

MCG message

Title: **Retrospective Outreach Program**

Posting date: **February 11, 2022**

Blue Cross Complete works with providers to collect complete and accurate member health histories to help facilitate care management, as appropriate. We are asking for your continued support and collaboration to help ensure members with chronic health conditions are benefiting from routine monitoring and treatment services.

As part of these efforts, Blue Cross Complete is implementing a Retrospective Outreach Program effective April 1, 2022.

The Retrospective Outreach Program includes reviewing and updating diagnostic information previously reported through claims.

- **Step 1:** The retrospective review process identifies members with a history of chronic conditions which weren't reported on claims in the specified date of service period.
- **Step 2:** Medical records are obtained, reviewed and the missing diagnosis is identified.

To offset the time and resources your office expends in participating, **we're offering a one-time administrative payment of \$75 for each review, issued upon submission of an adjusted claim.**

How to participate

- Find eligible members in [NaviNet*](#), our secure provider portal. Select *Practice Documents*, open a member list and filter for the action indicator.
- Submit the medical record for identified members by:
 - Email: conditionoptimizationprogram@amerihealthcaritas.com
 - Fax: **1-215-863-5694**
- Charts will be reviewed by certified coders and recommendations uploaded into NaviNet.
- Review the recommendations from the chart review.
- If you agree with the chart review findings, confirm diagnosis code(s).
- Submit claim adjustment(s) through NaviNet.

We appreciate your ongoing commitment to delivering high-quality health care to our members. If you have any questions or concerns regarding the Retrospective Outreach Program, contact your Blue Cross Complete provider account executive or call Condition Optimization at **1-215-863-5435**.

*Our website is 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.