

BCN Partners in Care



Blue Care
Network
of Michigan



2019 Edition

A supplement to BCN Provider News

We partner with providers to make prevention a priority

It's now accepted practice that prevention can help ward off costly and life-threatening diseases by catching problems early. The challenge is getting patients to come in for regular screenings. This is why Blue Care Network works with providers to help identify and send reminders to patients who need preventive screenings.

Prevention is the cornerstone of the HMO philosophy. Our latest focus is on reducing the prevalence of diabetes and helping patients who've already been diagnosed manage their care in coordination with their physicians. (See the **March-April 2019 issue** of *BCN Provider News*.)

Physicians tell us patient outreach about immunizations and screenings is one of the most important things they can do to provide the best preventive care. Here's what they've said:

- Dr. Thomas Selznick emphasizes the importance of outreach to get patients into the office for preventive screenings. (**May-June 2019 issue** of *BCN Provider News*)
- Dr. Bethany Hall's staff reviews patient records to see when adolescents had their last physical, and then targets these patients with letters and phone calls. (**January-February 2019 issue** of *BCN Provider News*)
- Dr. Teresa Sherman has a dedicated medical assistant who calls patients to make sure they get preventive screenings. (**September-October 2018 issue** of *BCN Provider News*)
- Dr. Christine Jones educates patients about the potential long term consequences of obesity and the multitude of health problems it can cause. Her staff also reminds patients about important preventive care. (**July-August 2018 issue** of *BCN Provider News*)



photo by Deepa Elangainathan

Robert Coscione (left) and Dr. Marc Keshishian

You can see all our Best Practices interviews at bcbsm.com/bcn-best-practices.

We commend our providers who make extra efforts to make patient outreach and education a priority.

Feel free to reach out to us if there's anything we can do to partner with you to keep your patients healthy. Email us at bcnprovcomm@bcbsm.com.

Your partners in care,

Marc Keshishian, M.D.

Marc Keshishian, M.D.
Senior Vice President and
Chief Medical Officer

Robert Coscione

Robert Coscione
Vice President, Provider
Network Evaluation and
Management

Tools to help you care for your Blue Care Network patients

BCN Provider News

Sign up to receive the latest BCN news by email and view current and past newsletters at bcbsm.com/bcn-provider-news.

Tip: If you miss an issue:

- Check your Junk or Spam email folder
- Mark our email as Not Spam
- Add us to your Safe Senders List

e-referral

BCN's ereferrals.bcbsm.com website helps you manage BCN members' care with BCN referral and authorization requirements documents, forms and information on utilization management programs. Log in to our secure electronic referral tool to submit referrals and authorization requests or receive notification of referrals made to you. Go to ereferrals.bcbsm.com.

To sign up to use the e-referral system, click on *Sign Up or Change a User*.

bcbsm.com/providers

Our website has a wealth of information. Find provider enrollment and change forms, all the pharmacy information you need, a Contact Us section and access to Provider Secured Services.

Provider Secured Services

Register for a provider login at bcbsm.com/providers. You can access:

- **Web-DENIS**

BCN's secure electronic inquiry tool lets you check member eligibility and benefits, and the status of claims. Breaking news is posted on the home page. Don't forget to read our *Welcome new provider* flyer that tells you what you need to know to do business efficiently with us.

- **BCN Provider Publications and Resources**

This comprehensive secure website for BCN providers includes the *BCN Provider Manual*, billing information and instructions, medical policies, clinical practice guidelines, utilization management and referral information, and more.

- **BCN Health e-BlueSM**

BCN's secure electronic clinical support tool is available to primary care physicians and medical care group administrators. You'll find reports on quality, utilization and pharmacy along with patient care reports on service episodes, treatment opportunities, the *Blue Care Network Qualification Form* for Healthy Blue LivingSM and more.

The screenshot shows the bcbsm.com/providers website. At the top, there is a navigation bar with links for HOME, EMPLOYERS, AGENTS, and PROVIDERS. Below this is a secondary navigation bar with links for Join Our Network, Value Partnerships, Our Provider Newsletters, and Help, along with a LOGIN button. The main content area features a large banner with the text 'Join our network' and 'Be a part of the largest network in the state, with fast access to everything you need to check benefits and submit claims.' There is a green button that says 'Enroll to become a provider'. To the right of the banner, there is a section titled 'Already a provider in our network?' with a 'REGISTER' button. Below the banner, there are three columns of links: 'Modify Your Account', 'Value Partnerships', and 'Medicare Advantage'. At the bottom, there is a section titled 'Provider resources' with links for 'Find a Doctor' and 'Help Center'.

Help is available

Use the *BCN Provider Resource Guide* to locate the BCN help you need. Go to ereferrals.bcbsm.com and click on *Quick Guides*.

Keep these phone numbers handy:

- For coverage, claims or primary care physician assignment, call BCN Provider Inquiry: 1-800-344-8525
- For technical support with BCN systems, call the Web Support Help Desk: 1-877-258-3932
- For enrollment and demographic change requests, call: 1-800-822-2761

Information you need to know

Everything you need to know is detailed in the *BCN Provider Manual*. To find it:

1. Visit bcbsm.com/providers.
2. Log in to Provider Secured Services.
3. Click *Provider Manuals* (on the right).
4. Click *BCN Provider Manual*.

For specific topics, check out these resources:

Affirmation statement about incentives

Medical decisions are based only on appropriateness of care and service, and existence of coverage.

See the affirmation statement in the Care Management chapter of the provider manual. It's located in the section titled Overview of BCN Utilization Management.

Criteria used for utilization management decisions

Upon request, Blue Care Network provides the criteria used in the decision-making process for utilization management decisions. To request criteria for non-behavioral health decisions, complete the *BCN Criteria Request Form* and fax it to 1-866-373-9468. The form is available in the BCN section of bcbsm.com. Look on the Authorization Requirements & Criteria page.

How to contact a medical director

Plan medical directors are available in BCN's local service areas to discuss specific cases involving BCN members.

To discuss medical services for a specific BCN HMO (commercial) or BCN Advantage case, providers should follow the instructions outlined in the document *How to request a peer-to-peer review with a BCN medical director*. The document, along with information on requesting a peer-to-peer review, is available in the Care Management chapter of the manual. Go to the section titled BCN – a resource for physicians.

Member rights and responsibilities

Blue Care Network outlines the rights and responsibilities of our members, including how members can file a complaint or grievance. See the Member Rights and Responsibilities chapter of the provider manual.

Pharmacy management

It's important to familiarize yourself with our drug lists and pharmacy management programs, such as step therapy, quantity limits, dose optimization, use of generics and specialty pharmacy. You also need to know how to request prior authorizations and what information is needed to support your request.

We recommend that you visit the Pharmacy Services section of our website at least quarterly to access our drug lists, and view updates. Go to bcbsm.com/providers and click on *Quick Links* on the bottom right. You can also call 1-800-437-3803 for the most up-to-date pharmaceutical information.

Note: Generic substitution may be required for BCN members. If both the generic and brand name are listed on our drug list, members are encouraged to receive the generic equivalent when available. Some members may have to pay the difference between the brand name and generic drug, as well as applicable copay, depending on their plan. See the Pharmacy Services section of the website for more detail.

You can find more information in the Pharmacy chapter of the provider manual.

Translation services

Members who need language assistance can call the Customer Service number on the back of their member ID card. TTY users should call 711.

For information about language access, go to the chapter titled BCN System of Managed Care in the provider manual.



**Blue Care
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of Michigan**

A nonprofit corporation and independent licensee
of the Blue Cross and Blue Shield Association

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