

For physician offices

Coronavirus (COVID-19) information updates for providers webpage available

We have created a webpage that includes all our coronavirus-related web-DENIS messages and documents. Topics include patient testing, telemedicine, utilization management and general information. The webpage is linked from *BCBSM Newsletters and Resources* or *BCN Provider Publications and Resources* within Provider Secured Services.

Providers should bill *99422 for telemedicine service for BCN Advantage members

Providers should bill *99422 for telemedicine services for BCN AdvantageSM members. The previous code was retired, effective Jan. 1, 2020.

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How to request a member transfer

In some circumstances, a primary care physician can request that a member be removed from his or her practice and assigned to another primary care physician. This applies to both BCN HMOSM (commercial) and BCN AdvantageSM members.

The member's current primary care physician must complete and submit the *Member Transfer Request Form* to BCN. To find the form and read about the criteria for requesting a member transfer, see [Page 6 of the March–April 2020 BCN Provider News](#).

Holiday office closings

Blue Cross and BCN offices will be closed April 10 (Good Friday).

Provider symposiums rescheduled

Blue Cross and BCN's 2020 provider symposiums, *A Prescription for Success*, are scheduled in June. For dates, locations and registration links, see the [April 2020 issue of *The Record*](#).

State of Michigan retirees join our Medicare Advantage PPO plan

State of Michigan retirees became members of our Medicare Plus BlueSM plan, effective Jan. 1, 2020. Their plan, called State Health Plan MA, provides coverage for medical and surgical benefits (Part C). OPTUMRx[®] administers their prescription drug benefits (Part D).

For more details, see the [April 2020 issue of *The Record*](#).

Blue Care Network extending Healthy Blue LivingSM requirements; members can also receive a physical exam more than once each year

As announced in a March 17 web-DENIS message, BCN is extending Healthy Blue Living requirements for 90 days for employer groups with renewals from January through March to allow more time for patients to come into primary care physician offices for this purpose during this COVID-19 pandemic.

Also as a reminder, if you have a new patient with Healthy Blue Living or Healthy Blue Living Basic coverage, please conduct a physical and complete the qualification form even if it has been less than one year since the patient had a physical with his or her last physician.

Please stay tuned to the Broadcast Messages section on web-DENIS for the latest information.

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

Key:  BCN HMOSM  Blue Cross PPO  BCN AdvantageSM HMO  Medicare Plus BlueSM PPO

For physician offices

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Sign up for the upcoming Blue Cross 101: Understanding the Basics training webinar

Provider Experience is continuing its series of training webinars for health care providers and staff. Our next training webinar will be held on Tuesday, May 12, 10 to 11:30 a.m. To register, see the April 2020 issue of *The Record*.

Reminder: Guidelines for using Advance Notice of Member Responsibility form PPO

As a reminder, all professional, non-Medicare claims that include the modifiers GY or GZ, along with modifier GA, will be rejected and the member will be responsible for paying for the services provided.

If providers don't include the GA modifier on claims appended with a GY or GZ, they'll be held responsible for the cost of the services.

Providers must present an *Advance Notice of Member Responsibility* form to the Blue Cross members before providing medical services or supplies that are expected to be rejected.

For more details about the ANM billing guidelines, see the April 2020 issue of *The Record*.

LabCorp added to Medicare Plus Blue PPO lab network MA PPO

The Medicare Plus BlueSM PPO laboratory network includes LabCorp as of Aug. 1, 2019. LabCorp, along with Quest Diagnostics and JVHL, provides lab services to Medicare Plus Blue members. When referring physicians use the Medicare Plus Blue lab network it minimizes out-of-pocket costs for members.

For more information and LabCorp patient service center locations, see the April 2020 issue of *The Record*.

Blue Cross changing practitioner fees July 1 PPO

Blue Cross Blue Shield of Michigan will change practitioner fees with dates of service on or after July 1, 2020. This change applies to services provided to our Traditional, TRUST and Blue Preferred PlusSM members, regardless of customer group.

Fee schedules effective July 1 will be available on web-DENIS on April 1. Only claims submitted with dates of service on or after July 1 will be reimbursed at the new rates.

For more details, see the April 2020 issue of *The Record*.

Providers rate online tools in recent survey

We recently conducted a survey as part of an effort to improve online tools for health care providers. Results highlighted the many features you like as well as suggested improvements.

To find out what the providers liked about our secure provider website and improvement ideas, see [Page 1 of the March–April 2020 BCN Provider News](#) or the April 2020 issue of *The Record*.

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Key:



BCN HMOSM



Blue Cross PPO



BCN AdvantageSM HMO



Medicare Plus BlueSM PPO