

# Annual Insurance Forum

## Conway Regional PHO

Spring 2026



Arkansas  
**BlueCross BlueShield**

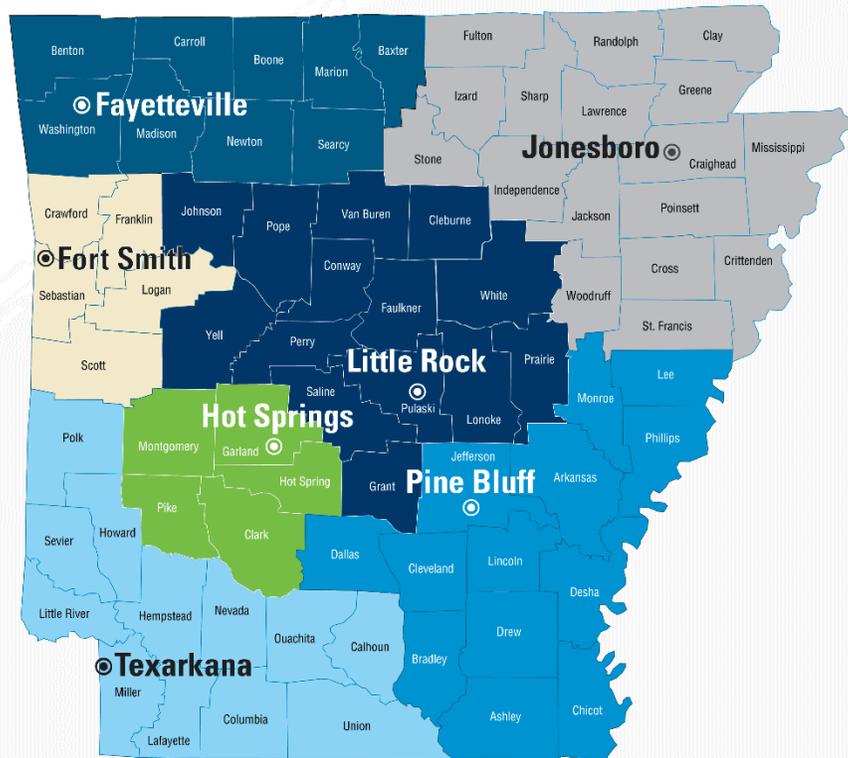
An Independent Licensee of the Blue Cross and Blue Shield Association



# Network Development Representative

**Central Region NDR: Joaly Velasquez**

[centralregionnetworkmanagement@arkbluecross.com](mailto:centralregionnetworkmanagement@arkbluecross.com)



## ◆ NDR contact process change:

— Leveraging **self-help tools**

- **Access to information**
- **Resolve inquiries quickly/efficiently**
- **Avoid extended wait/hold times caused by unusually high call volumes**

# Credentialing – self-help tools

## ◆ Before you contact your NDR:

- **New platform** – the Hub, powered by HealthStream
  - **More Hub info:** [Providers' News](#) (April 2025/June 2025)
  - If you need access to the Hub:
    - <https://www.arkansasbluecross.com/providers/provider-and-admin-request-for-information>
  - Providers **not yet credentialed:**
    - <https://hub.veritystream.cloud/app/39307/ApplicationRequest>
  - For **new organizations:**
    - [https://www.arkansasbluecross.com/docs/librariesprovide/r9/providers/00966-02-01-abh-medical-provider-application.pdf?sfvrsn=f84650fd\\_1](https://www.arkansasbluecross.com/docs/librariesprovide/r9/providers/00966-02-01-abh-medical-provider-application.pdf?sfvrsn=f84650fd_1)



# Credentialing – self-help tools

## ◆ Hub User Guide:

- [https://www.arkansasbluecross.com/docs/librariesprovider9/providers/hub\\_provider-user-guide.pdf?sfvrsn=954650fd\\_1](https://www.arkansasbluecross.com/docs/librariesprovider9/providers/hub_provider-user-guide.pdf?sfvrsn=954650fd_1)

## ◆ Credentialing FAQ:

- <https://www.arkansasbluecross.com/docs/librariesprovider9/providers/provider-credentialing-faq.pdf>

## ◆ Verify provider networks & clinic links:

- <https://providersearch.arkbluecross.com/index.html>



# Claims – self-help tools

## ◆ **Availity – Eligibility and benefits**

## ◆ **Review coverage/payment policies:**

### – **Coverage policies:**

- [https://secure.arkansasbluecross.com/providers/coverage\\_policy.aspx](https://secure.arkansasbluecross.com/providers/coverage_policy.aspx)

