

Web-DENIS and PARS IVR

Provider Delivered Care
Management (PDCM)
Eligibility Determination
April 2017



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Disclaimer

- The information provided on web-DENIS and PARS IVR is based on current membership data and finalized claim data and is not a guarantee of payment.



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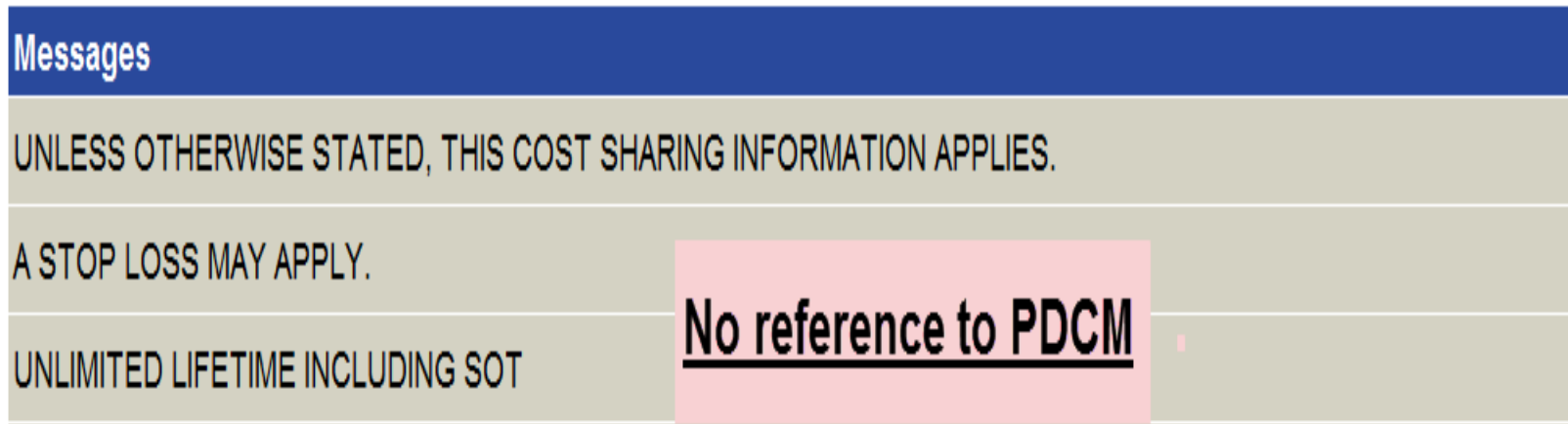
Web-DENIS-NASCO Example

When the member is not eligible for PDCM

Once you log into web-DENIS, enter the members contract number, select “Med”, select General Practice and click “GO”.

Make sure you are looking at the coverage period for the date of service in question.

This is what you will see on web-DENIS, under “MESSAGES” when the member is not eligible for PDCM.



The screenshot displays a 'Messages' section with a blue header. Below the header, there are three rows of text in a light gray box. The first row reads 'UNLESS OTHERWISE STATED, THIS COST SHARING INFORMATION APPLIES.' The second row reads 'A STOP LOSS MAY APPLY.' The third row reads 'UNLIMITED LIFETIME INCLUDING SOT'. A pink rectangular box highlights the text 'No reference to PDCM' in the third row, which is underlined.

Web-DENIS-NASCO Example

When the member is eligible for PDCM

This is what you will see on web-DENIS when the member is eligible for PDCM.

Make sure you are looking at the coverage period for the date of service in question.

Messages

UNLESS OTHERWISE STATED, THIS COST SHARING INFORMATION APPLIES.

A STOP LOSS MAY APPLY.

PRECERTIFICATION IS REQUIRED FOR HOSPITAL ADMISSIONS.

