

Staff Quick Reference Guide 2016 Member ID Card Changes

Effective January 1, 2016, the Blue KC Medical Home program, also known as PCMH, will become a part of the Blue Cross and Blue Shield Association's (BCBSA) initiative to brand all value-based programs across all Blues plans with one nationally-consistent program name, called *Blue Distinction Total Care* (BDTC). With this change, Blue Cross and Blue Shield plans nationwide will include hosted membership (accounts sold in other markets) in their local medical home/ACO programs.

Blue KC members who live outside the Kansas City area will be able to identify high-quality, patient-centered practices that can help them get healthy faster and stay healthy longer. This BDTC designation is easily found on the *Blue KC Doctor & Hospital Provider Finder* on BlueKC.com when searching for providers. Throughout 2016, many materials, such as member ID cards, will reference "BDTC" as opposed to "medical home" and "PCMH".

- 1. Is the Blue KC Medical Home program changing or going away?** No. Our local, value-based program remains the Blue KC Medical Home program. However, since the program is now a part of a national brand and initiative across all Blues plans, member ID cards and many supporting communications will refer to PCMH/medical home as "BDTC".
- 2. What does this mean for provider offices?** In general, Blue KC member ID cards with "PCMH" indicated will be changed to "BDTC".
- 3. When will member ID cards change?** There will be a transition period throughout 2016 based on the member's benefits. You will still encounter member ID cards with "PCMH" during this transition.



See additional information on back.

✂-----CUT HERE (keep for your reference)-----



2016 Member ID Cards

- BDTC OV** will be included on a member's ID card to indicate the cost to the member for their office visit (OV) only. **Important:** Do not charge the **OFFICE VISIT** amount as that indicates the member cost-share for non-BDTC visits.
- BDTC OV/UC** will be included on a members' ID card to indicate the cost to the member for their office visit (OV) and urgent care (UC) visit.

OLD

 Kansas City		<i>Network listed here</i>	
MEMBER NAME			
ID#: YBW13K99999			
SUFFIX: 00			
		DENTAL PREFERRED-CARE	
GROUP #: 0000000		PCMH	\$X
PLAN: PPO	FULLY INSURED	URGENT CARE	\$X
		OFFICE VISIT	\$X
		SPECIALIST	\$X
CUSTOMER SERVICE: 816-395-3558/888-989-8842			
		R	

NEW

 Kansas City		<i>Network listed here</i>	
MEMBER NAME			
ID#: YBW13K99999			
SUFFIX: 00			
		DENTAL PREFERRED-CARE	
GROUP #: 0000000		BDTC OV/UC	\$X
PLAN: PPO	FULLY INSURED	URGENT CARE	\$X
		OFFICE VISIT	\$X
		SPECIALIST	\$X
CUSTOMER SERVICE: 816-395-3558/888-989-8842			
		R	

BDTC = Blue Distinction Total Care (previously PCMH)
OV = Office Visit
UC = Urgent Care



4. **Is this change permanent, or will we see “PCMH” on any other documents from Blue KC?** There will be a transition period throughout 2016. You will still encounter member ID cards with “PCMH” during this transition. It will take time for new cards to cycle based on the members benefits.
5. **For those Entities that receive the discounted co-pay, will their co-pay be discounted?** Yes. Staff personnel who register your patients (our members), collect co-pays, assist with referrals to other providers, order other care services (radiology, etc.) should be informed of these changes.
6. **How are the members advised of these changes?** Through their employer groups and when they sign up during open enrollment.
7. **If my staff has additional questions, who can they contact?** Please contact your Blue KC provider representative.