

Frequently Asked Questions about the SecureCare and Blue Cross Blue Shield of Minnesota Transition

Question	Answer
Overview	
Who is SecureCare (SCC)?	SCC is a non-profit entity that is owned by the Nebraska Chiropractic Association. They are an Independent Physicians Association (IPA) that works with payers to manage chiropractic provider networks. SCC's goal is to work with Blue Cross to create a high quality, efficient chiropractic network all while minimizing network disruption. SCC is seen as a leader in clinical review and network management.
Where can providers find more information about SCC?	Providers can access SCC's website at www.securecarecorp.com .
Why did Blue Cross contract with SCC?	By contracting with SCC, Blue Cross can reach its goal of creating a high quality, efficient chiropractic network that will better serve our members, your patients. SCC will provide thorough provider reporting, easier access to information, access to a state-of-the-art technology platform, robust quality improvement programs, and reviews by licensed peer providers.
What services does SCC offer?	Blue Cross is contracting with SCC to manage all provider credentialing, contracting, provider relations, provider education, and network management services. SCC will be communicating directly with providers on the services they provide.
What services will Blue Cross continue to provide?	Blue Cross will continue to administer all member benefits, claims processing, appeals, and member services. Member benefits are not changing with this transition.
Will this impact all lines of business?	Yes. SCC will manage all lines of business.

Contracting

How do providers contract with SCC?	SCC sent contracting information to all currently participating providers. All contracting with SCC is done electronically through SCC's online portal.
Who can providers talk to about the enrollment packet and contracting information they received from SCC?	Providers can contact SCC at providerservices@securecarecorp.com .
Will Blue Cross be terminating contracts with all chiropractors?	Yes. With the transition to SCC, Blue Cross will no longer be contracting directly with chiropractors. Blue Cross sent a notice to all participating chiropractors on April 22, 2016, notifying them that their contract with Blue Cross would terminate on September 30, 2016. In order to remain in network with Blue Cross, chiropractors will need to contract with SCC by June 30, 2016.
What does this mean for current Blue Cross participating providers?	Current participating providers need to contract with SCC to remain participating in the Blue Cross network. Providers that do not contract with SCC will no longer be in network with Blue Cross effective October 1, 2016.
Will all current Blue Cross providers be offered a contract with SCC?	Yes. All currently contracted Blue Cross chiropractors will be offered contracts with SCC.
Are providers that are not currently contracted with Blue Cross able to apply for a contract with SCC?	The Blue Cross chiropractic network will remain a closed network. Providers may apply for a contract with SCC and requests will be reviewed; however, chiropractors not currently contracted with Blue Cross will not be guaranteed a contract with SCC.
When should providers register and/or contract with SCC?	In order to ensure there are no gaps in a provider's participation status with Blue Cross, providers need to register and contract with SCC by June 30, 2016. Providers that choose not to register and contract with SCC will be considered non-participating with Blue Cross effective October 1, 2016.

Credentialing

Do providers already credentialed with Blue Cross need to credential with SCC as well?	No. Blue Cross is transferring all credentialing information to SCC. Providers will not need to complete credentialing work until they are up for re-credentialing. After October 1, 2016, all new credentialing and re-credentialing will be done by SCC.
Reimbursement	
Will provider reimbursement change with the transition to SCC?	There may be some changes in reimbursement depending on provider performance. Providers will be able to access their fee schedule on the SCC online portal prior to contracting. If you have questions on your reimbursement, please contact SCC at providerservices@securecarecorp.com .
Does the SCC fee schedule include the 2% MNCare Tax?	Similar to Blue Cross, SCC does not list the 2% MNCare tax on their fee schedules. MNCare tax is paid out upon claims adjudication.
Will the current EFT in place with Blue Cross continue with SCC?	Yes. Blue Cross will be processing all claims, so a provider's current EFT will remain in place after October 1, 2016.
SCC Administrative Fees	
Does SCC charge an admin fee?	Like Blue Cross, SCC is also a non-profit company. SCC does charge providers a small fixed per CPT admin fee. This fee supports SCC's business model, supports SCC's network management efforts, allows for peer-to-peer conversations, and enables SCC to provide monthly reporting to all participating providers. At the end of each year, remaining admin fee dollars not used to run SCC's business in MN are returned to providers via dividends.
Who can providers talk to regarding the SCC admin fee?	Providers can contact SCC at providerservices@securecarecorp.com .
Claims Submission and Processing	

Is there a specific clearinghouse that providers are required to use?	No. Neither Blue Cross nor SCC will require providers to use a specific clearinghouse; however, SCC's preferred clearinghouse for chiropractic claims is InfinEDI. There are no additional fees associated with using a specific clearinghouse.
Should providers submit claims to Blue Cross or SCC?	Providers will continue to submit claims to Blue Cross. Blue Cross is retaining all benefits and claims processing.
Should providers submit appeals to Blue Cross or SCC?	Blue Cross is retaining all claims processing functions. Any appeals should be submitted to Blue Cross.
Will Blue Cross or SCC handle prior authorizations?	Blue Cross is retaining all benefits and claims processing; therefore, Blue Cross will also review all required prior authorizations.
Network Management	
What are the SCC network targets?	The current network targets are an average of 2.8 services per visit and an average of 10 visits per patient. Providers can contact SCC at providerservices@securecarecorp.com if they have questions.
How will providers know how they are performing in the network?	SCC will provide monthly reporting to all participating providers that will show their individual performance compared to the rest of the network. Providers should contact SCC with any questions regarding the report.
Member Impact	
How will this change impact members?	This process will be seamless for most members. Member benefits are not changing with the transition to SCC. Providers that contract directly with SCC will remain in network with Blue Cross and members can continue to receive services with no interruption. If a provider chooses not to contract with SCC, the provider will be considered out of network with Blue Cross effective October 1, 2016.

Additional Information

What if a provider has additional questions for SCC?

Providers can contact SCC at providerservices@securecarecorp.com.

What if a provider has additional questions for Blue Cross?

Providers can contact Blue Cross by calling Provider Services at (651) 662-5200 or 1-800-262-0820, or by emailing Chiropractic.Network.Inquiries@Bluecrossmn.com.