

Anthem Professional Forum

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Olivia Walker, Editor

We welcome your comments, questions and story ideas. Send a fax to (804) 354-3885 or write:

Anthem Blue Cross and Blue Shield
Attn: Anthem Professional Forum
Mail Drop VA46D, P.O. Box 27401
Richmond, VA 23279

*The information in this newsletter pertains to all these entities, unless otherwise noted.

Anthem Expands Product Portfolio; Modifies Existing Products — Effective July 1

Anthem Blue Cross and Blue Shield continues to seek ways to deliver innovative product designs that actively engage members in health care decisions, while at the same time offering affordable health care products to meet members' needs and pocketbook. For more information about new *GROUP* products and changes/enhancements to our existing *group* product portfolio, refer to the sections below.

New Group Products

Anthem KeyCare 20 Plus

Highlights: Effective July 1, 2004, Anthem introduces the newest addition to our KeyCare Plus product line — Anthem KeyCare 20 Plus. The product requires a \$20 copayment per visit to a general or family practitioner, internist

or pediatrician, and \$40 for all specialists. In keeping with our other Plus plans, Anthem KeyCare 20 Plus will also provide diagnostic laboratory services covered with no member copayment.

Anthem KeyCare Health Savings Accounts (HSA) Qualified High Deductible Health Plans

Highlights: Targeting fall 2004, Anthem will introduce our KeyCare HSA Qualified High Deductible Health Plans. These plans, in concert with a tax-advantaged health saving account, provide consumers an alternative method to pay for health care expenses and plan for retirement.

Anthem's KeyCare HSA Qualified High Deductible Health Plans offer the options below that include separate deductibles for individuals and families:

In-Network Benefits			Out-of-Network Benefits		
Deductible Individual/Family	Payment Percent	Out-of-Pocket Individual/Family Limits	Deductible Individual/Family	Payment Percent	Out-of-Pocket Individual/Family Limits
\$1,200/\$2,400	100%	\$1,200/\$2,400	\$2,000/\$4,000	70%	\$4,000/\$8,000
\$1,200/\$2,400	80%	\$3,500/\$7,000	\$2,000/\$4,000	60%	\$5,000/\$10,000
\$3,000/\$6,000	100%	\$3,000/\$6,000	\$4,000/\$8,000	70%	\$6,000/\$12,000
\$3,000/\$6,000	80%	\$5,000/\$10,000	\$4,500/\$9,000	60%	\$7,500/\$15,000

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A contract-level deductible applies to HSA plans. This means that the entire family must satisfy the deductible before *any* claims are eligible for reimbursement. An individual deductible does *NOT* apply for contracts with more than one person enrolled. As part of the HSA plans, prescription drug coverage is available under the medical benefit portion and is subject to the contract deductible.

Routine wellness care and well baby care are included, subject to the contract deductible. A \$2,000 limit applies for physical therapy and occupational therapy. Vision care through Davis Vision requires a \$15 copayment.

Product Changes

Effective for groups enrolling or renewing on or after July 1, the following product changes apply:

Tiered Radiology Copayments for Anthem HealthKeepers Products

Higher cost radiology services such as MRIs, MRAs and PET scans will now require a \$100 copayment from the member under most Anthem HealthKeepers plans. All other diagnostic radiology services will retain their current primary care physician or specialist office copayment requirements.

Coverage for Morbid Obesity

All services related to morbid obesity will become a standard exclusion under Anthem's BlueCare and KeyCare group products, with coverage available through a rider. An optional rider is already available under our standard HealthKeepers group products. Services related to obesity are currently excluded under all Anthem *group* products. Excluded services include any service billed with a primary diagnosis of obesity or morbid obesity.

Moving the coverage to an optional rider for our group products is in keeping with requests from the marketplace and is reflective of the industry in that most other health plan carriers already handle coverage for morbid obesity through a rider.

Anthem has developed "transition of care guidelines" for our members currently scheduled to have surgery or other services related to morbid obesity. Members who have had the procedure pre-authorized prior to their groups' renewal date will have coverage for the surgery (including post-operative visits and complications directly related to the approved surgical procedure). The surgery must be performed within 60 days of the renewal date.

For example, a member's group renews on July 1, and the surgery is pre-authorized on June 17. Surgery must be performed by August 29.

Coinsurance for Injectable Drugs for Anthem HealthKeepers Products

Anthem will now require members to pay a 20 percent coinsurance for most injectable drugs dispensed in physicians' offices under all Anthem HealthKeepers plans except for our essential and standard plans. Members are responsible for their office visit copayments, as appropriate. Allergy injections/serums and chemotherapy drugs are *NOT* subject to the coinsurance.

Product Enhancements

To simplify benefit processes for our members, Anthem will make the following enhancements effective July 1.

Diabetic Supplies Covered Under Pharmacy Benefit

Anthem will cover diabetic supplies — syringes, lancets, test strips, home glucose blood monitors and needles for the administration of injectable insulin — under the pharmacy benefit of our KeyCare and BlueCare group products since many members purchase these supplies at pharmacies. Anthem will continue to cover insulin pumps as medical equipment since members obtain these items through a medical equipment supplier and not a pharmacy.

Copayment Changes for Physical, Occupational and Speech Therapy

The copayment for physical therapy, occupational therapy and speech therapy visits under the Anthem HealthKeepers 15 plan will be reduced from \$35 per visit to \$25 to improve this benefit for our members.

Anthem Removes Deductible from Tier 1 on Prescription Deductible Plans

For members enrolled in drug deductible plans, a deductible will no longer apply to Tier 1 drugs. As before, Anthem will apply a deductible on Tier 2 and 3 drugs. Members are still responsible for their normal drug copayments. Eliminating the deductible component from Tier 1 drugs may increase use of these lower-cost alternatives, as members play an active role in helping contain the costs of their drug coverage.

Legislative Changes

While the Virginia General Assembly convened in January 2004, no changes are required as a result of legislative mandates this year.

Keep Your Provider Information Up-to-Date: Contact Provider Network Administration

Anthem's Provider Network Administration can help you with updating your records with Anthem and participating in our networks. Our provider records contain a number of Post Office Box numbers, Rural Route addresses and inactive addresses. We need your assistance to ensure that there is a **CURRENT physical street AND mailing address on file for each provider.**

Anthem also wants to ensure that you receive periodic updates about upcoming changes and improvements in a timely manner and our records reflect adequate, accurate information for our provider directories. Our Web-based applications include convenient mapping capabilities for members, and Anthem wants to make it easy for our members to find your office and for you to stay informed of changes.

Written Notification Required

Anthem requires WRITTEN notification — either by mail or fax — of any changes to your provider status including the effective date of any changes. Changes to provider status information cannot be taken by telephone. Please send written notification on your office's letterhead stationery to:

- | | | |
|--|-----------|---|
| ■ Fax Number:
(804) 354-3700 | OR | ■ Mailing Address:
Anthem Blue Cross and Blue Shield
Provider Network Administration
Mail Drop VA43A
P.O. Box 27401
Richmond, VA 23286-8708 |
|--|-----------|---|

When you need to make status changes, please contact Anthem's Provider Network Administration prior to the effective date of the change. By providing us with changes **BEFORE** they occur, we can continue to provide you with quality, uninterrupted service.



