

Quick start guide for acupuncturists

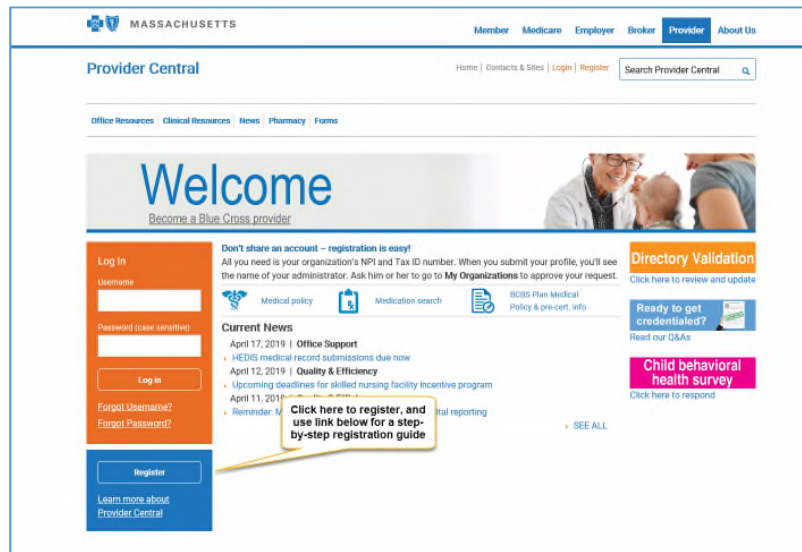
Welcome!

This guide will help you understand how to work with Blue Cross Blue Shield of Massachusetts.

Register for our website

You're required to register for and use Provider Central, our one-stop resource for communicating with you. We'll use it to let you know important news, including updates to your fees and codes, our products, and member benefits. You can also use Provider Central to access your fee schedule, our acupuncture payment policy, and other tools.

To register, go to bluecrossma.com/provider and select **"Register"** on the left. The link underneath the Register button has a step-by-step registration guide.



Learn about the resources available on Provider Central

To learn about all the Provider Central resources, click Learn more about Provider Central on the homepage (shown above) and select **Helpful website tips and resources**.

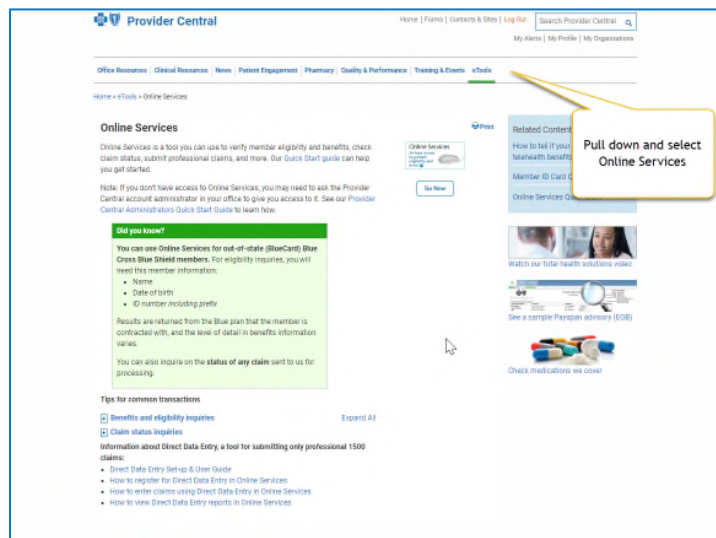
Learn more about Provider Central	
<input type="checkbox"/> Who can register? <input type="checkbox"/> How do I register? <input type="checkbox"/> What do I get when I register? <input type="checkbox"/> Your secure home page <input type="checkbox"/> Helpful website tips and resources	
For help with	Use this resource
Authorization information (general information by product)	Prior authorization quick tip Clinical Resources>Prior Authorization>Prior Auth Overview (requires log in to access) Clinical Resources>Prior Authorization>Behavioral Health (requires log in to access)
Electronic tools that Blue Cross Blue Shield of Massachusetts offers	Technology Overview eTools (requires log in to access)
Provider Central website for Blue Cross Blue Shield of Massachusetts providers (registration, updating your account)	Registration Quick Start Guide Provider Central Account Administrators Quick Start Guide Adding users to Provider Central Use "Change my view" to change specialties Perform spring cleaning on your Provider Central account
Checking benefits, eligibility, and claim status using Online Services (requires log in to our site to access)	Online Services Quick Start Guide Check eligibility, benefits and more with Online Services
Checking medical eligibility, claim status by phone using InfoDial (toll-free recorded phone system)	InfoDial User Guide
Electronic funds transfer and online payment remittances with Payspan	Payspan Quick Start Guide Search PaySpan for claim advisories What's remittance advice? How to use Payspan to research accounts receivable
Claim information	Claim Submission page
Claim rejection messages	Your claims: How to check their status and fix rejected ones Quick tip for understanding commonly used reject messages
Contacts	Contacts & Sites
Credentialing and recredentialing	Credentialing and recredentialing pages
Medical policies (medical necessity and clinical coverage criteria)	Medical policies Use codes to search our medical policy website
Payment policies (how we reimburse providers)	Payment policies

Use Provider Central for claim status

Once you're registered for Provider Central, you can use Online Services to:

- View remaining deductible amounts, out-of-pocket maximums, and benefit maximums.
- Check the status of your claims, including pending claims.
- Submit professional claims where a Blue Cross Blue Shield benefit plan is the primary payer and no supplemental documentation is required.

To get started, log on to Provider Central and go to **eTools>Online Services**.



Call to check eligibility & benefits

For members of:

- Federal Employee Program, you can check eligibility and benefits at **feblue.org** or by calling Provider Service at **1-800-451-8124**
- Other Blue Cross Blue Shield of Massachusetts plans, please call Provider Service at the number above to check whether the member has an acupuncture rider in their benefit plan.

Bill only codes on your fee schedule

For Massachusetts members who	Then you can bill for
Have acupuncture benefit	All codes on your fee schedule. If you bill for codes that are not on your fee schedule, the claim will deny with no member liability. You may only bill the member when the member has signed a <i>Non-covered service waiver</i> form prior to receiving services.
Don't have an acupuncture benefit	The member should pay you directly for any services.

Find key resources

To find:	Log on to Provider Central and go to:
Your fee schedule	Office Resources>Billing & Reimbursement>Fee Schedules
Our Acupuncture payment policy	Office Resources>Policies & Guidelines>Payment Policies
The <i>Non-covered service waiver</i> form	Forms>Related Content>Non-Covered Service Waiver

Make changes to your practice

If an acupuncturist	And	Then please complete and submit a:
Joins your practice	Is not currently participating with Blue Cross	Contracting application, found on our website at: Office Resources>Enrollment>Contracting Applications>Acupuncturist
	Is currently participating	<i>Contract Update Form for Ancillary Professional Providers</i> found at Forms>Contract Updates
Leaves your practice		