UNLIMITED LIFETIME INCLUDING SOT

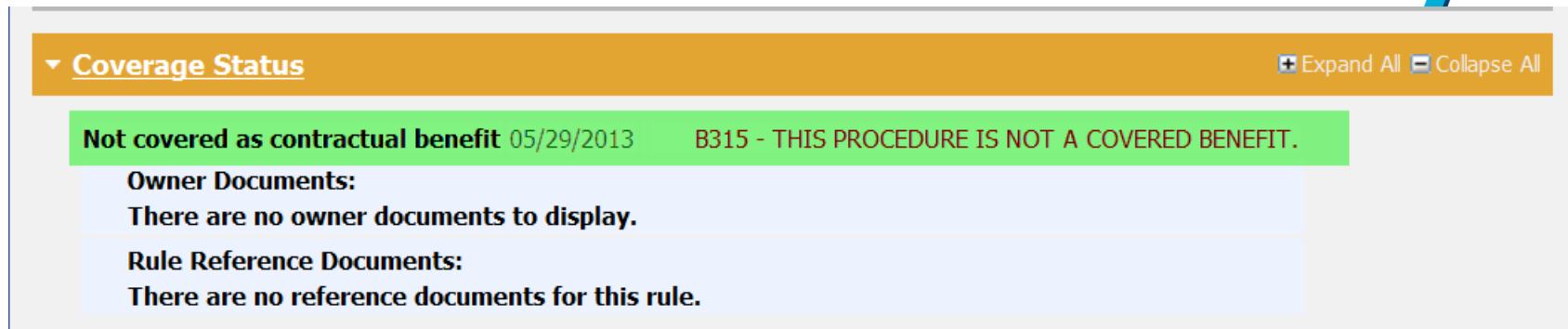
STOP LOSS UNLIMITED FOR OUT-OF-NETWORK.

THIS MEMBER PARTICIPATES IN THE PROVIDER DELIVERED CARE MANAGEMENT PROGRAM. PDCM SERVICES WILL BE SUBJECT TO THEIR ANNUAL DEDUCTIBLE; HOWEVER BCBSM WILL NOT IMPOSE THE COPAYMENT OR COINSURANCE REQUIRED UNDER THE MEMBERS CONTRACT.

Web-DENIS-MOS Example

When the member is not eligible for PDCM

This is what you will see when you access the member's medical/surgical benefit on web-Denis through Benefit Explainer and enter any one of the 12 procedure codes payable for PDCM *and the date of service in question* if they are not enrolled in the program.



▼ **Coverage Status** ⊕ Expand All ⊖ Collapse All

Not covered as contractual benefit 05/29/2013 B315 - THIS PROCEDURE IS NOT A COVERED BENEFIT.

Owner Documents:
There are no owner documents to display.

Rule Reference Documents:
There are no reference documents for this rule.

Web-DENIS-MOS Example

When the member is eligible for PDCM

This is what you will see when you access the member's medical/surgical benefit in web-DENIS Explainer and enter any one of the 12 procedure codes payable for PDCM *and the date of service in question* and they are eligible for PDCM.

▼ Coverage Status Expand All Collapse All

Covered - Limitations may apply 04/01/2012 To Present

Owner Documents:

[GROUP CONVERSION COMPREHENSIVE HEALTH CARE BENEFIT CERTIFICATE \(09/12/2005 \)](#)

[Medical Policy Encyclopedia \(01/02/1941 \)](#)

Rule Reference Documents:

There are no reference documents for this rule.

PARS IVR

- PARS, our automated and interactive voice response telephone system (**Call 800-344-8525**) allows you to check eligibility and benefits.
- Access availability is 24 hours, 7 days a week
- You have five choices when calling PARS:
 - The **mailing address for claim submission**
 - Receive a **fax of the member's eligibility and benefits**
 - Hear the member's **eligibility and benefits**
 - Inquire on **another member on the same contract**
 - Inquire about **another contract**
- Once you enter/say the members' information you may say fax or email. You do not have to listen to all the eligibility information.



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PARS IVR

When the member is eligible for PDCM

This is what you will see on the PARS IVR fax or hear when the member is eligible for PDCM.

This Member Participates In The Provider Delivered Care Management Program. PdcM Services Will Not Be Subject To Their Annual Deductible And Bcbsm Will Not Impose The Copayment Or Coinsurance Required Under The Members Contract.



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PARS IVR

When the member is not eligible for PDCM

This Member Does Not Participate In The Provider Delivered Care Management Program.



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Reference Materials

Access through **bcbsm.com**:

- PARS IVR - <http://www.bcbsm.com/providers/help/contact-us/pars.html>
- Web-DENIS - <http://www.bcbsm.com/providers/help/faqs/web-denis-faq.html>

Access through **web-DENIS directly (requires access)**:

- PARS IVR - https://internal.bcbsm.com/therecord/bcbsmDocs/PARS-Brochure_Professional.pdf
- Web-DENIS - https://internal.bcbsm.com/therecord/provider_training.html
 - Scroll down to Professional web-DENIS user guides and presentations

Questions about access to web-DENIS should be directed to your Provider Consultant or PO Consultant.



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