P L E A S E C U T H E R E

Updated Address Information

ANTHEM PROVIDER NUMBER

PROVIDER NAME

PHYSICAL ADDRESS

CITY/STATE/ZIP

MAILING ADDRESS (IF DIFFERENT FROM PHYSICAL ADDRESS)

CITY/STATE/ZIP

TELEPHONE NUMBER FOR APPOINTMENTS (INCLUDING AREA CODE)

OFFICE FAX NUMBER (INCLUDING AREA CODE)

OFFICE CONTACT PERSON

GROUP NAME AND NUMBER

Send form to: **MAIL:** ANTHEM Blue Cross and Blue Shield, Provider Network Administration, Mail Drop VA43A, P.O. Box 27401, Richmond, VA 23286-8708
OR FAX: (804) 354-3700

When to Contact Provider Network Administration

Notify Provider Network Administration when you wish to:

- ✓ Change address, telephone number, fax number or e-mail address. (Please notify Anthem of your current mailing address if it is other than your physical address so that we can mail correspondence, editions of the Anthem Professional Forum, etc., to the appropriate address. We will continue to send your payments to your financial address, as in the past.)
- ✓ Change name and address of the practice or facility you are either joining or leaving. (Please include a telephone number with area code.)
- ✓ Change legal name and/or new tax identification number.
- ✓ Request information on provider network participation or agreements.

Updating Records

To properly update your records on our files, Anthem will need:

- Your tax identification number and current Anthem-assigned, six-digit provider number.
- A completed W-9 form if you are making changes that require one. For example, a W-9 form is required for a change in your legal name and/or a new tax identification number. (Please contact us if you need a W-9 form. We will send you a W-9 packet for you to complete.)

Let Anthem Know if You Need to Update Your Address Information

For your convenience, we have included an address form below should you need to notify us of any address changes including your physical street and/or mailing address information.

2004 Well Baby/Preventive Child Services and Procedures

Anthem supports the recommendations set forth by the American Academy of Pediatrics (AAP), the American Academy of Family Physicians and the Centers for Disease Control and Prevention (CDC).

With our BlueCare, KeyCare and HealthKeepers policies, Anthem provides coverage under well baby/preventive child care benefits for the following list of services and procedures. Coverage for these services and procedures is determined by the age limitations defined under members' contracts.

Well Baby Services (BlueCare, KeyCare and HealthKeepers Policies)

Procedure Code	Description	Well Baby/Preventive Child Care Age Restriction
Preventive Medicine Evaluation And Management Services		
99381	Initial comprehensive preventive medicine evaluation and management of an individual; infant	Birth through 364 days
99391	Periodic comprehensive preventive medicine re-evaluation and management of an individual; infant	Birth through 364 days
99382	Initial comprehensive preventive medicine evaluation and management of an individual; early childhood	Age 1 through 4 years
99392	Periodic comprehensive preventive medicine re-evaluation and management of an individual; early childhood	Age 1 through 4 years
99383	Initial comprehensive preventive medicine evaluation and management of an individual; late childhood	Age 5 through 6 years
99393	Periodic comprehensive preventive medicine re-evaluation and management of an individual; late childhood	Age 5 through 6 years
Newborn Care		
99431	History and examination of the normal newborn infant.	Newborn through 364 days
99433	Subsequent hospital care, for the evaluation and management of a normal newborn, per day.	Newborn through 364 days
Immunizations		
90471	Immunization administration; one vaccine	Birth through 6 years
90472	Immunization administration; each additional vaccine	Birth through 6 years
90633	Hepatitis A vaccine, pediatric/adolescent dosage	Birth through 6 years
90645	Hib, HbOC conjugate	Birth through 6 years
90646	Hib, PRP-D conjugate	Birth through 6 years
90647	Hib, PRP-OMP conjugate	Birth through 6 years
90648	Hib, PRP-T conjugate	Birth through 6 years
90655	Influenza virus vaccine, split virus, preservative free	Age 6 through 35 months
90656	Influenza virus vaccine, split virus, preservative free	Age 3 through 6 years
90657	Influenza virus vaccine, split virus	Age 6 through 35 months
90658	Influenza virus vaccine, split virus	Age 3 through 6 years
90660	Influenza virus vaccine, for intranasal use	Age 5 through 6 years
90669*	Prenar vaccine	Birth through 6 years
90698 (New code-Effective 01/01/2004)	DTaP-Hib-IPV	Birth through 6 years
90700	DTaP	Birth through 6 years
90701	DTP	Birth through 6 years
90702	DT	Birth through 6 years
90707	MMR	Birth through 6 years
90710	MMR + varicella vaccine (MMRV)	Birth through 6 years
90712	Polio vaccine (OPV)	Birth through 6 years
90713	Polio vaccine (IPV)	Birth through 6 years
90716	Varicella virus vaccine (Vari Vax)	Birth through 6 years
90720	DTP – HIB	Birth through 6 years
90721	DtaP + HIB	Birth through 6 years
90723	DtaP-HepB-IPV	Birth through 6 years
90743	Hepatitis B, adolescent	Birth through 6 years
90744	Hepatitis B, pediatric/adolescent	Birth through 6 years
90748	HepB-Hib (Comvax)	Birth through 6 years
*The AAP, AAFP and CDC recommend that providers temporarily suspend routine use of the fourth booster dose of Pevnar. This recommendation is being made in order to conserve the vaccine supply and minimize the likelihood of shortages. Children at high risk should continue to receive the fourth dose. Refer to the April 2004 edition of the Anthem Professional Forum for further details.		

Procedure Code	Description	Well Baby/Preventive Child Care Age Restriction
Screening Tests		
53620	Newborn metabolic screening panel	Birth through 1 year
81000	Urinalysis; non-automated, w/microscopy	Birth through 6 years
81001	Urinalysis; automated, w/microscopy	Birth through 6 years
81002	Urinalysis; non-automated, w/o microscopy	Birth through 6 years
81003	Urinalysis; automated, w/o microscopy	Birth through 6 years
83020	Hemoglobin; electrophoresis	Birth through 6 years
83498	Hydroxyprogesterone, 17-d	Birth through 6 years
83655	Lead testing	Birth through 6 years
84030	PKU, blood	Birth through 6 years
84203	Protoporphyrin, RBC; screen	Birth through 6 years
84437	Thyroxine; requiring elution	Birth through 6 years
85013	Blood count; spun microhematocrit	Birth through 6 years
85014	Blood count; hematocrit	Birth through 6 years
85018	Blood count; hemoglobin	Birth through 6 years
86580	Skin test; tuberculosis, intradermal	Birth through 6 years
86585	Skin test; tuberculosis, tine test	Birth through 6 years
86880	Coombs test; direct, each antiserum	Birth through 6 years
92551	Screening test, pure tone, air only	Age 3 through 6 years
99173	Screening test of visual acuity, quantitative, bilateral	Age 3 through 6 years

Special Note: For HMO, laboratory tests must be performed by our capitated laboratory provider unless they are listed on the physician's fee-for-service (FFS) laboratory list.

