

MCG message

Title: **New Condition Optimization Prospective Outreach Program began October 1, 2021 - How to Participate**

Posting date: **October 19, 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, 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 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
10/20/2021	Wednesday	1:00 p.m.	https://amerihealthcaritas.zoom.us/j/96029239587	Meeting ID: 960 2923 9587 Passcode: 325464 Dial: 1-646-876-9923
10/21/2021	Thursday	9:00 a.m.	https://amerihealthcaritas.zoom.us/j/94762865493	Meeting ID: 947 6286 5493 Passcode: 928239 Dial: 1-646-876-9923

10/22/2021	Friday	11:00 a.m.	https://amerihealthcaritas.zoom.us/j/93020021576	Meeting ID: 930 2002 1576 Passcode: 276891 Dial: 1-646-876-9923
10/26/2021	Tuesday	2:00 p.m.	https://amerihealthcaritas.zoom.us/j/98218711781	Meeting ID: 982 1871 1781 Passcode: 769136 Dial: 1-646-876-9923
10/27/2021	Wednesday	12:00 p.m.	https://amerihealthcaritas.zoom.us/j/95034018625	Meeting ID: 950 3401 8625 Passcode: 019520 Dial: 1-646-876-9923
10/28/2021	Thursday	10:00 a.m.	https://amerihealthcaritas.zoom.us/j/96809335122	Meeting ID: 968 0933 5122 Passcode: 374439 Dial: 1-646-876-9923
10/29/2021	Friday	2:00 p.m.	https://amerihealthcaritas.zoom.us/j/95727683168	Meeting ID: 957 2768 3168 Passcode: 983772 Dial: 1-646-876-9923
11/3/2021	Wednesday	1:00 p.m.	https://amerihealthcaritas.zoom.us/j/94714456975	Meeting ID: 947 1445 6975 Passcode: 163774 Dial: 1-646-876-9923
11/9/2021	Tuesday	1:00 p.m.	https://amerihealthcaritas.zoom.us/j/98677293454	Meeting ID: 986 7729 3454 Passcode: 013437 Dial: 1-646-876-9923
11/16/2021	Tuesday	1:00 p.m.	https://amerihealthcaritas.zoom.us/j/96344999717	Meeting ID: 963 4499 9717 Passcode: 636443 Dial: 1-646-876-9923
11/18/2021	Thursday	9:00 a.m.	https://amerihealthcaritas.zoom.us/j/98596862785	Meeting ID: 985 9686 2785 Passcode: 914678 Dial: 1-646-876-9923



11/30/2021	Tuesday	1:00 p.m.	https://amerihealthcaritas.zoom.us/j/94156275974	Meeting ID: 941 5627 5974 Passcode: 231172 Dial: 1-646-876-9923
12/2/2021	Thursday	9:00 a.m.	https://amerihealthcaritas.zoom.us/j/97670835827	Meeting ID: 976 7083 5827 Passcode: 586096 Dial: 1-646-876-9923
12/9/2021	Thursday	11:00 a.m.	https://amerihealthcaritas.zoom.us/j/96367911614	Meeting ID: 963 6791 1614 Passcode: 045193 Dial: 1-646-876-9923
12/15/2021	Wednesday	1:00 p.m.	https://amerihealthcaritas.zoom.us/j/99710635959	Meeting ID: 997 1063 5959 Passcode: 984587 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 the Condition Optimization team at **1-215-863-5435**.

*Our website is mibluecrosscomplete.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.