

April 2026

## CMO Corner: Meet Lori Bombardier, Manager of Provider Strategy Implementation

Dear Colleagues,

We value our relationship with our provider network and appreciate your feedback on how we can improve your experience working with Blue Cross and Blue Shield of Vermont (Blue Cross VT). To further our commitment to strengthening provider partnerships, I'm pleased to share that we have created a new role within our provider services team that is focused on coordinating the planning, communications, and implementation of activities that affect you and your practice.

Lori Bombardier has moved into this new position as Manager of Provider Strategy Implementation. Lori has been supporting our Medicare Advantage provider network, so many of you may already be familiar with her. In this role, Lori will work closely with you and your practices to gather feedback on initiatives, programs, and other activities that impact you, as well as coordinate with Blue Cross VT teams to promote a more consistent experience.

Collectively, we remain committed to ensuring you are represented, informed, and supported as we work together to advance affordability, sustainability, and quality in health care for Vermonters. Should you like to connect with Lori, she can be reached at [bombardierl@bcbsvt.com](mailto:bombardierl@bcbsvt.com).

Regards,  
Dr. Tom Weigel, Chief Medical Officer  
Blue Cross VT

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## Important Policy, Preventive Grid, and Handbook Updates

Updates to our medical and payment policies as well as the preventive care grid go into effect June 1, 2026. Our provider handbook has also been updated to reflect changes to claim guidelines, durable medical equipment suppliers, and integrated health functions. Please take a moment to review these updates, as they may impact your practice and patients.

Medical Policy Changes

Payment Policy Changes

Provider Handbook Updates

Preventive Grid Updates

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## 2026 Annual Provider Notice

Please take a moment to review our [2026 Annual Provider Notice](#), containing important updates to our policies and processes. These updates will help improve how we work together and how you support our members. Highlights include:

- Helping your patients get the most out of their coverage
  - Our members' rights and responsibilities statement
  - How to refer your patients to our free case management services
- Our utilization review process
  - How to get a copy of our utilization management criteria
  - How to discuss a medical necessity denial with a Plan physician or pharmacist
- How we're ensuring access for our members and tackling rising healthcare costs
  - Our standards for appointment access
  - How to report suspected fraud, waste, and abuse

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## Update Your Practice Email Address

Important communications occur by email, so making sure we have the current email address on file is critical. If you or your practice has had a recent email change, contact [providerfiles@bcbsvt.com](mailto:providerfiles@bcbsvt.com). Please be sure to include your billing NPI number and a contact person. Note, additional documentation may be required to update an email address.

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## Tired of Waiting on Checks?

Electronic Fund Transfers (EFT) are safe, fast, and environmentally friendly. If you still receive paper checks, we strongly encourage you to switch to EFT. [Sign up now.](#)

If you have questions or would like to discuss EFT, please contact your provider relations consultant. If you are not sure who that is, email [providerrelations@bcbsvt.com](mailto:providerrelations@bcbsvt.com) or call (888) 449-0443, option 1 for assistance.

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## Pharmacy Updates

Updates to the formulary or pharmacy policies may influence prescribing decisions. Stay informed to support timely, appropriate therapy. This month, we're featuring newly available generics, which are generally preferred over brand-name medications.

**New generics:** Tiotropium capsules for inhalation, generic for Spiriva Handihaler, will be a Tier 1 Generic.

[Current Drug Policies](#)

[Medication Coverage](#)

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

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## Billing Services for National Drug Codes

Since our last update, the following American Dental Association (ADA) claim submission instructions have been added to the Provider Handbook:

- Using the ADA forms, report the following information in the remark field: N4, 11-digit NDC (no hyphens), unit of measure and quantity (limited to 8 digits before the decimal point and 3 digits after the decimal point).
  - Example: N400023923201UN100.
- If the form does not have a remark field, report at the top of the claim.

For your convenience, the National Drug Code (NDC) Tool can now be found in the following two locations:

- In the [Provider Resource Center](#) under the Tools and Resources link
- On our [Provider Forms & Resources](#) page under the Claim Forms and Information link

[Read More](#)

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## 1099s Available on the Provider Resource Center (PRC)

Your 2025 tax form(s) are available via the PRC. To access them:

1. Go to Tools & Resources, then select Tax Documents.
2. Select 2025, then your tax identification number
3. Click Request Documents
4. From there, you can view or print documents

If you need assistance, please contact provider relations at (888) 449-0443 option 1, or email [providerrelations@bcbsvt.com](mailto:providerrelations@bcbsvt.com).

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## Member Rights and Responsibilities

Blue Cross VT and The Vermont Health Plan (TVHP) members must follow certain guidelines to ensure they get the most from their benefits. These guidelines can be found in our [Member Rights and Responsibilities statement](#). If you require a paper copy, please contact provider relations at (888) 449-0443 option 1, or email [providerrelations@bcbsvt.com](mailto:providerrelations@bcbsvt.com).

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## Second Quarter Provider Directory Validation

The Second Quarter Provider Directory Validation will be released via email on or around April 4, 2026; the email comes from [noreply@onbaseonline.com](mailto:noreply@onbaseonline.com). Directory validation(s) MUST be completed by **Tuesday, May 5, 2026. Failure to validate**

**your contact information will result in removal of you from our provider directory. It could also include denial of claims or contract termination.**

Provider Directory Validation and instructions to complete the process are located on the [Enrollment and Credentialing area of our website](#).

[Read More](#)

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## Coding Tip: Malnutrition Documentation

**Diagnosis:** Specify type and severity (e.g., Severe protein-calorie malnutrition).

**Clinical Indicators:** Include unintentional weight loss percentage over time, low BMI or weight-for-height percentile, muscle/fat wasting, relevant labs, poor oral intake, or prolonged inadequate nutrition.

**Etiology:** State underlying cause (e.g., chronic illness, acute illness, socioeconomic factors).

**Interventions:** Document nutrition plan (e.g., enteral/parental feeding, supplements).

**Response to treatment:** Document on improvement or decline.

**A partial list of the more common malnutrition ICD-10 codes:**

- E43 – Unspecified severe protein-calorie malnutrition
- E44.0 – Moderate protein-calorie malnutrition
- E44.1 – Mild protein-calorie malnutrition
- E46 – Unspecified protein-calorie malnutrition

**Hypothetical example:** Patient meets ASPEN (American Society for Parental and Enteral Nutrition) criteria for severe protein-calorie malnutrition (E43) due to chronic heart failure. Noted 13% weight loss over 3 months, BMI 17.8, severe muscle wasting in temporal and clavicular regions. Initiated high-calorie, high protein oral supplements and will have patient follow-up with the dietician.

## Adaptive Maintenance Reminder

On March 17, we sent our quarterly adaptive maintenance email outlining the new and revised codes for April 1, 2026. Be sure to check your email or visit our [Provider News & Updates](#) webpage to view the notification.

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

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