Federal Employee Program (FEP)

The procedure codes listed below are considered preventive child care in the Federal Employee Program.

Procedure Code Category	Standard Option
Office Visits/Medical Care/Consultations	99201-99205, 99211-99215, 99238, 99239, 99381-99385, 99391-99395, 99241-99245, 99432, G0101, S0300, S0610, S0612
Hospital Care	99431, 99433, 99435
Administration	90471-90474, 90782, G0008, G0009, G0010, G0191, G0192
Respiratory Syncytial Virus (RSV)	90378
Hemophilus (Hib)	90645-90648
Influenza	90655, 90657-90659, 90656, 90660
Hepatitis A	90632-90634 Q3021^, Q3022^, Q3023^
Hepatitis B	90740, 90743, 90744, 90746-90748, C9105
Pneumococcal	90669, 90732
Other Vaccines and Immunizations	90700-90701, 90704-90709 90713, 90716, 90718, 90720, 90721, 90723*
Visual Tests	99173
Hearing/Audiology	92551-92553, 92585-92588
Laboratory Tests/Services	36415, 36416, 81000-81003, 84030, 86580, 86585, 99000, 99001, G0001, S3620
Routine Screening During Examinations	82955, 82960, 83655, 84203, 85013, 85014, 85018, 85046, 85660
Laboratory Tests and Services for Internationally Adopted Children	85007, 85021-85025, 85027, 85032, 85046, 86701-86704, 86706, 86592, 87177, 87340
Chlamydia	86631, 86632, 87710, 87270, 87370

* Covered for services rendered on and after Jan. 1, 2003

^ Codes deleted Dec. 31, 2002

Deleted Preventive Child Care Procedure Codes

Procedure Code	Deletion Information
90680	Approved Dec. 31, 1998, through Oct. 22, 1999. No longer FDA approved after Oct. 22, 1999.
90703	Removed from Preventive Child Care.
90711	CPT deleted Jan. 1, 1999.
90712	Removed from Preventive Child Care.
90719	Removed from Preventive Child Care.
90724	CPT deleted Jan. 1, 1999.
90737	CPT deleted Jan. 1, 1999.
90745	CPT deleted Jan. 1, 2000.
Q3021	CPT deleted Dec. 31, 2002.
Q3022	CPT deleted Dec. 31, 2002.
Q3023	CPT deleted Dec. 31, 2002.

Anthem Makes Change to PET Coverage Guidelines

Effective with dates of service June 1, 2004, there will be a change in the Positron Emission Tomography (PET) coverage guideline when CPT code 78608 (Brain imaging, PET-metabolic evaluation) and HCPC codes G0214 and G0215 (PET imaging whole body initial staging and restaging for colorectal cancer) will be eligible for coverage.

CPT code 78608 and the following diagnosis codes will be eligible for coverage **only** when they meet the criteria per the coverage guideline:

- 191.0-192.1 Malignant neoplasm of brain, cranial nerves, cerebral meninges
- 198.3 Secondary malignant neoplasm of brain and spinal cord
- 237.5 Neoplasm of uncertain behavior of brain and spinal cord
- 239.6 Neoplasm of unspecified nature, brain
- V10.85 Personal history of malignant neoplasm of brain

To differentiate radiation necrosis from recurrent tumor in a patient with an intracranial lesion visible on CT or MRI who has previously been treated for a brain tumor.

- 345.00-345.91 Epilepsy

Identification and/or localization of seizure foci in patients who are surgical candidates for intractable epilepsy.

G0214 and G0215 currently pay for the following diagnoses:

- 152.0-154.8 Malignant neoplasm; small intestine, colon, rectum, rectosigmoid junction and anus
- 159.0 Malignant neoplasm, intestinal tract, part unspecified
- 197.5 Secondary malignant neoplasm, large intestine and rectum
- 197.7 Secondary malignant neoplasm, liver, specified as secondary.

The above diagnoses will pend for review to ensure that they meet the following criteria:

- a) To detect and assess resectability of hepatic or extrahepatic metastases of colorectal cancer
- b) To detect recurrence of colorectal cancer in patients with rising CEA levels and/or in patients who present with signs and symptoms of recurrence
- c) To assess scarring vs. local bowel recurrence in patients with previous resected colorectal cancer.

These procedures will be denied as investigational when billed with any other diagnosis codes and/or when fails to meet the criteria.

Coverage Guideline: Urinary Incontinence Therapy for Adults

Effective for dates of service on or after June 1, 2004, endoscopic injection of implant material to the submucosal tissues of the urethra and/or bladder neck (CPT 51715) must meet the following medical criteria for coverage:

1. One of the following indications:
 - A.) Stress urinary incontinence caused by intrinsic sphincter weakness **OR**
 - B.) Post-traumatic or post-surgical injury **OR**
 - C.) Urethral hypermobility in females with abdominal leak point less than 100 cm H2O.

AND

2. Incontinence has not improved after at least 12 consecutive months of conventional therapy (exercise, medication).

Please Note:

When multiple injections are required, up to five (5) injections, a minimum of a week apart are covered. Beyond that is considered a treatment failure, and no further injections will be authorized.

Failure to meet the criteria will result in the procedure being denied investigational.

Anthem Clarifies Billing of Medical Observation Beds

Following a review of claims for medical observation in the outpatient setting, it has come to our attention that there are variations in practices for these services. In order to clarify the correct billing process for observation in the outpatient setting, please ensure that you adhere to the following guidelines:

- Observation is correctly billed up to 23 hours.
- When your patient is treated and released in less than 23 hours, the outpatient place of treatment code (22) and the correct observation CPT code (99234, 99235, 99236) must be used.

If your patients require hospital care beyond the expected 23 hours, we will review the medical necessity of an inpatient stay. To obtain authorization for inpatient care, contact our Medical Management department toll-free at (800) 533-1120.

Effective June 1, 2004, unless medical management has approved your patient for an inpatient stay, the correct observation bed claim must be submitted. This applies to our HMO and PAR/PPO business.

Correct Billing for Ambulatory Surgical Procedures

In most instances, ambulatory surgery can be safely and adequately managed in the outpatient setting according to Milliman Care Guidelines. Your post-surgical outpatients can remain in the hospital setting for observation for up to 23 hours without authorization. Observation services may take place anywhere in the facility deemed appropriate by the physician.

However, if your patients require hospital care beyond the expected 23 hours, we will review the medical necessity of an inpatient stay. To obtain authorization for inpatient care, contact our Medical Management department at (800) 533-1120.

