

August 2026

CMO Corner: An Extension of Your Care Team

Dear Colleagues,

Some patients need more support between office visits—and that's where our [Clinical Case Management team](#) of registered nurses (RN) and licensed behavioral health professionals (LICSW, LCMHC, LADC) can help.

Think of our clinical case managers as an extension of your care team.

As part of Blue Cross and Blue Shield of Vermont (Blue Cross VT), our team has valuable experience with medical and pharmacy claims, care utilization, and provider networks. Combined with their expertise in compassionate patient-centered case management, they can identify patterns that may not be visible to a single practice or health system.

In their role as care connectors, our clinical case managers provide consistent, personalized support—making it easier for your patients to focus on their wellbeing.

Our team can:

- coordinate care
- reinforce treatment plans
- help members navigate their health plan benefits
- connect members with mental health services
- share community resources that address barriers, such as transportation, food insecurity, and housing

If you know a patient who could benefit from additional support, we encourage you to make a referral by calling (800) 922-8778, option 3, or by sending a secure email to healthsupport@bcbsvt.com. Members can also be encouraged to reach out on their own.

By working together to organize care and support for your patients, we can help Vermonters achieve better health outcomes.

Regards,
Dr. Tom Weigel
Chief Medical Officer

Important Updates to Policies and Codes

Starting October 1, 2026, updates to our medical and payment policies go into effect. Corrections have also been made to the Routine Code Maintenance Changes that were shared in the July 2026 newsletter. Please take a moment to review these updates, as they may impact your practice and patients.

[Routine Code Maintenance Changes](#)

Payment Policy Changes

Medical Policy Changes

Only 60 Days Left

As of October 1, 2026, we will no longer issue paper checks. **Sign up for Electronic Fund Transfer (EFT) before October 1, 2026, to ensure you receive payments.**

Sign Up Now

[Get more information on how to enroll.](#)

New Virtual Mental Health Program: Dialectal Behavior Therapy (DBT)

We are pleased to announce a new program available to your patients through our virtual provider partner, [Valera Health](#).

DBT focuses on emotion dysregulation and behavioral dyscontrol, helping patients replace ineffective coping mechanisms with healthier skill practices. The program is 24 weeks long and available to patients as young as 12 years old.

If you believe you have patients who would benefit from DBT, they can contact Valera Health directly at (646) 450-7748.

Pharmacy Updates

Stay informed to ensure your patients' prescriptions are appropriate and timely.

New Generics and Formulary Additions

- New Tier 1 Generics for Diabetes medications
 - Januvia (sitagliptin)
 - Janumet (sitagliptin/metformin)
- Prior Authorizations are no longer required for the following preferred medications:
 - Bimzelx
 - Icotyde

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.

Current Drug Policies

Medication Coverage

Changes to Global Maternity Care and Delivery Coding

In our June newsletter, we shared that the American Medical Association has adopted substantial revisions that will replace the current global maternity care and delivery codes with new CPT® codes, effective January 1, 2027.

The billing guidance for antepartum (prenatal) care, beginning on and after September 1, 2026, has been updated and added to our existing Global Maternity Obstetric Package and Home Births payment policies.

We will keep you informed over the coming months as we further evaluate these changes and update our claims processing system, payment policies and provider handbook.

[Read more](#)

Reminder: Updates to Carelon Guidelines Effective in September

Starting with services provided on or after September 19, 2026, updates to the Carelon Medical Benefits Management, Inc., Clinical Appropriateness Guidelines will be in effect.

[See the updates](#)

MD Rx and HIT Fee Schedule Change

Effective October 1, 2026, the community fee schedule payment for medications administered or supplied in a provider's office (MD Rx) and Community Home Infusion Therapy will change.

If you would like a copy of the updated fee schedule, please contact the provider relations team by email at providerrelations@bcbsvt.com or phone (888) 449-0443 option 1. Please include your billing NPI number(s) in your outreach.

Member Rights and Responsibilities

To help members get the most from their health plan, providers are expected to adhere to the guidelines outlined in our [Member Rights and Responsibilities](#). If you would like a paper copy, please contact our provider relations team at providerrelations@bcbsvt.com.

Updated Worksheet for Prior Authorization

The [Psychological/Neuropsychological Testing Clinical Information Worksheet](#) is supplemental to the standard prior authorization form and has been updated with one new question to clarify if testing is being requested for educational evaluation or academic accommodations. If you have a supply of these forms, you will need to replace them with the updated version.

Provider Satisfaction Survey

We'd like to hear about your experience working with us. Our research partner, Press Ganey, is sending a provider satisfaction survey via email to a random sample of Blue Cross VT providers. They will then follow up with a call. The survey takes

less than 10 minutes to complete and will help us improve the plan experience for you and our members. Thank you for sharing your feedback and helping make health care work better for Vermonters.

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

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