

## For physician offices

### May is Mental Health Month

May is Mental Health Month, a good time to remind your patients of the important role that good mental health plays in overall wellness. There are several resources your offices can utilize for this effort.

- See [Page 19 of the May–June 2019 BCN Provider News](#) for articles about depression and suicide awareness.
- A toolkit about depression (office poster and tip sheet) can be found on [Page 17 of the May–June 2019 BCN Provider News](#).
- A wide array of educational materials, posters, stories and tips to help promote good mental health from New Directions Behavioral Health is discussed in the [May 2019 issue of The Record](#).

### Submit BCN initial and follow-up authorization requests for PT, OT and ST to eviCore starting May 27, 2019

Starting May 27, 2019, submit all BCN authorization requests for outpatient physical, occupational and speech therapy by therapists and physical medicine services by chiropractors to eviCore healthcare. This includes requests for both initial and follow-up visits, for both BCN HMO<sup>SM</sup> (commercial) and BCN Advantage<sup>SM</sup> members. For more information, see the [Page 35 of the May–June 2019 BCN Provider News](#).

To learn about the changes involved in submitting these requests to eviCore, sign up now for the eviCore webinar training sessions. Find webinar dates and registration instructions on [Page 37 of the May–June 2019 BCN Provider News](#).

### Holiday office closings

Blue Cross and BCN offices will be closed May 27 (Memorial Day).

### Provider Secured Services reminders Keep your account active

To maintain access to Provider Secured Services without disruption, please make sure your user ID and password are active.

- If you are new to Provider Secured Services, you must use your user ID within 14 days after you receive it.
- You must also log in at least once every 180 days to keep your account active or your user ID will become deactivated.
- To check your access, visit [bcbsm.com/providers](http://bcbsm.com/providers) and click *LOGIN*. Make sure *Provider* is selected and type your username (web-DENIS and e-referral user ID) and password.
  - If your account becomes disabled, you'll receive a message telling you that you can re-enable the account by answering the security questions. Once the security questions are correctly answered, you can reset the password.
  - If your account is locked, call the Web Support Help Desk at 1-877-258-3932 to reactivate it.

### Use your company email for access requests

We'd like to connect your online account to an email address that's related to your business rather than a public email provider such as Hotmail, Gmail or Yahoo to protect your member's information and keep your account secure. For more information, see [Page 4 of the May–June 2019 BCN Provider News](#) or the [May 2019 issue of The Record](#).

### Locating your provider consultant

- Go to [bcbsm.com/providers](http://bcbsm.com/providers).
- Click on *Contact Us* in the upper right corner of the page.
- Under Physicians and professionals, click *Blue Cross Blue Shield of Michigan provider contacts* or *Blue Care Network provider contacts*.
- Click on *Provider consultants*.
- Find your consultant on the applicable regional list.

*Continued on the next page*

Articles apply to all lines of business unless noted by the icons below:

**Key:**  BCN HMO<sup>SM</sup>  Blue Cross PPO  BCN Advantage<sup>SM</sup> HMO  Medicare Plus Blue<sup>SM</sup> PPO

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### Clarification on reimbursement of CPT code \*99354 PPO

The American Medical Association updated the nomenclature for CPT code \*99354 to include “or psychotherapy.” This code remains classified as an evaluation and management code. Therefore, providers who are ineligible to perform and bill E&M codes can’t bill code \*99354 as an add-on to other codes that are payable.

If ineligible providers bill this code, it will reject as not payable for your specialty and provider liability will apply.

*\*CPT codes, descriptions and two-digit numeric modifiers only are copyright 2018 American Medical Association. All rights reserved.*

### How to request retroactive prior authorization for commercial PPO Radiology Management Program PPO

Providers have up to 90 days past the date of service to request retro prior authorization through AIM Specialty Health<sup>SM</sup> for Blue Cross Blue Shield of Michigan commercial PPO members participating in our Radiology Management Program. Although 90 days is allowed, we encourage providers to obtain prior authorization before administering services.

For more information, see the [May 2019 issue of \*The Record\*](#).

### New HEDIS CBP measure specifications eliminate need for medical record reviews PPO

The controlling high blood pressure HEDIS<sup>®</sup>, or Healthcare Effectiveness Data and Information Set, specifications previously required medical record

reviews to determine if a patient’s blood pressure was under control. Now, Blood Pressure CPT Category II results codes will determine compliance and you won’t need to include medical records for confirmation.

For more information, see the [May 2019 issue of \*The Record\*](#).

*HEDIS is a registered trademark of the National Committee for Quality Assurance.*

### Reminder: Prior authorization changes to AIM authorization program for MA PPO members begin May 1, 2019 MA PPO

Starting May 1, 2019, certain cardiac procedures and in-lab sleep testing will require prior authorization through AIM Specialty Health for Medicare Plus Blue<sup>SM</sup> PPO members. This includes UAW Retiree Medical Benefits Trust members with Medicare Plus Blue coverage.

For more details about the expanded cardiology services and in-lab sleep testing, see the [May 2019 issue of \*The Record\*](#).

### Reminder: Northwood to cover DME/P&O utilization management and claims for Medicare Plus Blue PPO starting in May MA PPO

Northwood Inc., an independent company that manages the durable medical equipment, prosthetics, orthotics and medical supply provider network for Medicare Plus Blue<sup>SM</sup> PPO members, will also handle authorizations, utilization management and claims processing, starting in May.

For more information, see the [February 2019 issue of \*The Record\*](#).

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Key: HMO BCN HMO<sup>SM</sup> PPO Blue Cross PPO MA HMO BCN Advantage<sup>SM</sup> HMO MA PPO Medicare Plus Blue<sup>SM</sup> PPO