State Announces Health Plan Administrators Beginning July 1

Covered services under the Commonwealth of Virginia COVA Care plan and The Local Choice (TLC) Key Advantage, Cost Alliance, KeyShare and Value Alliance plans will remain the same. Deductibles, copayments and coinsurance amounts will be unchanged. However, there will be some important changes in the administration of COVA Care and TLC benefits.

There will be four separate plan administrators for the state's COVA Care plan starting July 1, 2004, and for the TLC plans starting July 1 and Oct. 1, 2004, depending on the group's renewal date. The four plan administrators presented below were selected by the state through an extensive procurement process. Members will receive four identification (ID) cards in mid-to-late June — one from each plan administrator. Members will be responsible for presenting the appropriate ID card when receiving health care services.

COVA Care and TLC Health Plan Administrators — Effective July 1, 2004 (and Oct. 1, 2004 for some TLC Groups)

If you have questions about	Contact
Medical, Vision and Hearing	<p>Anthem Blue Cross and Blue Shield Telephone: (804) 355-8506 (Richmond area) (800) 552-2682 (Toll free, Outside Richmond) On the Web: www.anthem.com (From the Virginia members site, scroll down to the "Commonwealth of Virginia and The Local Choice" link.)</p>
Behavioral Health and Employee Assistance Program (EAP)	<p>Value Options Inc. Telephone: (866) 725-0602 (Toll free) On the Web: www.achievesolutions.net/covacare (For COVA Care) OR www.acheivesolutions.net/tlc (For TLC)</p>
Dental Note: TLC Medicare retirees will retain current dental benefits administered by Anthem, NOT Delta Dental.	<p>Delta Dental Plan of Virginia Telephone: (888) 335-8296 (Toll free) On the Web: www.deltadentalva.com</p>
Prescription Drug	<p>Medco Health Solutions Inc. Telephone: (800) 355-8279 (Toll free) On the Web: www.medcohealth.com</p>

Questions About COVA and TLC Claims

Contact Anthem if you have questions about medical, dental, prescription drug, vision or hearing claims with dates of service prior to July 1, 2004, and Oct. 1, 2004, for some TLC groups. For dates of service on or after July 1, please contact the appropriate plan administrator listed in the table to address claim questions.

Authorizations

All admission and health services reviews (formerly pre-authorizations) in place from Anthem will continue for medical without change. Prescription drugs for which you have already received approval will continue until they expire. Effective July 1 (or October 1 for some TLC groups), new and renewal prescription drug requests must be sent directly to Medco Health.

Fiscal Year Change: Deductibles and Out-of-Pocket Amounts

Please note the benefit year (time period when benefits are administered) will change from a calendar to a fiscal year of July 1 through June 30. With the transition to the new fiscal benefit year on July 1, members will NOT need to satisfy again deductibles or out-of-pocket (OOP) amounts met between January 1 and June 30, 2004. New deductibles and out-of-pocket limits will begin July 1, 2005.

TLC Medicare Retirees

TLC retirees enrolled in the Medicare Complementary and Advantage 65 plans will continue to have their dental benefits through Anthem, rather than Delta Dental. However, they will move to Medco Health for their prescription drug benefits at their group's renewal on July 1 or Oct. 1, 2004. Benefits for the Medicare retirees will continue to be administered on a calendar year, not a plan year.

State Medicare Retirees

This group renews Jan. 5, 2005. Until then, there are no changes to their current plan benefits or to the plan administrators.

Alpha Natural Resources Enrolls With Anthem

Effective Jan. 1, 2004, Anthem enrolled Alpha Natural Resources, a coal mining and sales firm headquartered in Abingdon with approximately 2,000 employees in Virginia, Pennsylvania, Kentucky, West Virginia and Tennessee. Anthem provides coverage under the BlueCard® PPO plan (out-of-area), with wellness and preventive care included, for employees of Alpha Natural Resources. The national account will have the alpha prefix "ANR."

Benefit Highlights

- Includes an annual deductible of \$250 (per person) or \$500 (per family) that applies to services requiring a 20 percent coinsurance such as inpatient services, outpatient diagnostic labs and X-rays and emergency room visits.
- Requires a \$20 copayment per visit to a general or family practitioner, internist, pediatrician and specialists.
- Provides in-network coverage for annual routine wellness care at 100 percent after a \$20 copayment for:
 - Pap Smears
 - Prostate Specific Antigen (PSA) and Prostate Exams for Men Age 40 Years and Older
 - Colorectal Cancer Screenings
 - Mammograms for Women Age 35 Years and Older
- Includes a \$200 calendar-year limit for immunizations, routine lab work and X-rays done in connection with an annual check-up for members age 7 years and older.
- Covers well baby care, including immunizations, at 100 percent after a \$20 copayment. Includes seven visits, age birth through 1 year; seven visits age 1 through 6 years.

BLUECARD® UPDATE

BlueCard® Surveys Arrive Soon — Your Input is Important

More than 487,000 Virginia residents participate in the BlueCard® Program — the program that allows members covered under other independent Blue Cross and Blue Shield plans to receive health care services using Anthem's network of providers. Anthem continues to experience growth in out-of-area membership because of our partnership with network providers, and we are committed to meeting providers' needs and expectations regarding the program.

BlueCard® Provider Satisfaction Survey

In doing so, Anthem routinely participates in an annual "BlueCard® Provider Satisfaction Survey" administered by the Response Center — an independent research firm. From May through July, the firm will conduct telephone interviews speaking with someone in your office or billing department who is knowledgeable about filing Blue Cross and Blue Shield claims. Please share this information with the appropriate staff in your office.

The center selects a random sample of health care professionals who provided services to BlueCard® members within the past year. Should you receive a call, we encourage you to participate. Your feedback is important, as it helps us identify areas to enhance the BlueCard® Program to better suit your needs.

Putting Your Feedback in Action

We have made the following improvements based on input from last year's survey:

- In response to provider requests for easier access to Anthem, changes to Data Touch — our interactive voice response system — now make it possible to reach every Anthem provider service area via one local or toll-free telephone number. Just dial (804) 342-0010 or (800) 533-1120, and you can speak directly with a BlueCard® representative.
- Anthem continues to seek ways to drive administrative complexity out of the BlueCard® process through initiatives to reduce overall adjustment rates, ensuring claims are handled correctly the first time. In addition, Anthem has implemented new performance measurements to more closely monitor claims inventory, ensuring timely processing and payments of BlueCard® claims.
- Anthem representatives now use a "total case" approach to resolve BlueCard® claim issues, completing all aspects of your claim issue without referral to another Blue Cross and Blue Shield plan for resolution.

For More Information About the BlueCard® Program

We continually seek ways to improve our service to you and welcome your comments. If you have questions about the BlueCard® Program or have suggestions for improvement, here are three ways to contact us:

- Talk to your Anthem network consultant for your region.
- Visit us online under the Virginia provider section at www.anthem.com.
- Call our Anthem service operations area using the one local or toll-free telephone number for all your provider service needs. Dial (804) 342-0010 (Richmond area) or toll free (800) 533-1120 (outside Richmond).

