

## MCG message

Title: **New Condition Optimization Prospective Outreach Program - How to Participate**

Posting date: **October 4, 2021**

### Identify and schedule members:

- First, find eligible members in [NaviNet](#)\* by selecting **Practice Documents**, opening a member list, and filtering for the action indicator **Please Schedule Appointment**.
- Once eligible members are identified, contact them to schedule an appointment. *Please note: a letter will also be mailed to eligible members encouraging them to call and schedule an appointment with your office.*

### Complete scheduled visits and submit updates:

- As scheduled visits occur, review any chronic condition(s) indicated for the patient on the *Complex Case Management* worksheet in NaviNet. Determine if the condition(s) still exist(s).
- After the visit, please:
  - Complete the *Complex Case Management* worksheet in NaviNet.
  - Submit the medical record for the member visit by:
    - Email to: [conditionoptimizationprogram@amerihealthcaritas.com](mailto:conditionoptimizationprogram@amerihealthcaritas.com), or
    - Fax to: **1-215-863-5694**
  - Submit a claim through your normal billing process and include:
    - All diagnosed chronic conditions
    - **Code 99499** with a **modifier 25** and a **billed amount of \$150.00**

**Would you like more information? Join us for a 1-hour webinar training session** conducted by the Condition Optimization team. Refer to the schedule below for dates and times.

Date	Day	Time	Zoom link	Zoom details
10/12/2021	Tuesday	1:00 p.m.	<a href="https://amerihealthcaritas.zoom.us/j/97527202371">https://amerihealthcaritas.zoom.us/j/97527202371</a>	Meeting ID: 975 2720 2371 Passcode: 892254 Dial: 1-646-876-9923
10/14/2021	Thursday	2:00 p.m.	<a href="https://amerihealthcaritas.zoom.us/j/98395644785">https://amerihealthcaritas.zoom.us/j/98395644785</a>	Meeting ID: 983 9564 4785 Passcode: 482854 Dial: 1-646-876-9923



10/19/2021	Tuesday	11:00 a.m.	<a href="https://amerihealthcaritas.zoom.us/j/92056877936">https://amerihealthcaritas.zoom.us/j/92056877936</a>	Meeting ID: 920 5687 7936 Passcode: 620711 Dial: 1-646-876-9923
10/20/2021	Wednesday	1:00 p.m.	<a href="https://amerihealthcaritas.zoom.us/j/96029239587">https://amerihealthcaritas.zoom.us/j/96029239587</a>	Meeting ID: 960 2923 9587 Passcode: 325464 Dial: 1-646-876-9923
10/21/2021	Thursday	9:00 a.m.	<a href="https://amerihealthcaritas.zoom.us/j/94762865493">https://amerihealthcaritas.zoom.us/j/94762865493</a>	Meeting ID: 947 6286 5493 Passcode: 928239 Dial: 1-646-876-9923
10/22/2021	Friday	11:00 a.m.	<a href="https://amerihealthcaritas.zoom.us/j/93020021576">https://amerihealthcaritas.zoom.us/j/93020021576</a>	Meeting ID: 930 2002 1576 Passcode: 276891 Dial: 1-646-876-9923
10/26/2021	Tuesday	2:00 p.m.	<a href="https://amerihealthcaritas.zoom.us/j/98218711781">https://amerihealthcaritas.zoom.us/j/98218711781</a>	Meeting ID: 982 1871 1781 Passcode: 769136 Dial: 1-646-876-9923
10/27/2021	Wednesday	12:00 p.m.	<a href="https://amerihealthcaritas.zoom.us/j/95034018625">https://amerihealthcaritas.zoom.us/j/95034018625</a>	Meeting ID: 950 3401 8625 Passcode: 019520 Dial: 1-646-876-9923
10/28/2021	Thursday	10:00 a.m.	<a href="https://amerihealthcaritas.zoom.us/j/96809335122">https://amerihealthcaritas.zoom.us/j/96809335122</a>	Meeting ID: 968 0933 5122 Passcode: 374439 Dial: 1-646-876-9923
10/29/2021	Friday	2:00 p.m.	<a href="https://amerihealthcaritas.zoom.us/j/95727683168">https://amerihealthcaritas.zoom.us/j/95727683168</a>	Meeting ID: 957 2768 3168 Passcode: 983772 Dial: 1-646-876-9923

If you have any questions or concerns regarding this new program, please contact your Blue Cross Complete provider account executive or call Condition Optimization at **1-215-863-5435**.

\*Our website is [mibluccrosscomplete.com](http://mibluccrosscomplete.com). While website addresses for other organizations are provided for reference, Blue Cross Complete does not control these sites and is not responsible for their content.