

Our policies are used as guidelines for coverage determinations. Benefit determinations are based on applicable member contract language. Policies are published in our policy manuals, which are located on our provider website at regence.com: Policies & Guidelines.

Newly established or revised administrative and medication policies, reminders on medical and reimbursement policy changes, and information on quality improvement activities may be communicated by letter or in our bimonthly newsletter, *The Connection*SM.

Dental providers: Visit our dental-specific provider website, regencedental.com/providers, for tools and resources for your dental office, including a *Dental Manual and Guidelines* and *CDT Guide*. In addition, issues of our dental provider newsletter, announcing dental policy updates and other news that may impact your office, are available in the News section of our dental provider website.

Monthly updates to medical and reimbursement policies

We publish a monthly supplement to our provider newsletter called *The Bulletin*. This monthly bulletin includes updates to medical and reimbursement policies.

The Bulletin is available by the first business day of each month and emailed to those who have subscribed. To subscribe, complete the subscription form on our provider website: What's New & Publications>Subscribe.

You can view current and previous bulletins and newsletters on our provider website: What's New & Publications>Subscribe.

Policy manuals	Description
Medical policy	<p>Medical policies are guidelines for determining coverage criteria for specific procedures, equipment and services. The Introduction section of this manual includes information about:</p> <ul style="list-style-type: none"> • Approval process • Research sources • Selecting technologies • Technology assessment <p>Our Medicare medical policies are addressed in a separate <i>Medicare Medical Policy Manual</i> at http://blue.regence.com/medicare/index.html. Review the Medicare Advantage Plans section of the <i>Administrative Manual</i> for more information.</p>
Reimbursement policy	<p>These policies document our payment policy and correct coding for medical and surgical services and supplies.</p>

In this administrative manual, "Regence" refers to the following: Regence BlueShield of Idaho, Regence BlueCross BlueShield of Oregon, Regence BlueCross BlueShield of Utah, and Regence BlueShield (in select counties of Washington). When information does not apply to all these plans across the four states, then this administrative manual will identify the plan(s) or state(s) to which that specific information applies.

Medication policy	Our medication policies are based on research of scientific literature, government approval status, and evidence-based treatment guidelines supporting clinical best practice/standards of care.
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Medical policy

Our medical policies are developed to provide guidance for members and providers regarding coverage in accordance with the member’s contract terms. Benefit determinations are based in all cases on the applicable member contract language. To the extent there may be any conflict between the medical policy and contract language, the contract language prevails.

Review Request

Requests for review of a medical policy determination or disagreements about a medical policy can be submitted using the medical policy form at <https://www.assets.regence.com/trg/contact/index.html>. The request should include additional references or literature that may not have been reviewed in the policy determination. Use the Adverse Determination Appeals Process for billing dispute and medical necessity/investigational procedure determinations. Information about the process is available on our provider website: Claims & Payment>Receiving Payment>Appeals.

External Medical Advisors

Participating physicians and other health care professionals from each specialty area serve as external medical advisors to Regence’s Medical Policy Workgroup. External medical advisors are notified of upcoming medical policy reviews and provide their input electronically. This group also reviews policy drafts that have substantial criteria changes. Providers interested in providing routine feedback on policies can complete an online request form.

As a Regence provider, you may review existing medical policies and provide your feedback at <https://www.assets.regence.com/trg/contact/index.html>.

Reimbursement policy

Reimbursement policy is not intended to dictate medical practice. To the extent that there are any conflicts between reimbursement policy and the member contract or provider agreement language, the member contract and provider agreement language will be followed.

Policy Updates and Dissemination

Regence reimbursement policy is evaluated and updated on a routine basis with changes communicated in *The Bulletin*.

Requests for Review

Any disagreements with a reimbursement policy determination made by Regence can be sent by submitting the *Reimbursement Policy Feedback Form* posted on our provider website: Policies & Guidelines>Reimbursement Policy. The request should include additional references or literature not reviewed in the initial policy determination. For specific claim billing disputes and appeals, follow the appeals process described on our provider website: Claims & Payment>Receiving Payment>Appeals.

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Share feedback

You may provide formal comment about a reimbursement policy by submitting the *Reimbursement Policy Feedback Form* posted on our provider website: Policies & Guidelines>Reimbursement Policy.

Medication policy

Our medication policies are developed to provide guidance for members and providers regarding coverage in accordance with the member's contract terms. Benefit determinations are based in all cases on the applicable member contract language. To the extent there may be any conflict between the medical policy and contract language, the contract language prevails.

Medication policies are routinely assessed based on updated medical literature, national treatment guidelines, practicing provider feedback and pharmaceutical market changes. You can provide feedback or be added to our distribution list by emailing us at **RegenceRxMedicationPolicy@regence.com**; please indicate your specialty.

New-to-market medications are subject to pre-authorization based on their Food & Drug Administration-labeled indication and dosage limitations until we complete a full medication review and develop a coverage policy.

Links to all medication policies, medication lists and pre-authorization information for our members, are available on our provider website: Programs>Medical Management>Pharmacy.

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