

BRIEF

Bi-monthly newsletter to keep you connected

EpiCare Link Live Session, Securing the BILH IT Network, Diabetes Patient Education Discussion, Blue Cross Provider Central log-in change, Update on THPP Appeals and Timely Filing Denials, Yankee Alliance



EpiCare Link Live Drop in Session

The EpiCare link team is holding a live drop in session this Thursday, November 7th at 3:00pm. Please join to ask any questions or let them know if you are experiencing any access issues.

Please click [here](#) to access the meeting.

Securing the BILH IT network and fraud prevention

As part of effort to secure the BILH IT network, and protect against identity fraud, BILH has begun requiring people with BILH emails (including @bidco.org) to enroll in ID.me, a federally certified identify verification tool that enables the IT Service Desk team to properly identify staff who need help with resetting a password or updating a new phone number for multifactor authentication (MFA). This means the IT Service Desk will require a staff member to provide proof of identity via video and/or government-issued photo ID through ID.me.



You can learn more about ID.me and how to enroll in this program in this [FAQ document](#).

Diabetes Patient Education Discussion

Let your patients know about the State of Diabetes patient education discussion taking place on **Saturday, November 23rd, 11am-2pm**, located at Roxbury Community College in the student commons. This is a no-cost community fair and panel discussion on the state of diabetes and its effects in the community. This event is also offering free health screenings to the



public.

For more information click [here](#) and patients can register for the event [here](#)



Blue Cross Provider Central log in change for 2025 Action Required!

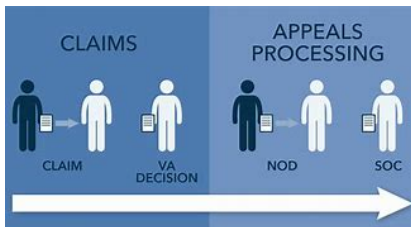
Effective **January 17, 2025**, Blue Cross Blue Shield is adding industry-standard security protocols (called multi-factor authentication) to their Provider Central website to further protect member and provider data. Each time a user logs into their Provider Central account, they will be required to authenticate using your email address, so it is important to make sure yours is up to date.

*Please log in to your Blue Cross Provider Portal to view the **News Alert** for full details*

Medicare HMO Blue members no longer require auth for home health care

Last year, Blue Cross Blue Shield ended the authorization requirement for home health care services for commercial members using an in-network home health care provider. As of **January 1, 2025**, they are also removing the authorization requirement for Medicare HMO Blue members receiving in-network home health care services. (BCBS already does not require authorization for Medicare PPO Blue).

This includes home health care services provided by a Blue Cross Blue Shield of Massachusetts contracted agency, such as: skilled nursing care; physical, occupational, and speech therapy; social work; and home health aide services.



Update to Tufts Health Public Plans appeals and timely filing denials

As you may know, for Tufts Health Public Plans, claims for professional or outpatient services must be received within 90 days of the date of service, or within 90 days of the date of hospital discharge for inpatient or institutional services. Any claims received after this window are denied for timely filing. As of Jan. 1, 2025, Tufts Health Public Plans will not review or consider appeals submitted for claims denied for exceeding the timely filing limit — unless they meet one of the exception criteria outlined by MassHealth. The [Claim Requirements, Coordination of Benefits and Dispute Guidelines section](#) of the Tufts Health Public Plans Provider Manual will be updated in advance of the **Jan. 1, 2025** effective date to reflect the changes outlined in this article, including any exceptions.

If a claim that does not meet one of these exceptions is denied for timely filing, there will be no option to appeal and the denial will stand.

Last year, Yankee Alliance members saved over \$110 million dollars. Joining Yankee Alliance brings you savings when buying:

- Medical, surgical and pharmacy supplies
- Office supplies and furniture
- PPE
- Administrative, financial and management services



For more information, please contact Leslie Levine, Operations Administrator, PPLLC at llevine5@bidmc.harvard.edu

For the latest in updates and savings, please see Yankee Alliance contract news found [here](#)

<https://www.yankeealliance.com/>

Please reach out to me if you have any questions or concerns. I can be reached via email at PLLCAdministration@bidmc.harvard.edu or leave me a message at (617) 632-9728 and I will get back to you.



Deb Schoenthaler, Executive Director



Physician Performance, LLC | 600 Unicorn Park, 4th Floor Office for Academic Careers and Faculty Dev. | Woburn, MA 01801 US

[Unsubscribe](#) | [Update Profile](#) | [Constant Contact Data Notice](#)