

Re: IMPORTANT PROVIDER INFORMATION

Dear Provider Partner:

WHY YOU'RE RECEIVING THIS LETTER

Blue Cross and Blue Shield of Kansas City (Blue KC) wants to make sure you have important information related to five key areas.

WHAT YOU NEED TO KNOW

- **Member Rights and Responsibilities:** Blue KC members have certain rights and responsibilities. For a complete list of the Blue KC Member Rights and Responsibilities, please visit: <https://Providers.BlueKC.com/Content/PDFs/PRG/BlueKCBasics.pdf>.
- **Utilization Management Policies:** Medical and Pharmacy review criteria, along with Medical policies, are available at <https://Providers.BlueKC.com/Content/PDFs/PRG/HealthServices.pdf> or by calling 816-395-3989.
- **Pharmacy Services:** Pharmacy Management policies and current information regarding classes of medications requiring prior authorization, step therapy, specialty pharmacy and/or having dose optimization/quantity limits are available by logging into the provider portal at <https://Providers.BlueKC.com>. In addition, explanation on limits/quotas, the steps required to initiate an exception request, and the Blue KC process for generic substitution, therapeutic interchange and step therapy protocols are accessible by logging into the provider portal at <https://Providers.BlueKC.com> or by contacting Pharmacy Services at 816-395-2176.
- **Special Notice – How Utilization Management Operates:** Blue KC's Population Health division, Pharmacy Services, participating network physicians and providers make decisions about Blue KC members' healthcare needs based on the medical appropriateness of the care and service. Our goal is to identify and promote cost effective usage of healthcare resources to ensure that quality healthcare services are delivered to our members. Blue KC does not reward its Utilization Management (UM) staff for issuing denial of coverage decisions. There are no financial incentives offered to UM staff to make decisions that would encourage underutilization of services. Learn more at <https://Providers.BlueKC.com/Content/PDFs/PRG/HealthServices.pdf>.
- **Complex Case Management:** Information on our Complex Case Management Program, including referral criteria and how to refer patients to the Program, can be found at <https://Providers.BlueKC.com/Content/PDFs/PRG/HealthServices.pdf>.

QUESTIONS?

We value and appreciate you as our partner in providing quality care. If you have questions about any of this information, please call the Blue KC Provider Hotline at 816-395-3929.

Sincerely,

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Jill Warren

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DVP, Provider Partnerships & Operations