

Medical Nutrition Therapy & Our Dietitian Network

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**BlueCross BlueShield
of Alabama**



Credentialing and Contracting

RESOURCES

CODING & DOCUMENTATION

EDUCATION & EVENTS

ENROLLMENT & CREDENTIALING

FORMS & MANUALS

HEALTHCARE INFORMATION &
TECHNOLOGY

PATIENT HEALTH

PHARMACY

POLICIES & GUIDELINES

PRE-SERVICE REVIEW

PROGRAMS & INITIATIVES

PROVIDER NETWORKS & SPECIALTIES

Enrollment and Credentialing

Join Our Network(s)

All providers must be enrolled and credentialed by Blue Cross and Blue Shield of Alabama. Visit our [webpage for new providers](#) for details about joining our network(s).

Update Provider Data

Visit the [Provider Maintenance webpage](#) to find forms to add locations and make changes to Tax ID and/or demographic information for providers who have been active for six months or more.

Use these real-time practice-level reports to help answer questions about provider data:

- **Active Provider Locations:** This report shows providers who have active locations and/or locations that have been temporarily suspended due to no claims activity for more than six months under a specific tax identification number. This report can also be used to check a provider's network participation status and effective dates.
- **Preferred Radiology Program Providers:** This report shows active Preferred Radiology Program (PRP) providers with certification(s) due to expire within six months. The report also shows active provider locations and provider locations that have been temporarily suspended for no claims activity under a specific PRP-flagged group.

Note: To re-activate a provider's location due to no claims activity for more than six months, a provider can submit a claim for a service provided at that site and our system will automatically re-activate the location.

Recredential a Provider

Contracted providers must be recredentialed with Blue Cross every three years to continue participation in our provider network(s). Review the [Recredentialing webpage](#) for details.

Use this real-time practice-level report to help answer questions about recredentialing timelines:

- **Providers Due for Recredentialing:** This report lists providers who are due for recredentialing under a specific tax identification number. Providers must be recredentialed every three years. This report helps groups identify which providers are approaching their recredentialing deadline. New providers can be added to this report monthly.

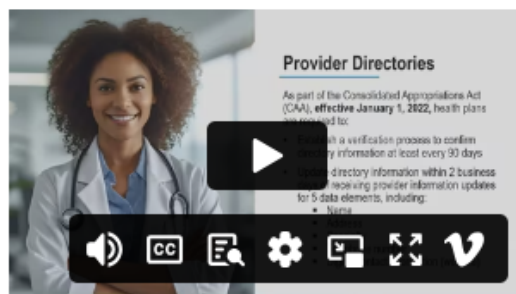
Provider Data and Credentialing Mandates and Processes

Review mandates regarding provider data and credentialing:

- **Requirements for Updating Provider Directory Information:** Read about your responsibilities to [verify and update your provider directory information](#) under the Consolidated Appropriations Act (CAA).
- **2024 CMS Final Rule:** Read about [mandates regarding provider terminations](#) beginning in 2024.

Webcast:

Provider Data and Credentialing Mandates and Processes





RESOURCES

[CLAIMS](#)

[CODING & DOCUMENTATION](#)

[EDUCATION & EVENTS](#)

[ENROLLMENT & CREDENTIALING](#)

[FORMS & MANUALS](#)

[HEALTHCARE INFORMATION &
TECHNOLOGY](#)

[PATIENT HEALTH](#)

[PHARMACY](#)

[POLICIES & GUIDELINES](#)

[PRE-SERVICE REVIEW](#)

Medical Practitioners (Not a Business Entity)

Choose the appropriate link below the statement that best describes your current status/objective.

- I am new to Blue Cross and Blue Shield of Alabama.
- I am interested in becoming a network provider and my specialty is network eligible. (Check your [specialty](#).)

Complete the [CAQH Application](#)

If you are unable to complete the CAQH application for any reason, complete our [enrollment and credentialing](#) process.

OR

- I am a Behavioral Health provider.
- I am interested in becoming a network provider.

Contact Lucet at providerrelations@lucet.com or phone (1-888-611-6285).



