

Our [dedicated provider training site](#)\* gives you easy access to recorded webinars, videos, eLearning modules and other training resources. Some of the resources below are located on the training site. Click [here](#) for instructions to register and log in.

Task	Resources	Notes
<p><b>Working with Blue Cross Blue Shield of Michigan and Blue Care Network: Foundation</b></p>	<ul style="list-style-type: none"> <li>• <a href="#">Sign up for our provider portal</a> through Availity Essentials to access tools and references for working with Blue Cross and BCN.</li> <li>• <i>New provider guide</i> located at <a href="http://bcbsm.com/newprovider">bcbsm.com/newprovider</a></li> <li>• Blue Cross 101 curriculum is found on the Blue Cross Blue Shield of Michigan <a href="#">provider training website</a>*. Search with the keyword “101” to locate:               <ul style="list-style-type: none"> <li>○ Narrated presentations about basic topics</li> <li>○ Downloadable copies of the presentation slides</li> </ul> </li> </ul>	<p>As a best practice, we recommend providers and staff sign up for the provider portal and complete the provider training during the enrollment process.</p>

Availity® is an independent company that contracts with Blue Cross Blue Shield of Michigan and Blue Care Network to offer provider portal and electronic data interchange services.

\*While we recommend this website and we’re responsible for the Blue Cross Blue Shield of Michigan and Blue Care Network content on it, we don’t own or control this website.

\*\*Requires sign on to our provider portal

Task	Resources	Notes
<p><b>Getting enrolled, accessing our provider portal and online tools</b></p>	<ul style="list-style-type: none"> <li>• <i>New provider guide</i> located at <a href="https://bcbsm.com/newprovider">bcbsm.com/newprovider</a>:               <ul style="list-style-type: none"> <li>○ Get credentialed: Page 1</li> <li>○ Sign up for our provider portal: Page 2</li> </ul> </li> <li>• The <i>Provider Enrollment and Signing up for Online Tools</i> sections in the Blue Cross 101 curriculum.</li> <li>• <a href="#">Behavioral Health Enrollment Tips</a> video</li> <li>• <a href="#">Enrollment Helpful Hints</a> for behavioral health providers</li> <li>• <a href="#">Behavioral Health Eligibility and Type Grid</a>: use this document to verify eligibility and find the contract type for each network.</li> <li>• <a href="#">Required Document Checklist</a> describes the information you will need to gather to complete the enrollment.</li> <li>• <a href="#">Provider Enrollment and Change Self-Service User Guide</a> gives step-by-step instructions for using the system.</li> <li>• Provider Enrollment and Change Self-Service video series shows how to use the tool on the <a href="#">provider training website</a>*.               <ul style="list-style-type: none"> <li>○ Type “provider enrollment” in the upper right search box.</li> <li>○ Click the Courses tab and then select Provider Enrollment and Change Self-service tool.</li> </ul> </li> </ul>	<p>Please review all documents in this section prior to enrolling.</p> <p>Contact the provider enrollment team if experiencing issues. Have your NPI, Tax ID or Social Security number ready before calling. They are open 8 a.m. to 4 p.m., Monday through Friday: 1-800-822-2761.</p>

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<p><b>Access tools and reference documents our provider portal</b></p>	<p>Log in to our provider portal (<a href="https://availability.com">availability.com</a>*) and open the <i>Secure Provider Resources</i>. This web page contains the reference documents, job aids, alerts and links to more information for all topics:</p> <ol style="list-style-type: none"> <li>1. Click <i>Payer Spaces</i> on the menu bar and select the BCBSM and BCN logo.</li> <li>2. Click the <i>Resources</i> tab.</li> <li>3. Select <i>Secure Provider Resources (Blue Cross and BCN)</i>.</li> </ol>	<p>As a best practice, we recommend you check the heart next to <i>Secure Provider Resources</i> on the portal to add as a favorite.</p>

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<p><b>Working with claims</b></p>	<ul style="list-style-type: none"> <li>• <a href="#">Sign up for Electronic Data Interchange</a> to exchange information like claims, electronic enrollment and patient eligibility.</li> <li>• Use the <a href="#">electronic funds transfer and online voucher program</a>.</li> <li>• <a href="#">Use our provider portal (availity.com*)</a> to check claims status, appeal status and vouchers.</li> <li>• For claim-specific information log in to the provider portal (<a href="#">availity.com*</a>) <i>Secure Provider Resources</i> pages:               <ul style="list-style-type: none"> <li>○ Publications &gt; Manuals: all provider manuals include a claims-specific chapter for your review</li> <li>○ Member Care &gt; Behavioral Health                   <ul style="list-style-type: none"> <li>▪ Requirements for providing behavioral health resources to Blue Cross commercial members</li> <li>▪ Requirements for providing behavioral health services to BCN members</li> </ul> </li> <li>○ Fee Schedules                   <ul style="list-style-type: none"> <li>▪ Professional Fee Schedules &gt; TRUST PPO Fee Schedules</li> <li>▪ BCN Fee Schedules &gt; Behavioral Health Fee Schedule</li> </ul> </li> <li>○ Billing and Claims &gt; Claims &gt; Claims troubleshooting</li> </ul> </li> <li>• Training on the <a href="#">provider training website*</a>: search with the keyword “claims” to locate recorded webinars about basics, troubleshooting and appeals.</li> </ul>	<p>Submitting, troubleshooting and appealing claims</p> <p>Supervision and modifier information can be found here.</p> <p>Please reference participation agreements specific to your provider type when using the fee schedules.</p>

