

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. Click on *For providers*.

We've created billing tips for COVID-19 diagnosis codes

There have been many changes announced during the COVID-19 pandemic. To make billing easier for you, we've created two documents for you to reference.

- **Billing tips for COVID-19** compiles all the changes together into one document.
- **Billing tips for COVID-19 at a glance** is a one-pager of highlights.

For more information, see [Page 31 of the July–August 2020 BCN Provider News](#) or the [July 2020 issue of *The Record*](#).

Update on temporary changes due to COVID-19

Blue Cross Blue Shield of Michigan and Blue Care Network have made many temporary changes to support providers and protect members during the COVID-19 pandemic. To view a summary of temporary actions taken, see the *Temporary changes due to the COVID-19 pandemic* document on our public website at bcbsm.com/coronavirus and through Provider Secured Services.

For more information, see [Page 1 of the July–August 2020 BCN Provider News](#) or the [July 2020 issue of *The Record*](#).

Blue Cross and BCN waiving cost share for MA members



Blue Cross and BCN are waiving cost share for their Medicare Advantage individual and fully insured group members for certain in-person and virtual services. Members won't be liable for any copays, coinsurance or deductibles for the following network services from May 1 - Dec. 31, 2020:

- In-person primary care services, including laboratory testing processed in the office and radiology services performed in the office
- Behavioral health office visits
- Telehealth services for both medical and behavioral health

For more information, see [Page 11 of the July–August 2020 BCN Provider News](#) or the [July 2020 issue of *The Record*](#).

Clinical editing appeals reminders

One of the ways to avoid delays in the clinical editing appeals process is by filling out the *Clinical Editing Appeal Form* completely and accurately. This includes making sure it is legible, completing all the required fields, using correct EX codes and providing supporting documentation if necessary. For more information and other clinical editing tips, please see these resources:

- **Clinical editing billing tips** from the January–February 2020 *BCN Provider News*
- An article in the [June 2019 issue of *The Record*](#)
- *Claims* chapter of the *BCN Provider Manual*
- *Clinical Editing Appeals Process* section of the *Appeals and Problem Resolution* chapter of the *Blue Cross PPO (commercial) Provider Manual*
- **Clinical editing** section of the *Medicare Plus BlueSM PPO Manual*

Holiday office closings

Blue Cross and BCN offices will be closed Friday, July 3 (Independence Day).

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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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We invite you to join PGP

as a physician organization

Our Physician Group Incentive Program offers incentives to participating practitioners, physician organizations and organized systems of care for improving health care delivery. We're pleased to announce that we'll accept applications for PGP from new POs from Aug. 1 - 31, 2020.

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

Changes to Michigan's auto no-fault insurance law may increase need for coordination of benefits

Effective with auto insurance policies issued or renewed after July 1, 2020, individuals will no longer be required to carry unlimited personal injury protection, or PIP, with their auto insurance. These changes may lead to more instances where providers need to coordinate benefits for their patients.

For more information, see [Page 32 of the July–August 2020 BCN Provider News](#) or the [July 2020 issue of *The Record*](#).

Reminder: Providers must submit authorization requests to TurningPoint for musculoskeletal surgical procedures for certain members

You need to submit authorization requests for all surgical procedures related to musculoskeletal conditions to TurningPoint, starting June 1, 2020, for dates of service on or after July 1, 2020. This is effective for BCN commercial, BCN Advantage and Medicare Plus Blue members.

For more information, see [Page 37 of the July–August 2020 BCN Provider News](#) or the [July 2020 issue of *The Record*](#).

We're making some changes to the e-referral system

We're making improvements to the e-referral system to make it easier for you to submit authorization requests. The changes will be effective by late July. Changes include:

- We're blocking duplicate referrals to prevent unnecessary pends in the system.
- We'll only allow the member's assigned primary care physician to submit certain requests.
- Specialists will be able to submit authorization requests for services only if there's a global referral on file for the member.

Learn more about these changes at one of our upcoming webinars listed on [Page 35 of the July–August 2020 BCN Provider News](#).

Help connect your patients to behavioral health resources with PCP toolkit

To help you coordinate behavioral health care, Blue Cross has partnered with New Directions to create a PCP toolkit. Using this toolkit, you can help patients address mental health and substance use issues, with resources that include:

- Screening tools to determine patient treatment and referral needs
- Physician Help Line for psychiatry (medication) consults
- Resources for patient referrals and augmented treatment options, such as behavioral health care management services
- Condition-specific tools to identify and appropriately treat patients

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

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