



For physician offices

## Finding the latest coronavirus (COVID-19) provider information

Our provider communications about the COVID-19 pandemic can be found on the *Coronavirus (COVID-19) information updates for providers* webpage located within *BCBSM Newsletters and Resources* or *BCN Provider Publications and Resources* on web-DENIS. Our public webpage for providers is located at [bcbsm.com/coronavirus](http://bcbsm.com/coronavirus). Click on *For providers*.

For more information, see [Page 20 of the May–June 2020 BCN Provider News](#) or the [May 2020 issue of The Record](#).

## Thank you to our providers

We thank you for your work on the front lines of the COVID-19 pandemic, for saving the lives of our members and improving our community. You're our heroes and we're proud to partner with you.

## We're working to ensure providers are available to care for Michigan members

During national emergencies, Blue Cross and BCN allow licensed practitioners to provide services to our members outside of their state of provider licensure. We've temporarily waived the requirement that out-of-state practitioners be licensed in Michigan when they are licensed in another state. We're also relaxing certain requirements for enrollment and credentialing for practitioners joining multiple practice locations, as well as practitioners coming out of retirement to assist with the care of members. For more information, see the [May 2020 issue of The Record](#).

## Finding information on telehealth

Blue Cross and BCN have focused efforts on making telehealth easier for both our providers and our members during the COVID-19 pandemic. We have developed guides and an eLearning to explain telehealth. For more information, see [Page 3 of the May–June 2020 BCN Provider News](#) or the [May 2020 issue of The Record](#).

## Holiday office closings

Blue Cross and BCN offices will be closed May 25 (Memorial Day).

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## Blue Cross and BCN take action to support providers and protect members during COVID-19 pandemic

Days before the first Michigan cases of COVID-19 were reported, Blue Cross Blue Shield of Michigan and Blue Care Network began taking action to support providers and protect members. To read about these changes, see [Page 1 of the May–June 2020 BCN Provider News](#) or the [May 2020 issue of The Record](#).

## COVID-19 billing guidelines

The Centers for Disease Control and Prevention has introduced a new diagnosis code for confirmed COVID-19 cases, effective April 1, 2020.

Diagnosis codes to use	Through March 31, 2020	April 1, 2020, and after
For confirmed COVID-19	J12.89, J20.8, J22 or J80 in the primary diagnosis field and B97.29 in the secondary diagnosis field	U07.1 as the primary diagnosis
For suspected COVID-19	Z20.828 as the primary diagnosis	Z20.828

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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## Submit authorization requests for all surgical procedures related to musculoskeletal conditions to TurningPoint



As a reminder, you'll need to submit authorization requests for all surgical procedures related to musculoskeletal conditions to TurningPoint Healthcare Solutions LLC. This is effective for procedures scheduled on or after July 1 for BCN HMO<sup>SM</sup> (commercial), BCN Advantage<sup>SM</sup> and Medicare Plus Blue<sup>SM</sup> PPO members. You'll be able to begin submitting authorization requests to TurningPoint on June 1. For more details, see [Page 23 of the May–June 2020 BCN Provider News](#) or the [May 2020 issue of \*The Record\*](#).

## Two UAW groups have similar names, causing some confusion

Because of their similar names, there has been some confusion about whether the UAW Retiree Health Care Trust, UAW International Staff or UAW Retiree Medical Benefits Trust require prior authorization from AIM Specialty Health for select outpatient medical diagnostic services. Keep in mind that the URHCT and the UAW International Staff do not require preauthorization, while URMBT does. For more information, see the [May 2020 issue of \*The Record\*](#).

## 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 is on Tuesday, May 12, 10 to 11:30 a.m. To register, see the [May 2020 issue of \*The Record\*](#).

## HEDIS® measure tip sheets updated for 2020

We've updated our HEDIS tip sheets for 2020 and posted them on the *Clinical Quality Corner* page of web-DENIS, along with a series of Star Measure Tips that were posted earlier this year. The tip sheets were developed to assist health care providers and their staff in their efforts to improve overall health care quality and prevent or control diseases and chronic conditions. For more details, see the [May 2020 issue of \*The Record\*](#).

## Controlling High Blood Pressure measure changes

The Controlling High Blood Pressure HEDIS measure has been updated to assess patients ages 18 to 85 who had a diagnosis of hypertension and whose blood pressure was adequately controlled (<140/90) during the last reading of the year. Read more on [Page 15 of the May–June 2020 BCN Provider News](#).

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

## May is Mental Health Month

Blue Cross is strongly supporting Mental Health Month by supplying members and providers with a wealth of information, resources and tools. For more information, see the [May 2020 issue of \*The Record\*](#).

## e-referral upgraded

Two new enhancements have been made to the system to simplify the users' experience. The changes include:

- Individual users are able to flag referrals and authorizations that they are "watching."
- A new feature displays unread communications with a blue dot envelope icon.

Learn more about these features in our updated e-referral User Guide and eLearning modules found on the [Training Tools](#) page of [ereferrals.bcbsm.com](http://ereferrals.bcbsm.com).

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