RESOURCES

[CLAIMS](#)[CODING & DOCUMENTATION](#)[EDUCATION & EVENTS](#)[ENROLLMENT & CREDENTIALING](#)[FORMS & MANUALS](#)[HEALTHCARE INFORMATION &
TECHNOLOGY](#)[PATIENT HEALTH](#)[PHARMACY](#)

Provider Enrollment and Credentialing

All providers (as defined by the provider specialties listed below) must be enrolled and credentialed by Blue Cross and Blue Shield of Alabama and practice in an acceptable professional location that ensures confidentiality of procedures and minimal risk to members. **Note:** Providers outside of Alabama must be participating with their local Blue Plan for consideration for participation with Blue Cross and Blue Shield of Alabama.

Please follow the steps below:

Step 1 - Required Documents for All Providers/Specialties

There are several required documents that you must submit for enrollment. Print this handy checklist ([Practitioner](#) or [Facility/Business](#)) to track your progress throughout enrollment and ensure that all necessary documents/forms are submitted. Some of the required forms are provided in step 3.

Recredentialing Timeline

	YEAR ONE	YEAR TWO	YEAR THREE COUNTDOWN											
			12	11	10	9	8	7	6	5	4	3	2	1
PROVIDERS	★ <i>Initial Credentialing or Recredentialing</i>											<i>Recredentialing Required</i>		★
												<i>Last Three Months Claims Payment Suspended</i>		
BLUE CROSS		<i>Reminder Letter 12 Months</i> ▶	ONE-YEAR REMINDER PHASE											
							<i>Reminder Letter</i> ▶					<i>Termination Letter</i> ▶		
MEMBERS												<i>Letter</i> ▶		

New Email Process to Submit Credentialing Forms



Add New Location: AddLocAppl@bcbsal.org

New Provider: NewProvAppl@bcbsal.org

Recredentialing: RecredAppl@bcbsal.org

Email subject line must be written in one of these formats:

- NPI 123456789
- NPI: 123456789
- NPI – 123456789

The NPI must be listed first in the subject line.

New Reports Available on *ProviderAccess*



**Active Provider
Locations**

**Preferred Radiology
Program Providers**

**Providers Due for
Recredentialing**

Become a *ProviderAccess* User

[Home](#) [Resources](#) [Patient & Claim](#) [Payment & Refund](#) 

ProviderAccess

User ID

Password ([Forgot password?](#))

 Don't have a User ID?
[Register Now.](#)

[Log In](#)

March is National Nutrition Month

Medical nutrition therapy services may be available for your patients.

[Learn More](#)



Click "Register Now."

AlabamaBlue.com/Providers

Become a *ProviderAccess* User

ProviderAccess

User ID

Password ([Forgot password?](#))

! Don't have a User ID?
[Register Now.](#)

Click "Register Now."

ProviderAccess Registration

Create Profile Business Search Verify Information Confirmation Verify Email

User Profile [help](#)

Complete the following information. * Required

User ID *

Password *

Confirm Password *

First Name *

Last Name *

Telephone * Ext

Cell Phone Same as Telephone ☐

Email *

Confirm Email *

User Roles * Select the role(s) that best describe your job functions:

- ☐ Billing/Insurance
- ☐ Front Desk/Intake/Scheduling
- ☐ Nurse or Clinical Care/Support
- ☐ Physician/Healthcare Provider
- ☐ Practice/Business Administrator
- ☐ Precertification/Referrals
- ☐ Provider Enrollment/Credentialing
- ☐ Quality Management/Incentive Program
- ☐ Third-Party Administrator/Billing Service

Master Admins

Master Admins manage *ProviderAccess* for the practice/business. Each practice needs **at least two** Master Admins.

Remember:

- Master Admins approve all requested users and inactivate or delete users who leave the practice.
- User IDs and passwords should not be shared.
- Each user ID must have a unique email address.
- A billing or third-party company should not be the sole Master Admin.



***ProviderAccess* Resources**



Provider News & Notify

Register as a *ProviderAccess* user once credentialed to automatically receive email updates. View Provider News on the home page of *ProviderAccess* for updates as well.