Watch for upcoming updates in the Anthem Profession Forum, as we work to further streamline and improve work processes with the BlueCard® Program.

OSHA Staff Training Scheduled to Begin in July

Virginia Academy of General Dentistry Approves Fellowship and Mastership Credits

The time for Anthem's annual Occupational Safety and Health Administration (OSHA) training program is rapidly approaching. Anthem is pleased to offer the informative sessions throughout the state this summer and fall at **NO CHARGE** for participating dental and oral surgery professionals. With several sessions scheduled, you are sure to find one in a location near you, so make plans now to attend. Please see seminar dates, times and locations below.

OSHA requires that all dental professionals and staff receive training and education on current OSHA requirements each year. Furthermore, individuals are required to receive information on standards for blood-borne pathogens and other OSHA changes. The Virginia Academy of General Dentistry (AGD)* will award 2.5 continuing dental education (CDE) credits to those dentists, dental hygienists and dental assistants who complete an Anthem OSHA seminar.

***Anthem Blue Cross and Blue Shield has been designated and approved by the Virginia Academy of General Dentistry (AGD). This sponsor's formal CDE programs are accepted by the AGD for membership maintenance, fellowship and mastership credits. The current term of approval extends from March 1, 2004, to March 1, 2008.**

Anthem sponsors the fast-paced seminars for you to help address OSHA requirements when you:

- Hire new employees.
- Document employee training to meet OSHA standards.
- Report incidental exposure accidents and other situations according to legal requirements.

Registration

Reservations are required, as seating is limited. Registration is accepted as requests are received, so please register early.

There will be **NO CONFIRMATION** of your registration; however, if the session you are requesting is filled to capacity, Anthem will notify you.

Seminar Topics

Anthem will review the following general categories in the seminars:

1. **Record Keeping Requirements** – Includes information about the training, exposure control, hazard communication and emergency action.
2. **Hazard Communication** – Includes information on proper handling of hazardous chemicals.
3. **Emergency Action** – Provides detailed information on how to respond to emergency situations for employee safety.
4. **General Duty Safety** – Reviews Ergonomics and other employee health and safety issues.
5. **Blood Borne Pathogens** – Explains how to protect yourself and your employees from blood and other body fluid contamination.

OSHA Certification Dates and Locations. Please Indicate Choice.

☐ MANASSAS

July 28, 2004 (Tuesday)

Comfort Suites – Manassas
Ballroom
7350 Williamson Blvd.
Manassas, VA 20109
(703) 686-1100
12:30 – 1:30 p.m. Sign-in
1:30 – 4:30 p.m. OSHA Session

☐ RICHMOND

July 28, 2004 (Wednesday)

Anthem Blue Cross and Blue Shield
Davis Center – Shenandoah Room
2015 Staples Mill Road
Richmond, VA 23230
(804) 354-2338
12:30 – 1:30 p.m. Sign-in
1:30 – 4:30 p.m. OSHA Session

☐ NEWPORT NEWS

July 29, 2004 (Thursday)

Omni Hotel – Newport News
Ballroom
1000 Omni Blvd.
Newport News, VA 23601
(757) 873-6664
12:30 – 1:30 p.m. Sign-in
1:30 – 4:30 p.m. OSHA Session

☐ BRISTOL

September 21, 2004 (Tuesday)

Holiday Inn Hotels and Suites – Ballroom A
3005 Linden Drive
Bristol, VA 24202
(276) 466-7725
12:30 – 1:30 p.m. Sign-in
1:30 – 4:30 p.m. OSHA Session

☐ ROANOKE

September 22, 2004 (Wednesday)

Clarion Hotel Roanoke Airport – Ballroom A, B, C
3315 Ordway Drive NW
Roanoke, VA 24017
(540) 362-4500
12:30 – 1:30 p.m. Sign-in
1:30 – 4:30 p.m. OSHA Session

☐ CHARLOTTESVILLE

September 23, 2003 (Tuesday)

Holiday Inn, University Area & Conference Center
1901 Emmett Street
Charlottesville, VA 22901
(434) 977-7700
12:30 – 1:30 p.m. Sign-in
1:30 – 4:30 p.m. OSHA Session

Seating is limited. Please submit your registration as soon as possible.

Name of Dental Office

Name of Attendee

Provider Number

Name of Attendee

Phone Number (Including Area Code)

Name of Attendee

You may fax your registration to **(804) 354-3029, Attention OSHA Seminar Registration**, or mail your registration to the following address:

Anthem Services, Inc. • P.O. Box 27401 • OSHA Registration/Mail Drop VA43A • Richmond, VA 23279

There will be **NO CONFIRMATION** of your registration; however, if the session you are requesting is filled to capacity, Anthem will notify you.

Attention Dental Providers: Anthem Schedules Summer Dental Office Seminars

Anthem will offer several summer dental office seminars in June, July and August. If you are an Anthem participating **dental and/or oral surgery professional** and have questions about filing claims and other pertinent topics, please don't miss an opportunity to attend one of these informative sessions. The seminars — offered at no charge — address topics like claims filing, current Anthem updates, Anthem Point of Care and much more.

Special Note:

Anthem's dental office seminars should not be confused with the seminars offered through the Occupational Safety and Health Administration (OSHA). Anthem will offer OSHA seminars in late July and September. Please see the article in this edition of the Anthem Professional Forum for a schedule of OSHA seminars.

Registering for Dental Office Seminars

To register for a seminar, please submit your completed reservation form either by fax to:

- | | | |
|--|-----------|--|
| ■ Fax Number:
(804) 354-3029 | OR | ■ Mailing Address:
Anthem Blue Cross and Blue Shield
Attention: Dental Office Seminars
Mail Drop VA43A
P.O. Box 27401
Richmond, VA 23279 |
|--|-----------|--|

Let Us Know If You Cannot Attend

While Anthem offers these dental office seminars as a courtesy to our participating dental professionals, we want to ensure comfortable facilities and adequate copies of seminar materials are available. Therefore, should you register for a seminar and then find you cannot attend, please call (804) 354-2338 to cancel as soon as possible or at least 24 hours in advance of the seminar. We can then adjust our registration records or assign your seat to another participant. Please note that your registration will not be confirmed, but you will be contacted if the session you have selected is full.

Dental Office Seminar Registration Form (for providers participating with Anthem)

To register for a dental office seminar, fill out this form completely and fax **OR** mail it to: **FAX:** (804) 354-3029

OR MAIL: ANTHEM Blue Cross and Blue Shield, Attn: Dental Office Seminars, Mail Drop VA43A, P.O. Box 27401, Richmond, VA 23279

PLEASE NOTE THERE WILL BE NO CONFIRMATION OF YOUR REGISTRATION. However, we will notify you if the seminar is either FULL or CANCELLED.

