

# Institutional 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.

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**(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).

## 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 0: R01234567 (0=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.

### Important! Change for Present on Admission (POA) reporting on 837 Institutional Claims

Effective June 27, 2009, in compliance with ASC X12 HIR (HIPAA Implementation Guide Interpretation Requests) **#511 Present on Admission Indicator**, Anthem Blue Cross will require the following changes for POA submissions: **Note:** *Since original HIR did not accommodate a location for the reporting of the POA indicator for the submitted e-code, it was suggested to populate e-code POA information in the first byte following the "Z" or "X" value.*

#### POA Reporting Structure:

POA values will be reported in Loop 2300 K301 as follows:

Location	File Value
Positions 1-3	POA
Position 4	Represents the POA indicator for the principal diagnosis code (HI01 with BK qualifier)
Position 5	Begins the reporting of POA indicators for all "other" diagnosis codes, if applicable (HI with BF qualifier)

- A "Z" or an "X" must be reported to indicate the end of reporting of the POA indicators for the "other" diagnosis codes
- The byte following the "Z" or "X" value represents the POA indicator for a submitted e-code (HI03 with BN Qualifier). If the segment ends in a "Z" or an "X" value, then the e-code was not submitted.

#### Examples Showing Reporting Structure:

- K3\*POAYNU1Z1~ No exception handling, e-code submitted.
- K3\*POAYNU1Z~ No exception handling, no e-code submitted.
- K3\*POAYNU1XY~ Exception handling, e-code submitted.
- K3\*POAYNU1X~ Exception handling, no e-code submitted.

#### POA Examples:

- No e-code submitted in HI03-external cause of injury with BN qualifier:
  - HI\*BK:41091\*BJ:486 – (Principle, and Admitting)
  - HI\*BF:4019\*BF:2859\*BF:72887\*BF:7295 – (four other diagnosis codes)
    - K3\*POA1YNU1X – Exception handling
    - K3\*POA1YNU1Z – No exception handling
- A single e-code submitted in HI03-external cause of injury with BN qualifier: HI\*BK:41091\*BJ:486\*BN: E8120~ (Principle, Admitting and External cause of injury)
  - HI\*BF:4019\*BF:2859\*BF:72887\*BF:7295 – (four other diagnosis codes)
    - K3\*POAYNUYZY – No exception handling
    - K3\*POAYNU1XY – Exception handling
- An e-code submitted in the external cause of injury element HI03 with BN qualifier and additional e-codes submitted as other diagnoses in the HI segment with BF qualifier:
  - HI\*BK:41091\*BJ:486\*BN:E8120 – (Principle, Admitting and External cause of injury)
  - HI\*BF:4019\*BF:2859\*BF:E9470\*BF:E9270 – (4 other diagnosis codes; 2 are e-codes)
    - K3\*POAYNNNXY – Exception handling
    - K3\*POAYNNNZY – No exception handling

If you have any questions about POA reporting, please contact the EDI Solutions Help Desk by calling **(800) 227-3983**, emailing [edi\\_operations@wellpoint.com](mailto:edi_operations@wellpoint.com), or via LiveChat at [www.anthem.com/edi](http://www.anthem.com/edi) from Monday through Friday, 8:00 a.m.-4:30 pm (PT)

## Skilled nursing facilities and home health agencies can file claims electronically

Many providers already file claims electronically to Anthem Blue Cross and are enjoying the benefits of improved cash flow. Electronic filing also helps save time, increase office efficiency and reduce administrative and postage expenses. If you're a skilled nursing facility or home health agency and you're currently filing paper claims, please consider "getting connected" and filing your transactions electronically.

Anthem Blue Cross does not charge a fee for connectivity or electronic submission. Clearinghouses and electronic vendors may assess a fee, and costs vary depending on the vendor and the services provided. However, it's still cost effective to file electronically. We work closely with clearinghouses and software vendors to make sure electronically transmitted information complies with the Health Insurance Portability and Accountability Act (HIPAA) guidelines. Take the important first step. To learn more about electronic claims submissions, contact your clearinghouse or vendor, or Anthem Blue Cross.

### Supporting documentation

Is the need for supporting documentation preventing you from submitting claims electronically or from fully using your electronic claims submission capabilities? With the implementation of additional HIPAA requirements, more information can be submitted electronically, reducing the need for supporting documentation. When Anthem Blue Cross pre-authorizes a service, supporting documentation is not needed as we have all the necessary information to process your claim. The following table identifies common reasons when supporting documentation is provided along with an explanation of what documentation, if any, is needed.