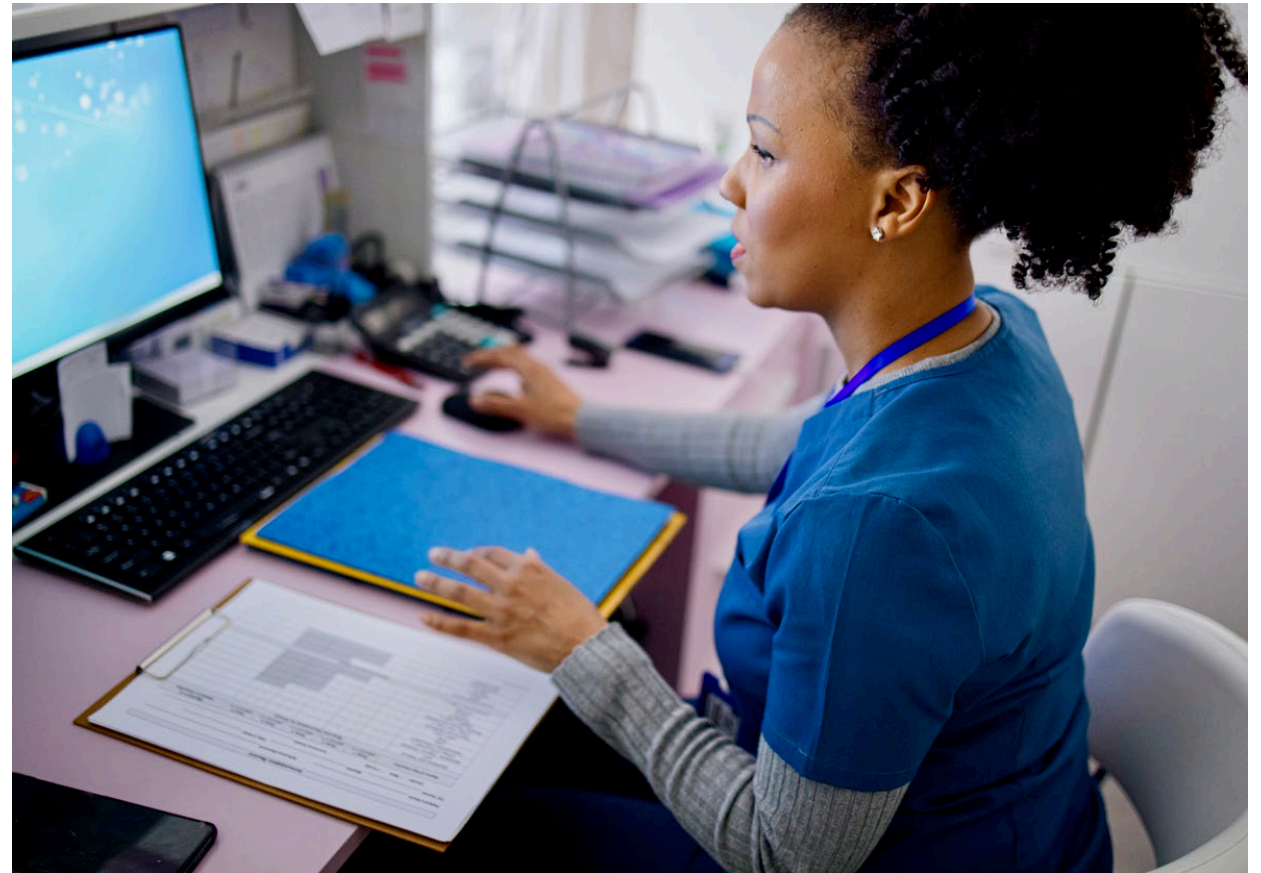
Enrollment & Credentialing

Enroll as a Licensed Registered Dietitian, update provider information or begin the credentialing and recredentialing process.



Policies & Guidelines

Review Blue Cross and Blue Shield of Alabama policies or comment on the draft policies.





**VERIFY ELIGIBILITY
and BENEFITS**

GO

Provider News

CURP Updated Blue Advantage Length
of Stay (LOS) Lists

BlueCard Program

Complete the NCQA Practitioner
Satisfaction Survey by March 31, 2025

CURP Resource Update Notification

March is National Nutrition Month

Medical nutrition therapy
services may be available
for your patients.