### – **Payment policies**

- [https://secure.arkansasbluecross.com/providers/paymentpolicy\\_search.aspx?gl=1\\*d6lote\\*\\_gcl\\_au\\*Nzc0MTU4MDk4LjE3NjcwMTgwMzk.\\*\\_ga\\*MTIzMzQ0NTkzMS4xNzQ3NjcwMzE2\\*\\_ga\\_WQSZTKQ14T\\*czE3NzAyNTA5ODUkbzY5JGcxJHQxNzcxMjUyMDI5JGoyOCRSMCRoMA](https://secure.arkansasbluecross.com/providers/paymentpolicy_search.aspx?gl=1*d6lote*_gcl_au*Nzc0MTU4MDk4LjE3NjcwMTgwMzk.*_ga*MTIzMzQ0NTkzMS4xNzQ3NjcwMzE2*_ga_WQSZTKQ14T*czE3NzAyNTA5ODUkbzY5JGcxJHQxNzcxMjUyMDI5JGoyOCRSMCRoMA)

### – **Mental health providers:**

- <https://www.arkansasbluecross.com/providers/mental-health-providers>

## ◆ **Customer Service**

- Number on the **back of the member's ID card**

## ◆ **When to contact the NDR team**



# Skai Blue Cross Blue Shield

## ◆ Filing claims correctly

- Valid member name
- Alphanumeric **prefix & suffix**
  - Availity eligibility inquiry or a 270/271 eligibility inquiry
- **Skai Payor ID: BSKAI**
- Claims can be **corrected** in **Availity**
  - If a claim **rejects** in Availity, you can click the “**correct this claim**” button in **Claims Management**
  - Only submit a **7** for **replacement claim** if the claim you are correcting is **accepted**.



# Skai Blue Cross Blue Shield

## ◆ Enrollment?

- **No additional enrollment** is needed for providers to be in network

## ◆ Networks?

- Skai use the **same networks** that BlueAdvantage Administrators currently uses:
  - Preferred Payment Plan (PPP)
  - Arkansas' FirstSource PPO
  - True Blue PPO



# Skai Blue Cross Blue Shield

 <b>skai</b>		True Blue PPO	<i>logo</i>
<b>JOHN DOE</b>			
Member ID <b>XXXM1234567800</b>			
Group No. (Div. system-populated)	"Group Name"		
RxBIN: 01234	Ded: In \$0000 Out \$0000		
RxPCN: ABC	Max OOP: In \$0000 Out \$00000		
RxGrp: RXinfo	PCP Copay: \$0		
Rx Copay: \$1/\$2/\$3/\$4	Specialist Copay: \$0		
<b>SELF-FUNDED</b>		<b>PPO</b>	

 <b>skai</b> BlueCross BlueShield	<a href="http://www.skaibcbs.com">www.skaibcbs.com</a>
<b>Providers:</b> File claims with local Blue Cross and/or Blue Shield Plan. <b>Members:</b> Refer to your benefit booklet for covered services. Possession of this card does not guarantee eligibility for benefits. <b>Online Services:</b> For claims, eligibility or finding a provider, visit the website address on this card. <b>Finding a Provider:</b> To find a provider in your service area or when traveling, call the Provider Locator number. <b>Virtual Health:</b> Powered by MDLive, a separate company that offers 24/7 telehealth services on behalf of BlueAdvantage.	Customer Service <b>800-123-4567</b> Precertification <b>800-123-4567</b> Provider Locator <b>800-123-4567</b>
Skai Blue and Cross Blue Shield P.O. Box 50 Little Rock, AR 72203-0050  Skai Blue Cross and Blue Shield, an independent licensee of the Blue Cross Blue Shield Association, provides administrative claim payment services only and does not assume any financial risk or obligation with respect to claims.	
Payor ID: BSKAI	
S1	

# Prior authorizations update

## ◆ Arkansas Act 424

- Mandates coverage for **breast reconstruction surgeries**
- These codes **require** a **PA** as of January 1, 2026:

11920	15771	19342	19367	19380
11921	15777	19350	19368	L8600
11970	19316	19357	19369	S2066
15271	19325	19361	19370	S2067
15272	19340	19364	19380	S2068

- Prior authorization for **Non-Essential Health Benefits**
  - Effective January 1, 2026
  - **Applies to:**
    - **ACA individual exchange**, both **on-** and **off-exchange** plans
    - **Stand-alone off-exchange** plans for:
      - Arkansas Blue Cross
      - Health Advantage
      - Octave Blue Cross



