

For physician offices

## 2020 products at a glance flyers available

These flyers are general summaries of Blue Cross Blue Shield of Michigan and Blue Care Network products, including the product name, prefix and brief description. These flyers can be found on the *BCN Provider Publications and Resources* web-DENIS page under BCN Products or the *BCBSM Newsletters and Resources* web-DENIS page under Products and Networks.

## How to confirm the networks with which you participate

We have a document that helps providers find the Blue Cross and BCN products with which they participate. *Finding your plans and networks* shows you how to use the online provider search to confirm which products you accept. When new patients present themselves or current patients change health plans, you'll know if you accept the plan they have. To find the document, see [Page 2 of the May–June 2019 BCN Provider News](#).

## Health e-Blue<sup>SM</sup> data entry due soon

The deadline for entering data in Health e-Blue for 2019 treatment opportunities is midnight, Jan. 25, 2020. Data entered after this deadline will not count for 2019 incentives. The deadline for submitting electronic medical record files is Feb. 7, 2020.

## New resources for your practice

We've put together some resources to help you engage members with your practice's patient portal, as well as our online member account tools. You can learn about the *Patient Digital Engagement Toolkit*, webinar and tips to improve patient portal usage in the [November 2019 issue of \*The Record\*](#) or the upcoming January-February 2020 issue of *BCN Provider News*.

## Summary of upcoming changes effective Jan. 1, 2020

### Blue Cross and BCN to cover select hyaluronic acid products

See the November 2019 issue of *The Record* and the upcoming January-February 2020 issue of *BCN Provider News*.

### Inpatient acute care admissions could be subject to clinical review

See the upcoming January 2020 issue of *The Record*.

### BCN commercial members are moving to exclusive specialty pharmacy network

See Page 32 of the September–October 2019 *BCN Provider News*.

### We'll cover hemophilia drugs under the pharmacy benefit

See Page 25 of the November–December 2019 *BCN Provider News* or the October 2019 issue of *The Record*.

### Commercial PPO members will need authorization for Eylea and Lucentis

See the December 2019 issue of *The Record*.

### Direct reimbursement available to clinical nurse specialists

See Page 3 of the November–December 2019 *BCN Provider News* or the October 2019 issue of *The Record*.

### New Ascension Genesys plan option: GM ConnectedCare

See the December 2019 issue of *The Record*.

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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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### Tell us how satisfied you are with our Utilization Management services – survey now open

Blue Cross and BCN want to know how satisfied you are with our Utilization Management services. Let us know by completing a short survey at [tinyurl.com/y5ukrfr9](http://tinyurl.com/y5ukrfr9). The survey closes Dec. 31, 2019. Encourage your office colleagues, including physicians, nurses and referral coordinators, to take the survey as well so we can improve our processes to better support you as you care for our members.

### Board-certified behavior analysts will need to be licensed to be eligible for reimbursement

Starting Jan. 7, 2020, board-certified behavior analysts practicing in Michigan must be licensed by the State of Michigan to be eligible for reimbursement from Blue Cross and BCN. BCAs who aren't licensed aren't eligible for reimbursement for services provided on or after Jan. 7, 2020. For more information, see [Page 23 of the September–October 2019 BCN Provider News](#) or the [September 2019 issue of \*The Record\*](#).

### We're using some new codes for online visits, starting Jan. 1

Effective Dec. 31, 2019, procedure codes \*98969 and \*99444 will no longer be payable for an online visit.

Starting Jan. 1, 2020, physicians must submit their claims using one of these new patient-initiated, digital-communication codes: \*99421, \*99422 or \*99423. For services provided by a nonphysician, use code \*98970, \*98971 or \*98972.

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

Summary of upcoming changes, cont.

#### Oncology management program for Medicare Advantage plans

See Page 9 of the November–December 2019 *BCN Provider News* or the November 2019 issue of *The Record*.

#### Consider an ASC as site of care option for low-risk patients

See the upcoming January 2020 issue of *The Record*.

### Blue Cross, BCN to support providers who offer comprehensive opioid treatment

Starting Jan. 1, 2020, Blue Cross and BCN will use bundled rates to reimburse providers who offer certified opioid treatment programs, or OTPs. The bundled payment includes both drug and non-drug components and may allow for intensity add-on codes to be used when needed. For more details, see the [December 2019 issue of \*The Record\*](#) or the upcoming January–February 2020 issue of *BCN Provider News*.

### Free waiver training to provide medication-assisted treatment

The Michigan Center for Clinical Systems Improvement, known as Mi-CCSI, is hosting the American Society of Addiction Medicine Treatment of Opioid Use Disorder course at three locations in Michigan in 2020. The first 15 providers attending the full eight hours will be paid for the day. For more details or to register for the course, see the [December 2019 issue of \*The Record\*](#) or the upcoming January–February 2020 issue of *BCN Provider News*.

### Holiday office closings

Blue Cross and BCN offices will be closed Dec. 24 through 25 (Christmas) and Dec. 31 through Jan. 1.

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