[Learn More](#)



1 2 3

Welcome to *ProviderAccess*

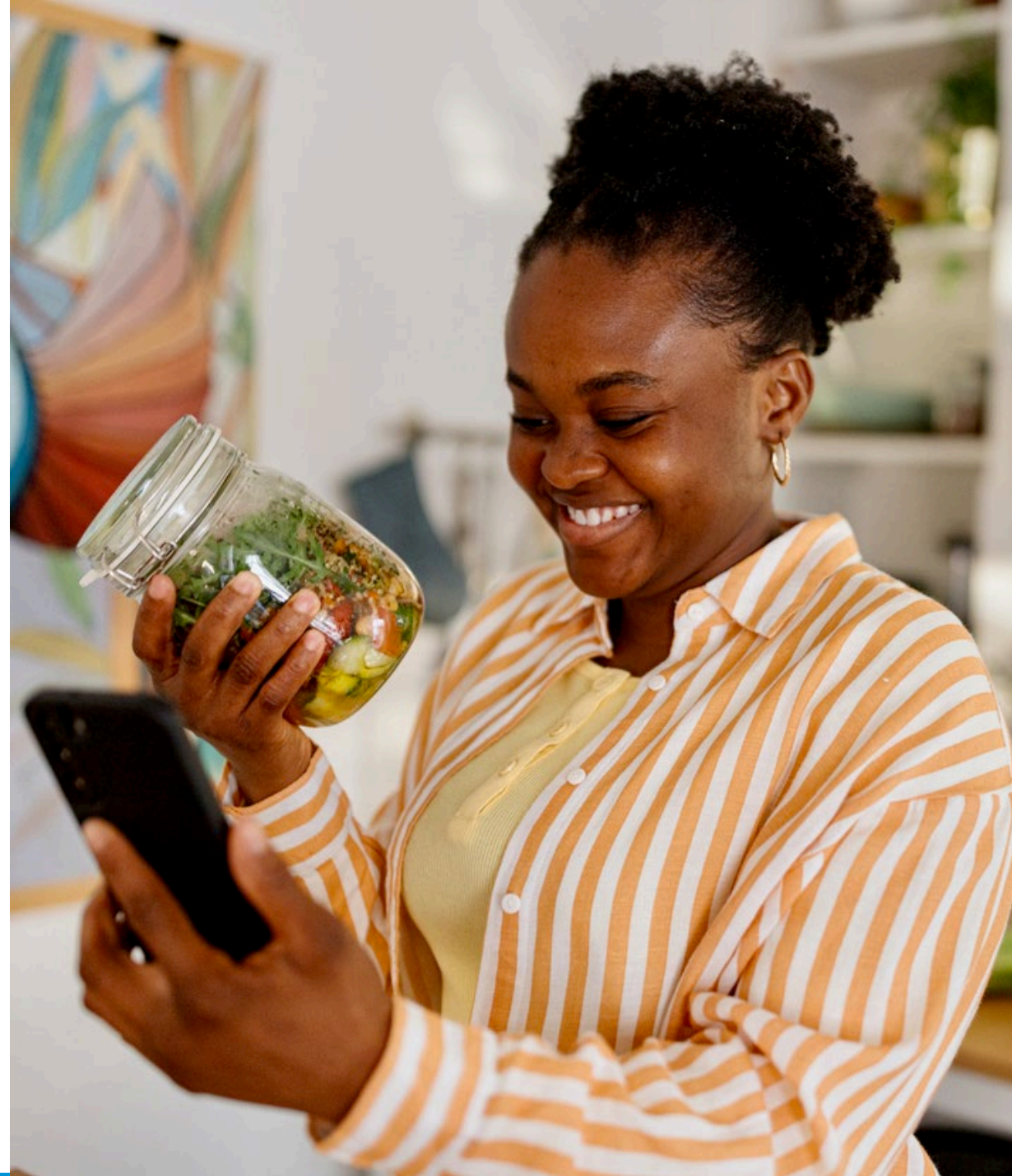
- Visit the [Education & Events](#) page in Resources for online courses, quick reference guides, and information about upcoming events.
- Use the latest version of a recommended browser - Google Chrome or Microsoft Edge.



Telehealth and Remote Nutritional Services


Coverage for Telehealth and Remote Nutritional Services

- Understand billing differences and compliance requirements.
- View our Telehealth webpage, which includes a Telehealth Billing Guide. Log in to *ProviderAccess* and enter “Telehealth” in the search box.
- Check eligibility and benefits via *ProviderAccess* or your practice management software.



