

# SPECIAL BULLETIN

FOR HEALTH OPTIONS PROFESSIONAL PROVIDERS

JANUARY 13, 2015

## HEALTH OPTIONS: PCP ASSIGNMENTS AND OUTPATIENT LAB SERVICES

Highmark Blue Cross Blue Shield Delaware (Highmark Delaware) now offers Medicaid benefits to Delawareans through Health Options. As you know, Health Options benefits were effective on Jan. 1, 2015. Continue reading for clarification about PCP assignments and outpatient lab services for Health Options members.

### PCP ASSIGNMENTS

Each Health Options member has the freedom to choose their assigned participating primary care practitioner (PCP). In certain instances, members are automatically assigned to a PCP practice based on their address. We recently learned that because of this, some patients in nursing homes were assigned a PCP who practices outside of the patient's nursing home.

We would like to assure you that attending physicians at nursing homes can continue to provide primary care to nursing home patients who have been automatically assigned a PCP. Associated, eligible claims will be paid by Health Options.

### OUTPATIENT LAB SERVICES

Health Options members can use or have their specimens sent to Laboratory Corporation of America (LabCorp) or Quest Diagnostics. Contact information for these providers is below.

LabCorp	Quest Diagnostics
<a href="http://www.labcorp.com">www.labcorp.com</a>	<a href="http://www.questdiagnostics.com">www.questdiagnostics.com</a>
1-800-524-0249	1-800-377-8448

If a member needs assistance with locating an outpatient lab provider, they can also visit [www.highmarkhealthoptions.com](http://www.highmarkhealthoptions.com) and choose "Find a Provider" in the Resources menu. Then, they should select "Other Service Providers."

Don't forget to take advantage of the helpful Medicaid-specific materials that are available for providers at [www.highmarkhealthoptions.com](http://www.highmarkhealthoptions.com). If you have questions or need assistance regarding Health Options, please contact your Highmark Delaware Provider Relations Representative.



Highmark Blue Cross Blue Shield Delaware