When registering, please remember:

- These free seminars are for the office personnel of participating DDSs and DMDs **only**. Other physician specialties, such as mental health, MDs and DOs receive separate training and will be notified of those seminars.
- Attendance is by **reservation only**, and we can accommodate up to two people from each dental office. If you register and then cannot attend, please call (804) 354-2338 to cancel 24 hours in advance of the seminar or as soon as you know.
- **We strongly recommend that you bring a sweater or jacket, as seminar meeting rooms are often cool and cannot be temperature-controlled.**

SEMINAR DATE **AND** TIME

LOCATION

ATTENDEE #1

ATTENDEE #2

PROVIDER NAME

ANTHEM PROVIDER NUMBER

SPECIALTY

ADDRESS

CITY/STATE/ZIP

PHONE NUMBER (INCLUDING AREA CODE)

FAX NUMBER (INCLUDING AREA CODE)

E-MAIL ADDRESS

2004 Dental Office Seminars

DATE	TIME	REGION	LOCATION / ADDRESS
June 8	10 a.m. – 12 p.m.	Northern	Culpeper County Library – Meeting Room, 271 Southgate Shopping Center, Culpeper, VA 22701
June 23	10 a.m. – 12 p.m.	Eastern	Sentara Virginia Beach General Hospital, Health Education Center – Room A, 1060 1st Colonial Road, Virginia Beach, VA 23454
July 13	10 a.m. – 12 p.m.	Northern	Anthem Blue Cross and Blue Shield – Chantilly Office, 3800 Concorde Parkway, Chantilly, VA 22021
July 27	10 a.m. – 12 p.m.	Western	Anthem Blue Cross and Blue Shield – Roanoke Office, 602 South Jefferson Avenue, 1st Floor, Roanoke, VA 24011 Note: Call Anthem at (804) 354-2338 for parking information.
August 10	10 a.m. – 12 p.m.	Western	Johnston Memorial Hospital, 3rd Floor Conference Room C, 351 Court Street, NE, Abingdon, VA 24210
August 24	10 a.m. – 12 p.m.	Northern/ Central	Mary Washington Hospital, Auditorium 3, 1001 Sam Perry Boulevard, Fredericksburg, VA 22401
August 31	10 a.m. – 12 p.m.	Eastern	Sentara Leigh Memorial Hospital, 1st Floor Classrooms, 830 Kempsville Road, Norfolk, VA 23502

Refreshments will be provided in all sessions.

Reminder: Anthem's Dental Service Report Eliminated

Please use the nationally recognized, standard American Dental Association (ADA) claim form or the CMS-1500 claim form, as appropriate, when filing dental claims.

Effective for dates of service on or after Oct. 1, 2003, Anthem will no longer accept claims submitted on Dental Service Reports (DSRs). Anthem will return DSRs, resulting in delays in processing and payment.

Ordering ADA Claims Forms

To order ADA claim forms, please contact the ADA's Department of Salable Material toll-free at (800) 947-4746, or visit the Web site at www.ada.org.

Medical Office Seminars Scheduled for ALL Regions

Anthem's series of **medical** office seminars begin this month, continuing throughout the remainder of the year. Designed for participating new and existing network physicians, e.g., medical doctors (**MD**), doctors of osteopathy (**DO**) or doctors of podiatric medicine (**DPM**) and their staffs, the seminars are offered at no charge to participating providers and address claims filing, new product changes, electronic commerce and other topics.

Sign Up Now

Please register for a seminar in your region that's convenient for your schedule. We've included a seminar schedule for ALL regions in this edition of the Anthem Professional Forum. For ease of reference, seminars for the Western region are indicated in **blue** type.

Let Us Know if You Cannot Attend

Anthem wants to continue providing you with the very best materials and instruction. Should you register and then find you cannot attend, **please notify us right away**, so we can adjust our registration records, ensure sufficient supplies and materials are available, and offer your seat to someone else.

A partial schedule of medical office seminars for all regions follows. Additional seminars dates and locations will be announced later via upcoming editions of the Anthem Professional Forum and weekly remittances.

Registration

For Central, Northern and Eastern Regions ONLY

To register for a medical office seminar in either the central, northern or eastern regions, submit your completed form by fax to:

- **FAX:** (804) 354-2979

OR

- **MAIL:** Anthem Blue Cross and Blue Shield
Attn: Medical Office Seminars
Mail Drop 43C
P. O. Box 27401
Richmond, VA 23279

Western Region Only

For the **WESTERN** region, submit your completed form by fax to:

- **FAX:** (540) 853-3065

OR

- **MAIL:** Anthem Blue Cross and Blue Shield
Mail Drop VAG5C
P.O. Box 13047
Roanoke, VA 24030

Medical Office Seminar Registration Form

PLEASE NOTE THERE WILL BE NO CONFIRMATION OF YOUR REGISTRATION. We will only notify you if the seminar is either FULL or CANCELLED.

IMPORTANT! When registering, please remember:

- These free seminars are for **MDs, DOs and DPMs only**, and their office personnel. Non-physician specialties, such as mental health and dental offices, receive separate training and will be notified of those seminars.
- Please register in your appropriate region and for the desired date/time of seminar.
- Registration is either by fax **OR** mail, NOT both, to avoid duplication.

- In order to allow as many practices to be represented as possible, we can accommodate up to two people from each medical practice.
- If you register and then cannot attend, please call to cancel at least **24 hours in advance** or as soon as you know to allow us time to assign your seat to someone else. Call **(804) 678-0405** to cancel seminar registrations in the central, eastern and northern regions and North Carolina. For the western region, call **(540) 853-5077** to cancel.
- For your comfort, we urge you to bring a sweater or jacket, as seminar meeting rooms are often cool and cannot be temperature-controlled.
- All sessions are "Brown bag lunch" or "on your own" unless otherwise specified. Beverages will be provided.

SEMINAR DATE **AND** TIME

LOCATION

ATTENDEE #1

ATTENDEE #2

PROVIDER NAME

ANTHEM PROVIDER NUMBER

SPECIALTY

ADDRESS

CITY/STATE/ZIP

PHONE NUMBER (INCLUDING AREA CODE)

FAX NUMBER (INCLUDING AREA CODE)

