

Medical and Payment Policy Updates

Check out the payment and medical policy updates that go into effect July 1, 2025.

Medical Policy Changes

Payment Policy Changes

Change in Enrollment Process of Locum Tenens

Beginning July 1, 2025, all locum tenens must complete a provisional credentialing process. Locum tenens will not be eligible to render care to Blue Cross and Blue Shield members until the provisional credentialing process is complete. View our notice for more information on the upcoming changes.

Learn More

July 1, 2025 Pharmacy Updates

- In April, providers received patient-specific communications about any negative formulary changes effective July 1, 2025.
- **Stelara** (ustekinumab) will be **excluded** on the NPF and BCBSVT formulary.
 - Currently, the interchangeable biosimilar, **Wezlana** is also on the formulary. It does not require prior authorization and will be the preferred option starting July 1, 2025. This medication is a biologic used for inflammatory conditions such as plaque psoriasis, psoriatic arthritis, Crohn's disease, and ulcerative colitis.
- [View the full list of drug changes](#) for July 1, 2025.

Questions? Reach out to our Clinical Pharmacist, Amy Stoll, PharmD at stolla@bcbsvt.com or 802-371-3657 to discuss drug coverage or clinical questions.

Reminder: Unlisted Procedure, Service, or Supply Codes

Providers should always bill a defined procedure, service or supply code when one is available. If a defined code is not available, services can be billed using the unlisted code. For details on how to submit and request a review of unlisted codes, read our updated notice.

Unlisted Codes Reminder

Preventive Care Guide Updates

The preventive care guide has been updated with additional codes. The changes go into effect July 1, 2025. Review our notice for more details.

Real-Time, Free Psychiatric Consultations for Child and Adolescent Primary Care Providers

The Vermont Consultation and Psychiatry Access Program (VTC PAP) offers real-time consultations for primary care providers treating children and adolescents. A team of licensed clinical social workers and board-certified child and adolescent psychiatrists are available to answer questions about assessments, screenings, treatment planning, or medication management. VTC PAP can help address your patients' needs quickly and comprehensively, as well as aid in finding referrals to mental healthcare services. Visit their web site at www.vtcpap.com for more information and to access their services.

Updated BlueCard Appeal Form

We have updated the [BlueCard Appeal form](#) and posted it to the provider website. If you have printed a supply of this form, or have saved a version to your computer, please download and use the updated form.

Appeals for all BlueCard claims are handled through Blue Cross VT. We coordinate the appeal process with the member's Blue Plan. Completed forms can be emailed to bluecard@bcbsvt.com or faxed to (802) 225-7698. You will be notified of the outcome of your appeal within 30 days of receipt.

Reminders:

- A BlueCard appeal form should only be used when there is a confirmed denial of benefits.
 - Timely filing denials are not appealable and cannot be submitted on an appeal form.
 - If you would like a timely filing reviewed, attach documentation supporting the filing to a payment inquiry form and send to bluecard@bcbsvt.com.
 - Some Blue Plans may require members to sign an additional form specific to their Plan before they start an appeal process.
-

Provider Quality Policy Updates

The following provider quality policies have been updated, with changes effective July 1, 2025.

- Practitioner credentialing
- Facility credentialing
- Quality of care risk investigations

Credentialing Updates

Risk Investigations Updates

CareCentrix Infusion Site of Care Program Begins in May

Blue Cross VT has partnered with CareCentrix to offer eligible members an alternate site for certain infusion therapies. This voluntary program applies to a specific group of drugs that have been approved by the health plan. Members will only transition to the home or infusion center if **both the member and prescriber agree** to the change.

Who is CareCentrix?

CareCentrix empowers health at home through whole-person care coordination and benefit management – helping payors and providers close gaps in care while helping lower costs and improving member outcomes. CareCentrix has 20+ years of experience coordinating infusion services for 500+ drugs and managing care transitions to an alternate site of care, including home and infusion centers. For more information about CareCentrix, visit <https://www.carecentrix.com>.

Questions about the program?

- If a member has questions about the Infusion Site of Care program, please direct them to call CareCentrix at (833) 592-1089.
- For providers with general questions about the program, contact Provider Customer Service at (800) 924-3494.

ClaimsXten-Select™ Upgrade

We have scheduled an update to ClaimsXten-Select™ for Tuesday, July 1, 2025. Review the notice to understand the upcoming changes.

[View Updates](#)

Provider Handbook Changes

The provider handbook has been updated to reflect changes related to BlueCard appeals, provider credentialing, and claims guidelines and appeals.

[View Changes](#)

In Focus: Mental Health

We're working hard to increase access and remove barriers for members needing mental health support. Check out our fact sheet to learn more about the options available to members.

[Learn More](#)

Revision: Telemedicine Payment Policy

As a follow-up to the notice in our April enewsletter, CPT® code 99211 will remain eligible for telemedicine services after June 1, 2025.

Review Notice

Blue Cross and Blue Shield of Vermont, 445 Industrial Lane, Berlin, Vermont 05602, USA

[Unsubscribe](#) [Manage preferences](#)

Your privacy is important to us. For more information, please see our [privacy policy](#).

Blue Cross and Blue Shield of Vermont is an independent licensee of
Blue Cross and Blue Shield Association.

