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What is Virtual Office?

- ◆ Virtual Office (VO) is a collaborative effort between BCBSF, physicians and other healthcare providers
- ◆ VO provides a dedicated Provider Focus Team for VO interactions.
- ◆ VO provides physicians with secure electronic access to BCBSF patient information.
- ◆ VO delivers information to the participating physician's office at the time of service.
- ◆ VO uses state-of-the-art technology and innovative business processes to efficiently and effectively manage the information flow around patient care delivery.

BCBSF information will be available “virtually” in the physician's office.

What does VO do?

Eligibility and Benefits Verification

Physicians can electronically verify:

- ◆ Eligibility
- ◆ High level benefits including pre-existing and other carrier liability information
- ◆ Patient's Out-of-Pocket Responsibility

Products currently supported:

- ◆ Health Options
- ◆ Medicare and More
- ◆ PPC
- ◆ Traditional
- ◆ FEP
- ◆ State Group

What does VO do?

Referral, Authorization and Certification

- ◆ Electronically inquire about a previous referral, authorization or hospital certification
- ◆ Electronically request and receive referrals, authorizations or hospital certifications for BCBSF members

Single Point of Accountability

- ◆ Provides a dedicated Provider Focus Team for VO interactions

What additional capabilities are planned?

Real-Time Claims Processing

- ◆ Claims for all BCBSF products will be processed

Financial Settlement

- ◆ Facilitates payment to the physician's office for health and medical care for BCBSF members
- ◆ Pays through Electronic Funds Transfer (EFT)

Additional Products

- ◆ NASCO and ITS (out-of-state plans)

How much does VO cost?

- ◆ Depending on individual office equipment set-up, VO may require an initial cash outlay for hardware, software, or phone lines
- ◆ BCBSF does not charge transaction or other fees for Virtual Office

How do you become a VO physician?

- ◆ Practice assessment
- ◆ VO physician agreement
- ◆ Staff and site readiness
 - ◆ Training
 - ◆ System connectivity checks

Practice assessment

- ◆ Hardware/software analysis
- ◆ Transaction volume evaluation
- ◆ Demographic information
- ◆ Support services
 - ◆ Vendor
 - ◆ Billing arrangements
- ◆ Practice patterns
- ◆ Staffing and training

VO physician agreement

- ◆ Defines access to VO capabilities
- ◆ Obligations:
 - ◆ Physician's office
 - ◆ BCBSF
- ◆ Licensing information
- ◆ Terms of agreement
- ◆ Warranty and limitations on liability

Staff and site readiness

- ◆ Verify that necessary hardware and software have been installed
- ◆ Determine staff training requirements
- ◆ Verify connectivity
- ◆ Schedule and train office staff

How will VO benefit you?

- ◆ A dedicated Provider Focus Team
- ◆ Availability of timely and accurate information
- ◆ Increased office efficiency through reduced administrative processes
- ◆ Less uncertainty of patient liability
- ◆ Win/win/win