E-MAIL ADDRESS

2004 Medical Office Seminars — Central, Eastern, Northern and Western Regions

DATE	TIME	REGION	LOCATION / ADDRESS
June 8	10 a.m. – 1 p.m.	Western	Johnston Memorial Hospital, 3rd Floor Conference Center, Room C, 351 N. Court Street, Abingdon, VA 24210
June 9	9:30 a.m. – 12:30 p.m.	Central	Children's Hospital – 1st Floor Auditorium, 2924 Brook Road, Richmond, VA 23220
June 17	10 a.m. – 1 p.m.	Western	Alleghany Regional Hospital, Conference Room B, 1 ARH Lane, Low Moor, VA 24457
June 22	10 a.m. – 1 p.m.	Western	Dutch Inn, Hague Room, 2360 Virginia Avenue, Collinsville, VA 24078
June 24	1 p.m. – 4 p.m.	Eastern	DePaul Hospital – Price Auditorium, 150 Kingsley Lane, Norfolk, VA 23505
June 29	10 a.m. – 1 p.m.	Western	New River Valley Medical Center, Fireside Room B, Radford, VA 24141
July 8	1 p.m. – 4 p.m.	Eastern	Mary Immaculate Hospital – Conference Center, A & B, 2 Bernardine Drive, Newport News, VA 23602
July 14	10 a.m. – 1 p.m.	Western	Holiday Inn Staunton, Ballroom, Interstate 81, Exit 225, 152 Fairway Lane, Staunton, VA 24401
July 20	10 a.m. – 1 p.m.	Western	Wythe County Community Hospital, Wythe/Bland Conference Center, (Beside Hospital), 600 West Ridge Road, Wytheville, VA 24382
July 22	1 p.m. – 4 p.m.	Central	Community Memorial Health Center, 1st Floor Education Center, Room 101, Buena Vista Circle, South Hill, VA 23970
July 27	1 p.m. – 4 p.m.	Western	Norton Community Hospital, Day Room, 100 15th Street, Norton, VA 24273
July 30	1 p.m. – 4 p.m.	Northern	Prince William Hospital – 4th Floor Conference Rooms A-C, 8700 Sudley Road, Manassas, VA 20110
August 3	10 a.m. – 1 p.m.	Western	Roanoke Higher Education Center, 108 North Jefferson Street, Roanoke, VA 24016 (Validated parking available in the Gainsboro Parking Garage adjacent to building)
August 4	10 a.m. – 1 p.m.	Western	Twin County Community Hospital, Twin County Room, 200 Hospital Drive, Galax, VA 24330
August 11	10 a.m. – 1 p.m.	Western	Clinch Valley Medical Center, Classroom 2, Basement Level, 2949 West Front Street, Richlands, VA 24641
August 18	10 a.m. – 1 p.m.	Western	Wellmont Bristol Regional Medical Center, Willow, Walnut, Spruce Rooms, 1 Medical Park Boulevard, Bristol, TN 37620
August 20	9 a.m. – 12 p.m.	Northern	Potomac Hospital – 1st Floor Auditorium, 2300 Opitz Boulevard, Woodbridge, VA 22191
August 25	9:30 a.m. – 12:30 p.m.	Central	Henrico Doctor's Hospital – Parham Campus, 1st Floor Classroom, 7700 East Parham Road, Richmond, VA 23294
September 9	1 p.m. – 4 p.m.	Eastern	Southampton Memorial Hospital – East Pavilion Auditorium, 100 Fairview Drive, Franklin, VA 23851
September 17	1 p.m. – 4 p.m.	Northern	Fair Oaks Hospital – Medical Plaza Building Auditorium, 3700 Joseph Siewick Drive, Suite 105, Fairfax, VA. 22033
September 22	11.30 a.m. – 2:30 p.m.	Eastern	Riverside Conference Center – Warwick Medical and Professional Building, #6, Suite B, 12420 Warwick Boulevard, Newport News, VA 23606

(Western seminars are indicated in “blue.”)

(Unless otherwise specified, all sessions are “brown bag lunch.” Beverages will be provided.)

BUSINESS UPDATE

Anthem Makes Minor Changes to ID Cards for Prescription Drugs

Anthem will begin re-issuing ID cards for our members enrolled in PAR and PPO plans as groups renew their coverage. We made minor changes to the prescription drug headers on the ID card — with “Tier 1 Drug” replacing “Generic Drug” and “Tier 2/3 Drug” replacing “Brand Name Drug.”

You may notice these minor changes on the ID cards of your patients with Anthem coverage. We also made changes to our HMO cards, making the cards easier to use.

Changes to Anthem ID cards do not reflect any changes in drug benefit coverage. Watch for the June edition of the Anthem Professional Forum for illustrations of the new ID cards.

Anthem Schedules Additional Ancillary Provider Office Seminars

If you are an ancillary provider participating in an Anthem network, please consider attending one of our seminars — offered at no charge and tailored to your needs. With the addition of several seminars across the state, you're sure to find one that's convenient for your schedule.

We have expanded our curriculum — including a series of introductory training seminars for new ancillary providers and their office staff who file claims on the CMS-1500 claim form. Anthem will also continue to offer seminars for providers with experienced billing staff.

Who Should Attend?

- Audiologists
- Certified Nurse Midwives
- Chiropractors
- Ground Ambulance Providers
- Home Infusion (I.V. Therapy) Providers
- Laboratories
- Medical Equipment Suppliers
- Opticians
- Optometrists
- Physical, Speech and Occupational Therapists

You will also find a schedule of training seminars for the following providers who file claims on the UB-92 claim form:

- Home Health Agencies
- Dialysis Centers
- Hospices
- Skilled Nursing Facilities

Medical doctors, dentists and other non-ancillary health care professionals attend separate seminars tailored for their office needs.

Register Now

Please register early to ensure your choice of times and locations. These informative sessions address topics such as:

- Claims filing procedures
- ID card information
- Current updates about Medical Management
- Product changes
- Anthem Point of Care (our Web-based application that links Anthem and our participating providers)

To Register by Fax OR Mail

To register, please submit your completed reservation form to:

- **Fax Number:** (804) 354-3029
- OR
- **Mailing Address:**
Anthem Blue Cross and Blue Shield
Attention: Ancillary Provider Network
Management Seminars
Mail Drop VA43A
P.O. Box 27401
Richmond, VA 23279

Ancillary Providers Seminar Registration Form

(for providers participating with Anthem)

- Ambulance Providers
- Audiologists
- Certified Nurse Midwives
- Chiropractors
- Dialysis Centers
- Home Health Agencies
- Home Infusion (I.V. Therapy) Providers
- Hospices
- Laboratories
- Medical Equipment Suppliers
- Opticians
- Optometrists
- Physical, Speech and Occupational Therapists
- Skilled Nursing Facilities

To register for an ancillary provider seminar, fill out this form completely and fax **OR** mail to: **FAX:** (804) 354-3029

OR MAIL: ANTHEM Blue Cross and Blue Shield, Attn: Ancillary Provider Network Management Seminars, Mail Drop VA43A, P.O. Box 27401, Richmond, VA 23279

PLEASE NOTE THERE WILL BE NO CONFIRMATION OF YOUR REGISTRATION. However, we will notify you if the seminar is either FULL or CANCELLED.

When registering, please remember:

- These seminars are for the office personnel of the participating provider types listed at the top of this page. Training seminars for other provider types such as MDs, DOs, DDS, DMDs and Mental Health have a separate training schedule.