# Prior authorizations update

- ◆ **Bariatric surgery & weight-loss services**
- ◆ **Craniofacial-related surgeries/services**
- ◆ **Reproductive services** specific to RESTORE Act
  - Arkansas Blue Cross **Exchange only**
- ◆ **PANS-PANDAS coverage**
- ◆ **Outpatient cognitive rehabilitation (acquired brain injury)**
- ◆ **Inpatient neuro rehabilitation facility (acquired brain injury)**
- ◆ **Small group metallic and individual plans, Complete and Complete Plus only:**
  - Bariatric surgery and weight-loss services
  - Outpatient cognitive rehabilitation (acquired brain injury)
  - Inpatient neuro rehabilitation facility (acquired brain injury)



# Important updates for 2026

## ◆ Intake request email submission option

- To be **discontinued** effective **April 1, 2026**
- To **submit requests** moving forward:
  - Fax & Availity

## ◆ Hyrimoz update

- PA requests via **CoverMyMeds** platform
  - Use appropriate **NDC** (National Drug Code) to **prevent rejection**

## ◆ Medical pharmacy coverage changes

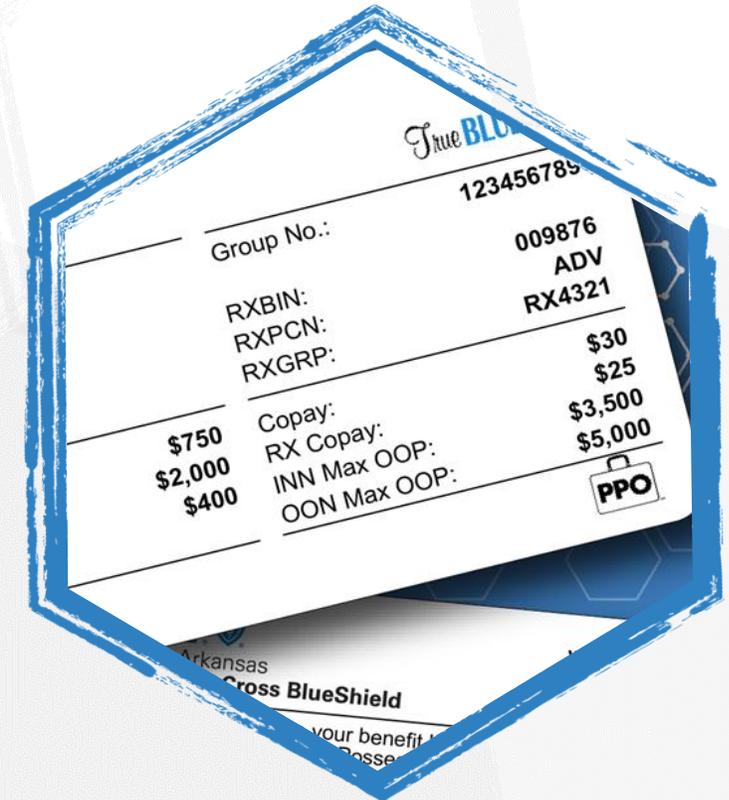
## ◆ All ARHOME plans

- Considered **“Payer of Last Resort”** as of January 1, 2026



# Important updates for 2026

- ◆ Exchange prefixes for 2026 flyer
- ◆ InterQual guidelines implementation
- ◆ Quarterly updates via *Providers' News*:
  - Medical pharmacy coverage changes
  - Medical specialty medications – PA updates
  - Coverage Policy Manual updates
  - Payment Policy Manual updates
  - Metallic formulary changes – effective May 1, 2026
  - Standard formulary changes – effective April 1, 2026



# FEP HEDIS quality improvement strategy

## ◆ High priority on improving for 2026

– Focus on top 5 quality measures:

1. **Avoidance of Antibiotic Treatment for Acute Bronchitis/Bronchiolitis (AAB)**
2. **Controlling High Blood Pressure (CBP)**
3. **Emergency Department Use (EDU)**
4. **Glycemic Status Assessment for Patients with Diabetes (GSD)**
5. **Use of Imaging Studies for Low Back Pain (LBP)**



# Questions?

---



Arkansas  
**BlueCross BlueShield**

An Independent Licensee of the Blue Cross and Blue Shield Association

# Thank you!

---



Arkansas  
**BlueCross BlueShield**

An Independent Licensee of the Blue Cross and Blue Shield Association