

New provider guide

Updated
January 2024



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Blue Cross Blue Shield of Michigan and Blue Care Network are nonprofit corporations and independent licensees of the Blue Cross and Blue Shield Association.

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Welcome to Blue Cross Blue Shield of Michigan and Blue Care Network. We're glad you're part of our networks. Before you can start seeing our members, there are a number of things you need to know. Here are some resources to help you become credentialed, send electronic claims and get paid electronically.

If you elected to participate in the Blue Cross PPO or Blue Care Network HMO network, you need to wait until the contracting process is complete before seeing members. We'll send a final letter confirming your full affiliation and effective dates for the networks you elected to participate in.

It's important for you to know your networks. Blue Cross and BCN offer a number of specialized and local networks that are subsets of our larger networks. If you're not sure which networks you joined, go to the online provider search at bcbsm.com/find-a-doctor to check your network participation. If you have any questions about your enrollment with Blue Cross or BCN, call Provider Enrollment and Data Management at 1-800-822-2761.

Warning: Don't start seeing Blue Cross or BCN members until your credentialing is complete for all networks.

You may not begin sending us claims until you complete your credentialing. If you haven't done so already, complete your application at the Council for Affordable Quality Healthcare, or CAQH at proview.caqh.org/pr*. In addition to completing our enrollment form, you'll need to create a profile on CAQH ProView™.

Here's more information about [credentialing](#).

Blue Cross and BCN use CAQH to facilitate our credentialing and recredentialing processes. Our Provider Data Analytical team continuously refers to CAQH to display your practice information correctly in directories for our members. You must update your information with CAQH at least every 90 days, but more frequently if required. You'll receive automatic reminders to review and attest to the accuracy of your data. You can do this online or by calling an automated telephone system.

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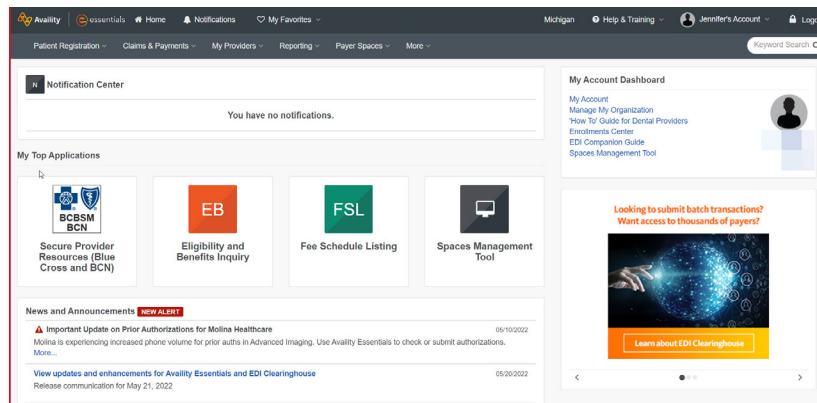


Sign up for our provider portal

Our provider portal within Availity Essentials gives you access to important information including member eligibility and benefits, claims status, clinical editing appeals, remittance advices and vouchers, authorization and referral requirements, provider manuals and newsletters.

If your organization isn't already registered with Availity, you'll need to designate an Availity administrator who will complete the registration process. Typically, this is an office manager.

Below is the information your administrator will need to complete the registration process:



- Basic information about your practice, including your federal tax ID and NPI
- Permission from your organization's legal authority, such as an owner or senior partner, to agree to Availity's Organization Agreement on behalf of your organization

Your organization's Availity administrator will be able to set you up with a secure ID and password for the permissions you need to work with Blue Cross and BCN.

For more information about the registration process, see [Register for web tools](#) where you'll also find information on how to set up Blue Cross and BCN's e-referral and Health e-BlueSM tools within Availity.

Check out our secure Provider Resources site

We offer a website for Blue Cross and BCN resources that you can access through our provider portal: the [secure Provider Resources website](#). Here you'll find provider manuals, alerts, forms, fee schedules and other helpful information.

To reach the website:

- Log in to our provider portal ([availability.com*](#)).
- Click *Payer Spaces* on the Availity menu bar.
- Click the *BCBSM and BCN logo*.
- Click *Secure Provider Resources (Blue Cross and BCN)* on the *Resources tab*.

The secure Provider Resources site has been organized so that you can easily find the information you need. Tabs include:

- Alerts
- Authorizations
- Billing and Claims
- Fee Schedules
- Forms
- Member Care

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Sign up for EDI to send us claims

Electronic data interchange, or EDI, is a way to exchange information with us electronically. The information can include claims, electronic enrollment, patient eligibility and claims status transactions.

You'll need to get set up and follow some guidelines to send and receive information using EDI.

See our [EDI page](#) for information about signing up and where to call if you need help.

The online claims submission tool on Availity

The online claims submission tool on Availity is for small provider offices that don't use vendor software or a clearinghouse to send us electronic claims. If you need to submit direct entry online claims, the Claims role needs to be assigned by your Availity administrator.

Enrollment instructions are available on the Availity portal.

- Once you're in Availity, go to the *Payer List* (under More on the Availity menu bar).
- Under Submission Type on the left-hand side, select *Portal*.
- Under Transaction Type select *Professional Claims*. (If you're a facility provider select *Facility Claims*.)
- In Search bar directly above the filter, type BCBSM Michigan and click on *Search*.
- Select *BCBS Michigan and Blue Care Network*. (You can also search for BCBSMI.)
- Click on the arrow to expand.
- Then click on *Enrollment details* for instructions.