- As space is limited, attendance will be by **reservation only**. If you register and then find you cannot attend, please call (804) 354-2338 to cancel as soon as possible or at least 24 hours in advance of the seminar.
- We **strongly recommend** you bring a sweater or jacket. Seminar meeting rooms are often cool and cannot be temperature controlled.

SEMINAR DATE AND TIME

LOCATION

ATTENDEE #1

ATTENDEE #2

PROVIDER NAME

ANTHEM PROVIDER NUMBER

PROVIDER TYPE

ADDRESS

CITY/STATE/ZIP

PHONE NUMBER (INCLUDING AREA CODE)

FAX NUMBER (INCLUDING AREA CODE)

E-MAIL ADDRESS

Let Us Know If You Cannot Attend

Seating is limited, so should you register and then discover you cannot attend a seminar, please call (804) 354-2338 to cancel as soon as possible or at least 24 hours in advance of the seminar. We can then adjust our registration numbers to ensure adequate materials are available or assign your seat to another participant.

2004 Statewide Schedule of Ancillary Provider Office Seminars

DATE	TIME	REGION	SEMINAR TYPE	LOCATION/ADDRESS
June 3	10 a.m. – 1 p.m.	Eastern	Home Health Agencies, Skilled Nursing Facilities, Hospices, Dialysis Centers (UB-92 Billers)	Anthem Blue Cross and Blue Shield, Hampton Roads Room, 277 Bendix Road, Suite 100, Virginia Beach, VA 23452
June 11	10 a.m. – 1 p.m.	Northern	Home Health Agencies, Skilled Nursing Facilities, Hospice, Dialysis Centers (UB-92 Billers)	Anthem Blue Cross and Blue Shield – Chantilly Office 3800 Concorde Parkway, Chantilly, VA 22021
June 18	10 a.m. – 1 p.m.	Western	Home Health Agencies, Skilled Nursing Facilities, Hospices, Dialysis Centers (UB-92 Billers)	Lewis-Gale Medical Center, Stratford Park Office Building, Classroom A, 3807 Brandon Avenue, Salem, VA 24018
June 24	1 p.m. – 4 p.m.	Central	Home Health Agencies, Skilled Nursing Facilities, Hospices, Dialysis Centers (UB-92 Billers)	CJW, Johnston-Willis Hospital, Main Auditorium, 1401 Johnston Willis Drive, Richmond, VA 23235
August 5	9 a.m. – 12 p.m.	Central	Ambulance, Audiologist, Laboratory, Optometry & Certified Nurse Midwife Providers Experienced Billers	Anthem Blue Cross and Blue Shield, Training Room 2, 2221 Edward Holland Drive, Richmond, VA 23230
August 13	To Be Determined	Western	Ambulance, Audiologist, Laboratory, Optometry & Certified Nurse Midwife Providers Experienced Billers	To Be Determined
August 20	10 a.m. – 1 p.m.	Eastern	Ambulance, Audiologist, Laboratory, Optometry & Certified Nurse Midwife Providers Experienced Billers	DePaul Hospital, Price Auditorium, 150 Kingsley Lane, Norfolk, VA 23505
August 27	1 p.m. – 4 p.m.	Northern	Ambulance, Audiologist, Laboratory, Optometry & Certified Nurse Midwife Providers Experienced Billers	Prince William Hospital, 4th Floor Conference Room A, 8700 Sudley Road, Manassas, VA. 20110
September 9	To Be Determined	Western	Introductory Billing Seminar For all new Ancillary CMS-1500 Billers	To Be Determined
September 17	1:30 p.m. – 4:30 p.m.	Central	Introductory Billing Seminar For all new Ancillary CMS-1500 Billers	Henrico Doctors Hospital, Williamsburg Room A, 1602 Skipwith Road, Richmond, VA 23229
September 23	10 a.m. – 1 p.m.	Northern	Introductory Billing Seminar For all new Ancillary CMS-1500 Billers	Mary Washington Hospital, 1 West Conference Room 1001 Sam Perry Boulevard, Fredericksburg, VA 22401
September 30	1 p.m. – 4 p.m.	Eastern	Introductory Billing Seminar For all new Ancillary CMS-1500 Billers	Riverside Conference Center – Warwick Medical and Professional Building, #6, Suite B, 12420 Warwick Boulevard, Newport News, VA 23606
October 14	9 a.m. – 12 p.m.	Central	Physical Therapy, Speech Therapy, Occupational Therapy & Chiropractor Providers Experienced Billers	Anthem Blue Cross and Blue Shield, Training Room 2 2221 Edward Holland Drive, Richmond, VA 23230
October 20	1 p.m. – 4 p.m.	Eastern	Physical Therapy, Speech Therapy, Occupational Therapy & Chiropractor Providers Experienced Billers	Sentara Virginia Beach General Hospital, Health Education Center Room A, 1060 1st Colonial Road, Virginia Beach, VA 23454
October 22	1 p.m. – 4 p.m.	Northern	Physical Therapy, Speech Therapy, Occupational Therapy & Chiropractor Providers Experienced Billers	Prince William Hospital, 4th Floor Conference Room A, 8700 Sudley Road, Manassas, VA. 20110
October 27	To Be Determined	Western	Physical Therapy, Speech Therapy, Occupational Therapy & Chiropractor Providers Experienced Billers	To Be Determined

The above seminars are for the following ancillary providers:

- Ambulance Providers
- Audiologists
- Certified Nurse Midwives
- Chiropractors
- Dialysis Centers
- Home Health Agencies
- Home Infusion (I.V. Therapy) Providers
- Hospices
- Laboratories
- Medical Equipment Suppliers
- Opticians
- Optometrists
- Physical, Speech and Occupational Therapists
- Skilled Nursing Facilities

Anthem Professional Forum

2221 Edward Holland Drive
Richmond, VA 23230

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BUSINESS UPDATE

Partners in Drug Safety and Utilization: Anthem's Drug Review Forum

Anthem and our affiliated HMOs continue to evaluate drugs for their efficacy and safety advantages along with associated costs, as we work to help keep prescription drugs affordable and safe. To this end, Anthem actively involves community physicians to address drug trends, appropriate drug utilization and ways to improve patient drug safety via our drug review forum — an independent group of more than 200 physicians who offer feedback and recommendations via e-mail on Anthem's prescription drug guidelines.

To illustrate, Anthem recently requested feedback from forum members regarding the use of proton pump inhibitors or PPIs (Nexium, Prevacid, etc.). Anthem is seeking to improve appropriate utilization of PPIs by encouraging prescribing habits as defined by the U.S.

Food and Drug Administration (FDA) and organizations such as the American College of Gastroenterology. The subsequent feedback has led to a program that helps members make more informed health care choices.

Joining the Drug Review Forum

Anthem encourages physicians to consider becoming a member of the drug review forum, as your feedback is important. If you would like to learn more about joining, please contact Mark Bowker via e-mail at mark.bowker@anthem.com. In order to join the drug review forum, you must have e-mail access with an *active* e-mail address. Please include your physician specialty.