[Home](#)[Resources](#)[Patient & Claim](#)[Payment & Refund](#)[Profiles & Reports](#)

Dietitian Network



RESOURCES

CLAIMS

CODING & DOCUMENTATION

EDUCATION & EVENTS

[Back to Search Results](#)

Licensed Registered Dietitian Network

Some information on our website is secure; always [log in to ProviderAccess](#).



- Log in to *ProviderAccess*:
AlabamaBlue.com/Providers
- Enter “Dietitian Network” in the search box.

Resources Available:

- Webcast with an overview of the Licensed Registered Dietitian Network
- Medical nutritional therapy information, including billable codes and benefits under the Affordable Care Act



**BlueCross BlueShield
of Alabama**

Licensed Registered Dietitian Network

Enrollment is required
even if you're already a
Blue Advantage®
Network provider.

In-Network vs. Out-of-Network Services




- Fee Schedule
- Covered vs. Noncovered Services
- Patient Deductibles



Reimbursement for Services

View the Fee Schedule on *ProviderAccess*

Home	Resources	Patient & Claim	Payment & Refund	Profiles & Reports	<input type="text" value="Search"/>	
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Business	Provider	NPI	Patient	Contract Number
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Fee Schedule

Select a Fee Schedule *

Participating Licensed Registered Dietitian



All Codes ☒

Code Range ☐

Single Code ☐

Procedure Category ☐

View All Procedure Codes

Clear

Submit

Date of Service *

03/25/2025

Modifier(s)

[Flu Vaccine Information](#)

Inclusion of procedure codes and fees on fee schedules does not imply or guarantee coverage.



Billing and Coding

Avoiding Claim Denials

- Use the Licensed Registered Dietitian fee schedule.
- Ensure you are properly credentialed.
- Use the correct provider location information on claims.
- Ensure proper coding on claims.
- Check eligibility and benefits for each patient.



Codes for Nutritional Services

Home

Resources

Patient & Claim

Payment & Refund

Medical Nutrition



ProviderAccess

User ID

Password ([Forgot password?](#))

! Don't have a User ID?

[Register Now.](#)

Log In

March is National Nutrition Month

Medical nutrition therapy services may be available for your patients.

Learn More



1 2 3



View our Medical Nutrition Therapy Services webpage for a complete list of ICD-10 codes covered under medical nutrition therapy services.



Log in to *ProviderAccess* and enter “Medical Nutrition” in the search box.

Documentation Requirements

- Document the pertinent facts and observations about the patient's health history, including past and present illnesses, diagnostic tests, treatments and outcomes.
- Consistent and complete documentation in the medical record is an essential component of quality patient care.
- All services billed to Blue Cross must be supported by accurate documentation.





Policy Updates and Future Trends



Home

Resources

Patient & Claim

Payment & Refund

Profiles & Reports

Search



VERIFY ELIGIBILITY
and BENEFITS

GO

Provider News

Medical Policy Updates - April

March 2025 CURP Facts is Available

April Is Occupational Therapy Month

View our resources that
support providers who offer
these important services.

Learn More



1 2 3

Home

Resources

Patient & Claim

Payment & Refund

Profiles & Reports

Search



Patient

Eligibility and Benefits

Health Risk 360 Upload

Patient Health Snapshot

Pre-Service Review

Claim

Audit Report - eClaims

Audit Report - Vendor Submissions

Claim Entry (eClaims)

Claim Status

Referrals

Covering Physicians

PCN Activity Report

PCSP Activity Report

Referral (Submit/View)

Eligibility and Benefits

Contract Number *

Don't have the contract number?

First Name *

Middle Initial

Last Name *

Date of Birth *

Gender

Clear

Continue




Additional Coverage

Change
Selections to
Update Results

▶

Service Type
Health Benefit Plan Coverage ▼

Date of Service *
07/19/2023 

Update Result

Alerts/Messages	Covered	Additional Coverage	Non-Covered	Limitations	Payer	Other	Summary Plan Description
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collapse

