Sierra Pacific Industries

Sierra View District Hospital

SIH Fire & Casualty Connecticut Indemnity

Southern California Edison

Southern California Gas Company

Sparta

Springfield Insurance Company

St. Josephs Hospital of Orange

State Compensation Insurance Fund (SCIF) includes:

City of Irvine

City of Laguna Beach

City of Los Alamitos

City of Orange

City of Pacifica

City of San Clemente

City of Tustin

Claims Management Services (CMS)

Guards, Merchants, and Reedy Farm

Mono County

National City

Oakland Unified School District

Port of Stockton

Sacramento Municipal Utilities District

The Hartford

The Hartford SRS

The Insurance Corp of NY - HCC

The Insurance Corp of NY - SHDC, HDR, FSIM

The Lodge at Rancho Mirage

Tribal First

UT P&C IGA-Fremont

Utah Local Governments Trust

Utah P&C IGA-Wasatch Crest Mutual in Recievership

VA Rancho Mirage

Vision Quest National LTD

Wal-Mart

Zurich American Insurance Company

Anthem Blue Cross  
PO Box 4330  
Woodland Hills CA 91365-4330  
Attn Anthem Blue Cross Communications  
[anthem.com/ca/home-providers.html](http://anthem.com/ca/home-providers.html)



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