

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](https://bcbsm.com/coronavirus). Click on *For providers*.

## A roundup of recent news about the COVID-19 pandemic

Blue Cross Blue Shield of Michigan and Blue Care Network have made many changes to support health care providers and protect members during the COVID-19 public health crisis. Read about our efforts on facilitating testing and treatment, expanding telehealth services, reducing utilization management requirements, ensuring patients have access to the medications they need and extending many deadlines to support you and our members in the *June 2020 issue of The Record* or the upcoming July-August 2020 issue of *BCN Provider News*.

## More COVID-19-related utilization management changes

Over the past few weeks, Blue Cross and BCN implemented utilization management changes aimed at supporting our providers during the COVID-19 emergency. We're making additional utilization management changes at this time. To see what is changing, see the May 29, 2020 web-DENIS message.

## BCN extends Healthy Blue Living<sup>SM</sup> deadlines

Due to the ongoing COVID-19 pandemic, BCN is providing new extensions for Healthy Blue Living

requirements for members in groups that are new or renewing January through July of this year. We announced a 90-day extension on [Page 1 of the May–June 2020 BCN Provider News](#). Members will now have the entire plan year to complete the requirements. This will be published in the upcoming July-August 2020 issue of *BCN Provider News*.

## We're issuing new alphanumeric contract numbers in 2021

Blue Cross and BCN will issue alphanumeric contract numbers to new members starting sometime in 2021. This is a change from the previously announced start date, which was July 1, 2020. Additional information will be published once the exact implementation date is identified.

For more information, see the *June 2020 issue of The Record* or the upcoming July-August 2020 issue of *BCN Provider News*.

## Collaborative care codes now payable with no member cost sharing

Effective July 1, 2020, we'll reimburse medical practices that perform collaborative care, and there will be no member cost share for collaborative care services. This includes mental and behavioral health and substance abuse services provided in a primary care setting with the assistance of psychiatric consultations. For more information, see the *May 2020 issue of The Record*.

## JUMP has updated cosmetic and reconstructive surgery guidelines

The Joint Uniform Medical Policy Committee has updated the guidelines for the Cosmetic and Reconstructive Surgery medical policy, effective May 1, 2020. For more information, see the *May 2020 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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### Provider symposium transitions to virtual format

Due to current social distancing recommendations, the 2020 provider symposium, *A Prescription for Success*, is transitioning to a virtual format. We've scheduled virtual sessions throughout June and July for physician office staff and coders. Everyone who registered for the original sessions has been notified, and registration links previously listed in the April 2020 issue of *The Record* have been closed.

For more information, as well as a list of sessions and registration links, see the [June 2020 issue of \*The Record\*](#) or the upcoming July-August 2020 issue of *BCN Provider News*.

### Meeting behavioral health needs in a time of crisis

Blue Cross and BCN want to make it easier for you to care for your patients during the COVID-19 pandemic, as well as encourage our members to continue to seek care and make them feel safe while doing so. As a result, we've made numerous behavioral health-related changes to meet these needs.

For more information, see the [June 2020 issue of \*The Record\*](#) or the upcoming July-August 2020 issue of *BCN Provider News*.

### Webinar recordings now available for 2020 sessions

Provider Experience is continuing to offer training resources to help clinical and administrative staffs work more efficiently with Blue Cross and BCN. You can now access recordings of provider training webinars delivered so far in 2020 through web-DENIS.

For more information, see the [June 2020 issue of \*The Record\*](#) or the upcoming July-August 2020 issue of *BCN Provider News*.

### Reminder: 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.

We're offering webinar training sessions to learn about this change:

- Professional provider webinars can register for trainings [here](#).
- Professional providers can register for portal-only trainings [here](#).

For more details, see [Page 23 of the May-June 2020 \*BCN Provider News\*](#) or the [May 2020 issue of \*The Record\*](#).

### Bypass the manual review requirement for medically necessary insulin pumps

Effective March 1, 2020, health care providers must append the KX and TW modifiers to avoid the manual review process for a medically necessary replacement insulin pump.

For more information, see the [May 2020 issue of \*The Record\*](#).

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