Coverage Basis

- THIS GROUP COMPLIES WITH HEALTHCARE REFORM PREVENTIVE BENEFITS AND PROVIDES COVERAGE FOR MANDATED PREVENTIVE BENEFITS. SEE THE POLICY URL FOR COVERAGE CRITERIA AND LIMITATION INFORMATION
- IN NETWORK- BENEFITS FOR PREVENTIVE SERVICES ARE PROVIDED AT 100% OF THE ALLOWED AMOUNT NOT SUBJECT TO THE BENEFIT PERIOD DEDUCTIBLE OR OFFICE VISIT COPAY.
- Utilization Management Organization: BCBS Alabama
- Information Contact :
- Website : [HTTP://al-policies.exploremyplan.com/preventiveservices](http://al-policies.exploremyplan.com/preventiveservices)

Covered

Change
Selections to
Update Results



Service Type

Health Benefit Plan Coverage



Date of Service *

06/06/2023



Update Result

Alerts/Messages

Covered

Additional Coverage

Non-Covered

Limitations

Payer

Other

Summary Plan Description

Health Benefit Plan Coverage

Active Coverage		Preferred Provider Organization (PPO) PREFERRED CARE				
Deductible	In and Out of Network	Individual	\$300.00	Per Calendar Year	Benefit Begin 01/01/2023	• AGGREGATE, 0 PEOPLE MUST MEET INDIVIDUAL BEFORE COMPUTING AGGREGATE
			\$300.00	Remaining		
		Family	\$900.00	Per Calendar Year	Benefit Begin 01/01/2023	• AGGREGATE, 0 PEOPLE MUST MEET INDIVIDUAL BEFORE COMPUTING AGGREGATE
			\$900.00	Remaining		
Out of Pocket (Stop Loss)	In and Out of Network	Family	\$18,200.00	Per Calendar Year		• ALL INCLUSIVE OUT OF POCKET
			\$17,388.71	Remaining		• ALL INCLUSIVE OUT OF POCKET
	In-Network	Individual	\$400.00	Per Calendar Year		• INCLUDES PARTICIPATING CHIROPRACTOR SERVICES, PHYSICAL THERAPY, DME, OCCUPATIONAL HAND THERAPY, SPEECH THERAPY, ALLERGY TESTING AND TREATMENT, INFERTILITY SERVICES, PREFERRED HOME HEALTH AND HOSPICE AND AMBULANCE SERVICES
			\$9,100.00	Per Calendar Year		• ALL INCLUSIVE OUT OF POCKET

When you have questions, we have answers

Always start with *ProviderAccess*, which offers many resources to help your practice's daily business.

ProviderAccess

Always make *ProviderAccess* your primary source for answers. Log in for easy access to details about:

- Coding and documentation resources
- Eligibility and benefits
- Medical policies
- eClaims and remittances
- Enrollment and credentialing
- Pre-service review

► [AlabamaBlue.com/Providers](https://alabamablue.com/providers)

Provider Customer Service

Contact Provider Customer Service for information and answers not available through eligibility and benefits, such as details on claims, referrals or coordination of benefits.

► **Primary Care Select:** 1-888-437-9576

► **All Other Providers:** 1-877-231-7239

► **Federal Employee Program (FEP):** 1-800-492-8872

► **PPO Dentists:** 1-800-373-4879

Credentialing

Reach out to us for credentialing and recredentialing assistance, including help with a provider application, checking application status, adding a new location or updating provider information.

► 1-205-220-6765

► Credentialing@bcbsal.org

Provider Engagement and Support

We support providers and vendors through resolution of network service issues. Our services involve solving escalated issues, value-based programs and incentives, in-person and/or virtual education, contract issues, assists with electronic data interchange (EDI) audit report rejections, Blue Cross systems and tools, and evaluation of practice systems.

► **Physicians and ancillary providers for network issues:** 1-866-904-4130 or Ask-PSC@bcbsal.org

► **Hospitals for network and program questions:** 1-866-904-4130 or HospitalNetwork@bcbsal.org

► **Electronic data interchange (EDI) issues, audit report rejections, and Blue Cross systems and tools:** 1-205-220-6899 or Ask-EDI@bcbsal.org

Behavioral Health Support

We collaborate with Lucet to provide assistance and resources to physicians and advanced practice providers who offer behavioral healthcare to members.

► 1-888-339-8558

Coding Consultant

Our Coding Consultant is available to help you with your coding and documentation questions.

► CodingConsultant@bcbsal.org

Questions?



**BlueCross BlueShield
of Alabama**

An Independent Licensee of the
Blue Cross and Blue Shield Association