

BCN Partners in Care



Blue Care
Network
of Michigan



2022 Edition

A supplement to BCN Provider News

Providers are at the center of what we do



Scott Betzelos, M.D.

You are at the center of our business, furnishing the best care to our members at a time when you're still dealing with COVID-19, managing priorities competing for your time and navigating changes in the health care industry that make your job more challenging.

We've responded with some important changes in our business that we hope

will improve your interactions with us on several levels.

We're moving to Availity® Essentials, a provider portal you may already be familiar with as it's used by other payers in Michigan. Availity offers improvements over the web-DENIS experience. Your staff can use one portal to check eligibility and benefits, look up authorization requirements, file clinical editing appeals and more, all in one place.

Within our new provider portal, you'll have access to an updated secure provider resource website with a search function to help you find what you need faster. We've also reorganized and streamlined the content at bcbsm.com/providers.

These changes are part of our focus on providers and our recognition of your important partnership with us. We hope they will help streamline your business operations so you can put the emphasis where it should be — on patient care.

We continue to embrace the innovation required to respond to the challenges created by the pandemic. This includes support of telehealth services and expansion of access to behavioral health, including crisis care. (You can view our new behavioral health website at bcbsm.com/mentalhealthworks.)

We'd like to thank you for helping us achieve a 5-star rating for our BCN AdvantageSM plan. Your steadfast attention to detail has made this achievement possible. A 5-star rating helps us reinvest in member programs that focus on preventive care and chronic condition management. That's a benefit for both you and your patients.

Meanwhile, we've created electronic training modules so you can learn more about Medicare star ratings when it's convenient for you. As part of that initiative, we also offered training to help providers close gaps in care for HEDIS® measures.

We continue to look for ways to strengthen our partnership. We recently completed a provider satisfaction survey to measure how we're serving your needs and will continue to look for ways to incorporate your feedback in 2022. You're welcome to reach out to us at any time by sending an email to bcnprovidernews@bcbsm.com.

Sincerely,

A handwritten signature in black ink that reads "Scott Betzelos".

Scott Betzelos, M.D.

*Vice President, HMO Strategy & Affordability
BCN Chief Medical Officer*

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.

ereferrals.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 public website has a wealth of information. Find provider enrollment and change forms under *Enrollment*, all the pharmacy information you need and a *Contact Us* section under *Help*, and provider newsletters under *Newsletters*.

Our new provider portal

Register for a provider login at availity.com/bcbsm. * You can check member eligibility and benefits, the status of claims and authorization requirements.

Our payer space within Availity offers a one-stop reference for BCN -and Blue Cross-specific provider applications and resources. It includes provider alerts, the *BCN Provider Manual*, billing information and instructions, access to medical policies, clinical practice guidelines, utilization management and referral information.

BCN's Health e-BlueSM

Find this information on the applications tab of our payer space within the Availity provider portal. 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, 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 in the new provider resources site within Availity:

1. Log in to Availity
2. Click on *Payer Spaces* in the top navigation
3. Click on the *BCBSM and BCN* logo.
4. Click the *Resources* tab for links to our provider manuals.

Finding alerts

- Select the *News and Announcements* tab in our payer space to find breaking or critical news.
- You can also select *secure Provider Resources* under the *Resources* tab to get to our provider alerts.

Affirmation statement about incentives

Utilization decisions about 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.

See the complete affirmation statement in the *BCN Provider Manual*, "Utilization Management" chapter, 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 provider assignment, call BCN Provider Inquiry: 1-800-344-8525
- For assistance registering or working with our provider portal, call 1-800-AVAILITY (282-4548)
- For enrollment inquiries or issues, call: 1-800-822-2761

Criteria used for utilization management decisions

Upon request, BCN provides the criteria we use in the decision making process for utilization management decisions.

To request criteria for non-behavioral health decisions, complete and fax the *Criteria Request Form* to the number on the form. Visit ereferrals.bcbsm.com, click *BCN* and then click *Authorization Requirements & Criteria*. Look under the "Referral and authorization information" heading for the *Criteria Request Form*. To receive a free mailed copy of the criteria, call 1-800-392-2512. The form should be used only for determinations made by Blue Cross Blue Shield of Michigan and BCN, not for determinations made by our contracted vendors.

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 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*.

Care management

Learn about our care management program for members with chronic or complex conditions and how to refer. See the "Health, Well-Being and Coordinated Care" 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. Click *Help* and select Pharmacy Services in the dropdown box for information about drug authorizations and specialty drugs. Another useful link for providers is bcbsm.com/rxinfo. The page contains links to the drug lists, Prior Authorization/Step Therapy requirements, Quantity Limit lists and alternatives for nonpreferred brand and nonformulary drugs.

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 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 these standards when a member requests an appointment.

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



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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.

Subscribe now to *BCN Provider News*

Go to bcbsm.com/bcn-provider-news to subscribe to our newsletters and receive an email notification when each issue of *BCN Provider News* is available. If you don't have internet access or need assistance, email us at bcnprovidernews@bcbsm.com.

Register for Availity

You should register for access to our new provider portal, Availity, now. Access to web-DENIS and Provider Secured Services will end in June.

For more information, go to availability.com/bcbsm* or read the *Welcome to Availity* special edition newsletter, which is available at bcbsm.com/bcn-provider-news.

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

*Clicking this link means that you're leaving the Blue Cross Blue Shield of Michigan and Blue Care Network website. While we recommend this site, we're not responsible for its content.

