

Q. HMOBlue – A Health Maintenance Organization

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HMOBlue is a managed care product that began in August 1995. It is sold primarily along the Wasatch Front from Ogden to Provo. HMOBlue operates as a network under Regence HealthWise.

HMOBlue requires that members designate a primary care physician (PCP) who may be a family practitioner, internist, pediatrician or OB/GYN. The PCP performs or coordinates all medical care required or recommended for the member. Specialty care must be referred by the member's PCP. Services must be performed by HMOBlue providers in order for the member to receive a benefit. Therefore, it is important when referring an HMOBlue member to another provider, or for other services needed (i.e., laboratory, radiology, durable medical equipment, home health, etc.), that you choose a provider who also participates within the HMOBlue network. To easily identify other participating providers, we suggest that you refer to our Web site at www.ut.regence.com, where you will find the most current directory information.

For members enrolled in HMOBlue, you can obtain current benefit information by contacting Customer Service at 1 (800) 624-6519. The following is a list of specific HMOBlue requirements.

Mental Health Care/Chemical Dependency

All covered inpatient and outpatient mental health care and drug and alcohol services must be provided by or arranged through Magellan Behavioral Health. They may be contacted toll-free at 1 (800) 542-1442.

Outpatient Diagnostic Testing

Regence BCBSU will not provide direct reimbursement to physicians for laboratory work performed by an outside laboratory except for cytopathology and tissue pathology. These services must be billed with a 90 modifier. Providers performing CLIA certified laboratory services in their offices may bill for these and will receive direct reimbursement. Laboratory work that is being sent to outside laboratories should be sent to Quest Diagnostics or LabCorp as they are the HMOBlue provider network.

- **Quest Diagnostics** 1 (888) 285-1730
- **LabCorp** 1 (800) 444-4522
- **Pathology Associates Medical Laboratory (PAML)** 1 (800) 541-7891

Outpatient Physical, Occupational or Speech Therapy

The preferred provider network for outpatient physical, occupational or speech therapy is Western Rehabilitation Health Network. They may be contacted (801) 942-2729 or 1 (877) 512-5053.

Chiropractic Services


The preferred provider network for HMOBlue is Chiropractic Health Plan (CHP) which may be contacted at (801) 352-7270.

Preauthorization Requirements

HMOBlue places the responsibility for all notification/preauthorizations on the subscriber. Please have your patient review his/her benefit booklet for the specific services which require notification/preauthorization.

Member Identification Card

Below is a sample of the front and back of an HMOBlue member identification card.

	Regence HealthWise <small>An Independent Licensee of the Blue Cross and Blue Shield Association</small>	410/910
Subscriber Name		
Contract Number		
Coverage	Effective Date	
Group Number	Status	
Dntl	RX	ER OV Ded IP OP

Carry this identification card with you and present it when you or a covered member of your family needs care provided by a doctor or hospital. The coverage codes on the face of this card indicate which benefits are covered by your contract. When you have questions about your coverage call Customer Service (801) 333-2340, or toll-free 1 (800) 223-5985. All care needs to be coordinated through your selected primary care physician. For additional information visit our Web site at www.regence.com.

If RX coverage is indicated: **Argus (Bin #600428 Carrier #0189000)**
Pharmacy claim questions: 1 (800) 572-0316

HMOBlue
P.O. Box 30804
Salt Lake City, Utah 84130-0804

File all claims with your local Blue Cross and/or Blue Shield Plan

Possession of this card is not a guarantee of services of payment.