

BCN Partners in Care



Blue Care
Network
of Michigan



2021 Edition

A supplement to BCN Provider News

What we've learned from COVID-19

To say that 2020 was challenging is an understatement. But we've learned a lot, including:

Health care is crucial and health care providers are heroes. The pandemic taught us there are many things we can live without, but health care isn't one of them. We applaud providers for being heroes as the pandemic raged through Michigan. We're thankful for the sacrifices you've made in the most difficult of circumstances. We're proud to play a supportive role in the care you provide.

Through partnership, we persevere. The pandemic gave us the opportunity to work together to overcome challenges. When hospitals were overwhelmed with patients, Blue Care Network provided temporary relief from administrative requirements, such as clinical review. When providers faced lost revenue due to restrictions on elective services, we advanced incentive program payments and added new incentives for telehealth services. Blue Care Network and Blue Cross Blue Shield of Michigan also donated protective equipment and provided timely information through our websites and weekly webinars. And, we helped remove barriers to care by waiving member cost sharing for COVID-19 testing, treatment and vaccines.

Providers are versatile. To serve patients safely, providers quickly made the leap to providing care through telehealth. It's a sweeping change in how we deliver health care and an improvement that will continue post-pandemic.

Health care disparities must be addressed. People of color were harder hit than most — both in terms of being infected with COVID-19 and negative outcomes. As a result, we're developing strategies to enhance the quality of health care among underserved segments of our community and reduce the impact that racial and economic disparities have on health outcomes.



Dr. James Grant



Dr. Amy L. McKenzie

One of our first steps has been to provide implicit bias education to primary care practices in the patient-centered medical home program — a model that has been adopted by the state of Michigan.

Behavioral health is an integral part of health care. The pandemic isn't just a medical crisis. Stress, anxiety, grief, social isolation and sudden unemployment have resulted in an increased need for behavioral health services, including substance use disorder treatment. The pandemic has reminded us that we need to work harder to integrate behavioral health with medical services.

Yes, it was a difficult year. But let's take what we've learned from these challenges and use it to improve health care in the years ahead.

Your partners in care,

James Grant, M.D.
*Senior Vice President and
Chief Medical Officer*

Amy McKenzie, M.D.
*Associate Chief Medical Officer
Provider Engagement*

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-referrals.bcbsm.com website

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

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

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*.

Affirmation statement about incentives

Utilization decisions regarding care and service are based solely on the appropriateness of care prescribed in relation to each member's medical or behavioral health condition and existence of coverage.

BCN's clinical review staff doesn't have financial arrangements that encourage denial of coverage or service that would result in underutilization.

Neither BCN-employed clinical staff nor physicians receive bonuses or incentives based on their review decisions. Review decisions are based strictly on medical necessity within the limits of a member's plan coverage.

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

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 inquiries or issues, call: 1-800-822-2761

Criteria used for utilization management decisions

To request criteria for non-behavioral health decisions, complete and fax the *BCN Criteria Request Form* to 1-866-373-9468. The form is available on our [ereferrals.bcbsm.com](#) website. Click *BCN* and then click *Authorization Requirements & Criteria*. Look under the “Referral and authorization information” heading. If you don’t have access to fax, email or the internet, call 1-800-392-2512 to request criteria. We’ll mail it to you free of charge.

To request criteria for behavioral health decisions, call the BCN Behavioral Health department at 1-877-293-2788. We’ll mail the criteria to you free of charge if you don’t have access to fax, email or the internet.

How to contact a medical director

Plan medical directors are available in BCN’s local service areas to discuss authorization requests that have been denied by BCN Utilization Management. The purpose of the peer-to-peer review is to exchange information about the clinical nuances of the member’s medical condition and the medical necessity of the services.

Providers must submit the request for a peer-to-peer review before submitting an appeal.

To discuss a specific BCN commercial or BCN AdvantageSM request, providers should follow the instructions outlined in the document *How to request a peer-to-peer review with a Blue Cross or BCN medical director*. The document is available on our [ereferrals.bcbsm.com](#) website. Click *BCN* and then click *Authorization Requirements & Criteria*. Look under the “Referral and authorization information” heading.

Member rights and responsibilities

BCN 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 *BCN Provider Manual*.

Pharmacy management

It’s important to familiarize yourself with our drug lists and pharmacy management programs, such as prior authorization, step therapy, quantity limits, use of generics and specialty pharmacy. You also need to know how to request an exception 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 Pharmacy Clinical Help Desk.

Note: Generic drug substitutions may be required for BCN members. If both the generic and brand name are listed on our drug list, we encourage members 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 the applicable copay, depending on their plan.

You can find more information in the “Pharmacy” chapter of the *BCN 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 *BCN Provider Manual*.

Utilization management staff availability

Staff members are available at least eight hours a day during normal business hours for inbound collect or toll-free calls regarding utilization management issues. They’re also available after normal business hours at 1-800-851-3904. When initiating or returning calls related to utilization management, staff members identify themselves by name, title and organization. Please refer to the *BCN Provider Manual* for more information. See the chapter titled “Utilization Management.”

Providers must comply with access and availability guidelines

Blue Care Network has established standards for access to care. Providers are required to comply with the standards when a member requests an appointment.

You can find the standards in the “Access to Care” chapter of the *BCN Provider Manual*.

To find the manual:

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

We also published an article outlining the standards in the May-June 2021 issue of *BCN Provider News*.



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Coordination of care and exchange of information

We encourage all health care providers to continue to enhance the coordination of care and bidirectional information exchange across the continuum of care, among specialists, behavioral health providers and primary care providers, to improve member satisfaction and quality of care.

For more information refer to the "Utilization Management" chapter in the *BCN Provider Manual*. Look in the Coordination of Care section.

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