Provider Type	Common Supporting Documentation Reasons	Supporting Documentation Paper Submission	Supporting Documentation Electronic Submission	Comments
Skilled Nursing/ Home Health	Pre-authorization (Health Services Review)	No	No	Paper/Electronic: When an authorization has been obtained, there is no need to attach a plan of care and plan of treatment.
Skilled Nursing/Home Health	Coordination of Benefits (COB)	Yes	No	Electronic: All of the information found on the explanation of benefits (EOB) can be entered directly into the electronic claim file.  Paper: Copy of the EOB and/or Explanation of Medicare Benefits (EOMB) is required.
Skilled Nursing	Level of Care	No	No	Paper/Electronic: Report Level of care I through III on UB-04 claim form, locator field 80.

### Additional Information

To learn more about filing electronically, A Guide to Getting Started, our vendor and clearinghouse lists and other EDI information are located on the EDI website at [anthem.com/edi](http://anthem.com/edi). If you prefer to reach us by telephone, call **800-227-3983** and speak with an EDI specialist. Anthem Blue Cross EDI specialists are familiar with electronic submission requirements for UB-04 claims and HIPAA.

# 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:

<i>Date</i>	<i>Location</i>
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

# 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.

<b>A</b>	Assoc of Cal Water (ACWA)	<b>C</b>	Children's Hospital Los Angeles
A.L. Gilbert Company	Automotive Industries Welfare Fund	Caddock Electronics, Inc.	Children's Hospital North
Access Nurses Corp	Ayres Hotel Group	Calaveras/CA CMSP	City of Calexico City of Porterville
Acer America Corporation		California Family Foods, Inc.	City of Redding City of Stockton
Acxiom Corporation	<b>B</b>	California Field Ironworkers Welfare Plan	City of Tulare
Advanced Bionics LLC	Bachem Inc.	California Highway Patrol	Clinica Sierra Vista, Inc.
Advanstar Communications, Inc.	Bakers Health & Welfare Fund Local 24	California Institute of Technology	Clovis Unified School District CNET Networks, Inc.
Advantage Sales & Marketing	Bank of the West	California Motor Car Dealers Association	Coast Community College District
Aecom Technology Corporation	Barbara's Bakery, Inc.	California Pacific Medical Center	Coastal Schools Employee Benefits Organization
Aerovironment, Inc.	Barona Band of Mission Indians	California Pizza Kitchen, Inc.	Coca-Cola Bottling Company United, Inc.
Affinity Bank	Bay Area Automotive Group Welfare Fund	California Public Employees Retirement System	College of The Siskiyous
Afra Health Fund	Bay Area Delivery Drivers Security Fund	California Service Employees H&W Trust	Color Spot Nurseries, Inc., A Delaware Corp.
Aggregate Industries, Inc.	Bay Area Painters & Tapers Health Fund	California Steel Industries	Colusa/CA CMSP
Alameda Hospital	Bay Area Roofers Health & Welfare Trust	Cargill, Incorporated	Commonwealth of Massachusetts – GIC
Allen Matkins Leck Gamble & Mallory	Beam Wine Estates, Inc.	Carpenters Health & Welfare Trust	Community Medical Centers
Allergan, Inc.	Beckman Coulter, Inc.	Castle & Cooke, Inc.	Community Memorial Health System
Allianz Global Investors	Bellflower USD	Catholic Healthcare West	Conam Management Corporation
Alpine/CA CMSP	Beverly Enterprises	Cedars-Sinai Health System	Concorde Battery Corporation
Alta Bates Summit Medical Center	Bingham McCutchen LLP	Cement Masons, Fairfield	Conexant Systems, Inc.
Alum Rock Union Elementary School District	Bio-Rad Laboratories, Inc.	Central California Electrical Workers	Consolidated Electrical Distributors, Inc.
Aluminum Precision Products, Inc.	Biogen IDEC, Inc.	Central California Kenworth	Consumer Credit Counseling Services
Alvord Unified School District	Breg, Inc.	Central Coast Trust Fund	Corinthian Colleges, Inc.
Amador/CA CMSP	Brick & Allied Craftworkers Local #3 H&W Trust	Central Garden and Pet	Cotkin & Collins
American Hospital Mgt Corp DBA	Bright Now! Dental	Central Unified School District	Cottage Health System
Ameristar Casino	Britz Companies	Central USD	Cottage Health Systems
Anacomp Inc.	Bryan Cave LLP	Certis USA, LLC	County of Kings
Anaheim Union High School District	Building Materials Holding Corporation	CHA Hollywood Presbyterian Medical Center	County of Mendocino
Anchor Blue Retail Group	Butte Schools Self-Funded Program	Charles Pankow Builders, LTD.	County of Sonoma
Anchor Brewing Company	Butte/CA CMSP	Chevron Corporation	Coyote Logistics
ARG Enterprises		Children's Hospital & Research Center, Oakland	Craftsmaster Manufacturing Inc.
AGI			Crestwood Behavioral Health
Asiana Airlines			

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  
Printronic 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/Epoinsture  
 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 Reedly 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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