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<p><b>Checking benefits and eligibility</b></p>	<ul style="list-style-type: none"> <li>• Use our provider portal (<a href="https://availity.com">availity.com</a>*) to verify patient benefits and eligibility.</li> <li>• <a href="#">Carve out list</a> for patients whose mental health and/or substance use disorder benefits are not managed by Blue Cross Behavioral Health<sup>SM</sup>: reference this list when checking individual patient's benefits and eligibility.</li> <li>• Use the <i>Help &amp; Training &gt; Find Help</i> search on our provider portal (<a href="https://availity.com">availity.com</a>*) for directions on using the system.</li> <li>• e-Learning module 1 on the <a href="#">provider training website</a>*. Search with the keyword "e-referral" to locate: <i>e-referral tutorials</i>.</li> </ul>	<p>Be sure to verify every patient's benefits, eligibility and confirm you are in network for the patient's specific plan</p>
<p><b>Submitting requests for prior authorization</b></p>	<ul style="list-style-type: none"> <li>• Open the <a href="#">Behavioral Health: For mental health and substance use disorders</a> PDF for information about care management and utilization management programs.</li> <li>• Reference the Behavioral Health and Autism pages on <a href="https://ereferrals.bcbsm.com">ereferrals.bcbsm.com</a> for details about prior authorization requests: <ul style="list-style-type: none"> <li>○ <a href="#">BCN</a> members</li> <li>○ <a href="#">Blue Cross</a> members</li> </ul> </li> <li>• <i>New provider guide</i> located at <a href="https://bcbsm.com/newprovider">bcbsm.com/newprovider</a></li> <li>• See the <i>Prior authorization and concurrent review requests</i> section of the <a href="#">Blue Cross Behavioral Health: Frequently asked questions for providers</a> document.</li> </ul>	

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<p><b>Telemedicine</b></p>	<ul style="list-style-type: none"> <li>• <a href="#">Telehealth for behavioral health providers</a></li> <li>• Medical Policy Router Search on the provider portal (<a href="#">availability.com</a>*): Provider Resources &gt; Billing and Claims &gt; Medical Policy</li> <li>• Provider Resources with behavioral health telemedicine references on the provider portal (<a href="#">availability.com</a>*) <i>Secure Provider Resources &gt; Billing and Claims</i>: <ul style="list-style-type: none"> <li>○ BCN and BCN Advantage</li> <li>○ Codes and Criteria</li> <li>○ Telehealth</li> </ul> </li> <li>• Behavioral Health sections on <a href="#">ereferrals.bcbsm.com</a>: <ul style="list-style-type: none"> <li>○ <a href="#">BCN</a></li> <li>○ <a href="#">Blue Cross</a></li> </ul> </li> </ul>	

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<p><b>Additional support</b></p>	<ul style="list-style-type: none"> <li>• Provider Resources section of the provider portal (<a href="https://availability.com">availability.com</a>*):               <ul style="list-style-type: none"> <li>○ Provider manuals have chapters specific to behavioral health.</li> <li>○ Read previously published provider newsletters.</li> <li>○ Member Care pages with behavioral health resources:                   <ul style="list-style-type: none"> <li>○ Autism</li> <li>○ Behavioral Health</li> </ul> </li> </ul> </li> <li>• <a href="#">For Providers: Contact us   BCBSM</a></li> <li>• <a href="#">Sign up to receive newsletters</a> as they are published. New webinars and self-paced training opportunities are announced in the newsletters:               <ul style="list-style-type: none"> <li>○ <i>The Record</i></li> <li>○ <i>BCN Provider News</i></li> <li>○ <i>Blues Brief for behavioral health providers</i></li> </ul> </li> <li>• Use our automated interactive voice response system for claims, benefit and out-of-pocket costs information. If you need more information, you can transfer to a customer service representative 8 a.m. to noon and 1 p.m. to 5 p.m. Monday through Friday. The automated system is available anytime: Physicians and professionals: 1-800-344-8525. Read the <a href="#">September 2017 article in <i>The Record</i></a> for tips on using the voice response system.</li> </ul>	<p>Provider Inquiry information is included in the Blue Cross and BCN contact information.</p>

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To request access to the provider training site:

1. [Click here to register\\*](#).
2. Register with 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 assistance creating your login ID or navigating the site, email [ProviderTraining@bcbsm.com](mailto:ProviderTraining@bcbsm.com).

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