

Provider Newsflash

April 2016

Be Healthy/Alignment

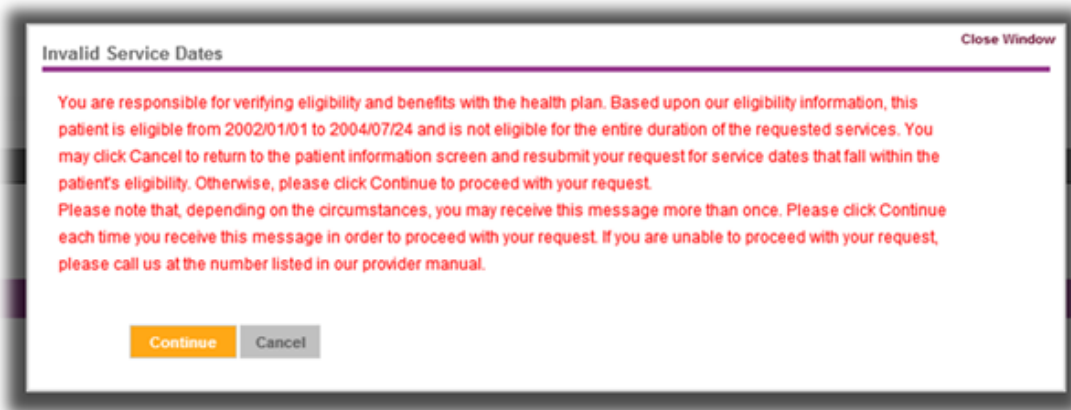
Purpose of this communication

- To provide education on prefixes and authorizations for BlueMedicare Preferred HMO, Florida Blue Preferred HMO (**BeHealthy**) and Florida Health Care Plan (FHCP) members

What do I need to do?

- To ensure proper adjudication of your claims you must enter the correct alpha prefixes for Be Healthy members on your claims. All BlueMedicare Preferred HMO BeHealthy and FHCP member subscriber ID's should have one of the following two prefixes:
 - XJO & XJC
- If any member currently under service has been switched to this product type, you must request new authorizations in the system. Requesting reauthorizations with incorrect prefixes will result in visits listed under the old subscriber ID causing your claims to deny.
- If you request a reauthorization in the system and get the following eligibility error, you must STOP and enter the request as a new authorization:

Eligibility Error



- For these members you must verify eligibility through the Alignment portal at: <https://providers.ahcusa.com/ahc/default.asp?c=3> . You SHOULD NOT verify eligibility for these members via the Availity portal.
- If you have any questions, please reach out to your assigned Provider Management contact.

Thank you in advance for your cooperation and continued partnership.