

BCN Partners in Care



Blue Care
Network
of Michigan



May 2023 Edition

A supplement to BCN Provider News

It's all about the experience



Peter T. Graham, M.D.

As a family medicine physician, I know there's more to treating patients than ordering tests, arriving at accurate diagnoses and carrying out treatment plans. It's also important that we provide the best patient-physician experience. This includes promoting open communication, explaining test results, coordinating care with other providers, having appointments available and reducing wait times.

Improving the patient experience is an ongoing task, which can result in satisfied, loyal patients with better overall health. That's why we're focused on the patient experience and offering tips to help you provide the essential care our members (your patients) need.

Blue Care Network is equally committed to maintaining strong, supportive relationships with our providers. Together, we can ensure high-quality health care is available and affordable. I want to support the care you provide and for you to be satisfied with our relationship. That's why I'm excited about the following initiatives which are designed to improve your experience and that of our members. (For more information, subscribe to *BCN Provider News*.)

A new provider portal

We implemented a new provider portal in 2022 that features several improvements, including the ability to check prior authorization requirements for a specific procedure for a specific member, file clinical editing appeals electronically and access

information for multiple payers. More improvements are planned, such as online demographic updates and uploading medical records electronically — so stay tuned!

Blue Cross Personalized MedicineSM

On Jan. 1, 2023, Blue Care Network launched Blue Cross Personalized Medicine, the first precision medicine pharmacogenomics, or PGx, program in Michigan. We're offering testing to eligible BCN members so we can provide personalized medication guidance based on genetics. We anticipate this cutting-edge program will increase medication adherence and decrease the risk of adverse drug reactions.

New behavioral health online care navigation solution

We know some of our members struggle to find behavioral health care. That's why we're offering an online care navigation solution, starting in July. This solution matches members with an appropriate outpatient behavioral health provider based on the member's needs and the provider's clinical specialty and availability.

These forward-thinking initiatives are part of our continued focus on your provider experience and recognize the importance of our collaboration to improve your patients' health care experience. We pledge to work with you to keep making improvements.

Thank you for all the work you do every day to provide exceptional care for our members.

Sincerely,

Peter T. Graham, M.D.
BCN Chief Medical Officer

May 2023

Tools to help you care for your Blue Care Network patients

BCN Provider News

Sign up to receive the latest Blue Care Network news by email and view current and past newsletters at bcbsm.com/providers/newsletters.

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. Use 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 *Get help using e-referral* for instructions on how to access the e-referral tool through our provider portal.

Training tools for the e-referral tool are also available. Go to ereferrals.bcbsm.com and click *Training Tools* under the *Access & Training* menu.

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, a *Contact Us* section under *Help*, and provider newsletters under *Newsletters*.

Our provider portal

Log in to our provider portal at availity.com.* There you can check member eligibility and benefits, the status of claims, authorization requirements and more. The portal also provides you with a one-stop reference for BCN and Blue Cross-specific provider applications and resources including provider alerts, provider manuals, billing information and instructions, access to medical policies, clinical practice guidelines, utilization management and referral information.

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.

BCN's Health e-BlueSM

Find this information on the applications tab of our payer space within our 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 secure Provider Resources site within our provider portal:

1. Log in to our provider portal (availity.com).*
2. Click *Payer Spaces* on the Availity menu bar.
3. Click the BCBSM and BCN logo.
4. On the Resources tab, click *Secure Provider Resources (Blue Cross and BCN)*.
5. Under Easy Access, click *Provider manuals*.

Finding provider alerts

Follow steps 1 through 4 above, then click *Read Alerts*.

Note: You can also click *Newsletters* under the *Resources* tab to get to our provider publications.

Help is available

Use the *Provider resource guide at a glance* to locate the BCN help you need. Go to ereferrals.bcbsm.com and click on *Quick Guides* under the *Additional Resources* menu.

Keep these phone numbers handy:

- For coverage, claims or primary care provider assignment, call BCN Provider Inquiry:
 - 1-800-344-8525 for professional providers
 - 1-800-249-5103 for hospitals and facilities
- 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

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."

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.

For more information, go to the chapter titled "Pharmacy" in 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*.

*While Blue Care Network recommends this website and we're responsible for the content that's specific to BCN on it, we don't own or control this website.



Blue Care Network of Michigan — Mail Code 513R RA
P.O. Box 5043
Southfield, MI 48086-5043

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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*

Sign up to receive the latest Blue Care Network news by email and view current and past newsletters at bcbsm.com/providers/newsletters.

If you don't have internet access or need assistance, email us at bcnprovidernews@bcbsm.com.

Access our provider portal

Learn more at bcbsm.com/providers. Click *Enrollment* and scroll down to *Register for Web Tools*.

Check out provider training

Log in to the Blue Cross and BCN provider training website at tinyurl.com/bcbsmProviderTraining. If you don't already have a login and password, click *New User? Click here to register*.