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Get paid for seeing members: Sign up for EFT

Blue Cross and BCN require health care providers to use our electronic funds transfer to submit claims, and our online voucher program to receive payment. You'll need your NPI to enroll.

To sign up for EFT, follow these steps:

1. Log in to our provider portal (availability.com*).
2. Click *Payer Spaces* on the Availability menu bar.
3. Click the BCBSM and BCN logo.
4. Click *Enrollments Center* under the My Providers drop-down menu on the Availability menu bar.
5. Click *Transaction Enrollment*.
6. Click *Enroll a provider* from the Enroll drop-down menu.

Sign up for e-referral

You'll need access to Blue Cross and BCN's e-referral tool to request or view referrals and authorizations for your patients. Learn how to set up the e-referral tool in Availability. Go to ereferrals.bcbsm.com and click on **Sign Up or Change a User**.

Our ereferrals.bcbsm.com website contains resources to help you understand Blue Cross and BCN referral and authorization requirements. This includes provider alerts focused on referrals and authorizations and Quick Guides to help you find assistance when you need it.



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Subscribe to our newsletters

Stay up to date with network and billing information and more. Here's how:

- **Sign up to receive an email** when our provider newsletters are published.
- **Review the current or back issues** of our provider newsletters.

Key documents

Here are some links to key documents to help you get started.

Forms

Some key documents and forms are available on our public website on our **Resources for Providers** page. However, the most comprehensive list of forms can be found on our secure Provider Resources website on the Forms page. Here's how to find it.

1. Log in to our provider portal (**avality.com***).
2. Click *Payer Spaces* on the Avality menu bar.
3. Click the BCBSM and BCN logo.
4. Click *Secure Provider Resources (Blue Cross and BCN)* on the *Resources* tab.**
5. Click *Forms*.

**Click the heart icon next to *Secure Provider Resources* to add this to your "My Favorites" dropdown in the Avality menu bar.

Provider manuals

Blue Cross and BCN provider manuals explain our policies and procedures. You can find them on our secure Provider Resources website. Follow steps 1 through 3 of the above instructions and then click *Provider manuals* on the *Resources* tab.**

**Click the heart icon next to *Provider manuals* to add this to your "My Favorites" dropdown in the Avality menu bar.

Contact Us

You can find helpful phone numbers and other contact information on our **Contact Us** page.

Quick Guides

You can also find helpful information on our **Quick Guides webpage**.

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Our provider training site gives health care providers and their staff access to recorded webinars, videos, e-Learning modules and other training resources to help you work more efficiently with Blue Cross and BCN.

To request access:

1. Open the [registration page](#).
2. Complete the registration. We recommend using the same email you use to communicate with Blue Cross for provider-related needs. This will become your login ID.
3. Follow the [link](#) to log in.

If you need help creating your login ID or navigating the site, contact ProviderTraining@bcbsm.com.

Provider portal training

You can also explore the general trainings available within Availity, our provider portal. Find these in Availity by clicking on *Help & Training* in the top navigation and then clicking *Get Trained*.

The Availity Learning team is continually developing new support content, such as:

- Webinars to introduce audiences to Availity tools
- Product demos showing how to get the most out of the Availity portal
- Industry health care training that includes continuing education units, or CEUs, for medical professionals
- Help topics with detailed steps for completing a transaction
- Monthly updates on new and evolving tools

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Special information for behavioral health providers

Starting Jan. 1, 2024, Blue Cross Blue Shield of Michigan and Blue Care Network consolidated the prior authorization and case management functions for behavioral health services, including treatment for autism.

Prior authorization and concurrent review requests are managed through Blue Cross Behavioral HealthSM. Case management services are handled through Blue Cross Coordinated CareSM. These programs align and standardize prior authorization and case management functions for members.

The changes affect most members covered by Blue Cross commercial, Medicare Plus BlueSM, BCN commercial and BCN AdvantageSM plans.

For more information, refer to:

- The **Blue Cross Behavioral Health: Frequently asked questions for providers** document at ereferrals.bcbsm.com.
- The following pages on ereferrals.bcbsm.com:
 - Blue Cross **Behavioral Health** and **Autism**
 - BCN **Behavioral Health** and **Autism**

- The *Provider Resources* page on our provider portal. To locate behavioral health and autism information, follow these steps:
 1. Log in to our provider portal (availability.com*).
 2. Click *Payer Spaces* at the top of any Availity screen.
 3. Click on the Blue Cross and BCN logo.
 4. Click the *Resources* tab.
 5. Click *Secure Provider Resources (Blue Cross and BCN)*.
 6. Click the dropdown next to Member Care in the top navigation.
 7. Click on either *Behavioral Health* or *Autism* to view available information.

Fraud, Waste and Abuse Training

The Centers for Medicare and Medicaid Services requires annual training to detect, prevent, and correct fraud, waste and abuse. All providers and their employees, contractors, governing bodies and downstream entities who partner with Medicare Advantage organizations and prescription drug plans are required to take the training. New hires need to complete the training within 90 days of being hired and then annually.

Records of the training, including participant names, must be retained and available for inspection upon request for 10 years after the end date of the contract with Blue Cross Blue Shield of Michigan or Blue Care Network.

See our [website](#) for more information and how to get to the training.

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