

For behavioral health providers

## 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*.

## Reminder: Telehealth visits for behavioral health

The use of telehealth for behavioral health services has been in place prior to the COVID-19 crisis. In March 2020, Blue Cross Blue Shield of Michigan and Blue Care Network encouraged providers and members to use telehealth in lieu of in-person visits and also temporarily relaxed certain requirements.

For background information, please refer to the *Telemedicine Services Medical Policy* found on [bcbsm.com/coronavirus](https://bcbsm.com/coronavirus) or the *BCN Provider Publications and Resources* web-DENIS page under the *BCN Medical Policy Manual* link. An updated medical policy will be discussed in the upcoming issue of the November–December 2020 *BCN Provider News*.

Temporary changes due to the COVID-19 crisis are outlined in red boxes throughout the *Telehealth for behavioral health providers* document. This is available in the telehealth sections of our coronavirus webpages, which are available through Provider Secured Services and on our public website at [bcbsm.com/coronavirus](https://bcbsm.com/coronavirus).

## Blue Cross demonstrates ongoing commitment to members' behavioral health needs

Blue Cross and BCN took swift action at the start of

the pandemic to put in place a range of initiatives to help our members seek care during the crisis and make it easier for our health care providers to care for them. Many of our actions have centered around telemedicine. Read more on [Page 16 of the September–October 2020 BCN Provider News](#).

## We're temporarily allowing direct-line ABA interventions to be performed by telemedicine

During the COVID-19 crisis and until further notice, we're temporarily allowing providers to perform direct-line ABA interventions (\*97153) through telemedicine, for dates of service on or after Aug. 3, 2020.

See the new *Guidelines for ABA services delivered via telemedicine* document for guidance on determining which members can benefit from direct-line ABA interventions performed by telemedicine. For more information, see [Page 18 of the September–October 2020 BCN Provider News](#) or the [September 2020 issue of The Record](#).

*\*CPT codes, descriptions and two-digit numeric modifiers only are copyright 2019 American Medical Association. All rights reserved.*

## Using telehealth to help close patient gaps in care

We created the *Telehealth Summary of 2020 HEDIS® Measures\** document to help you understand how telehealth can assist you in closing gaps in your patients' care. This document summarizes how you can use telehealth for behavioral health conditions. For more information, see the [October 2020 issue of The Record](#) or the upcoming issue of the November–December 2020 *BCN Provider News*.

*\*HEDIS, which stands for Healthcare Effectiveness Data and Information Set, is a registered trademark of the National Committee for Quality Assurance.*

*Continued on the next page*

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

## For behavioral health providers

*Continued from front page*

### Incentives and training offered to expand use of CoCM

Blue Cross is expanding its use of the Collaborative Care Model, a method of integrating behavioral health within a primary care setting, with participating practices to better meet the needs of patients who have behavioral health conditions.

Our Physician Group Incentive Program has developed incentives for learning about and using the model. Practices that are interested in learning more about training and incentive opportunities available are encouraged to contact their physician organizations. For more information, see the [October 2020 issue of \*The Record\*](#).

### Reminder: Preauthorization required for certain behavioral health services and concurrent reviews for Medicare Plus Blue PPO members

For Medicare Plus Blue<sup>SM</sup> PPO members, behavioral health inpatient, partial hospitalization and intensive outpatient services continue to require preauthorization. To obtain preauthorization, providers must submit requests for initial admissions and extensions of treatment through e-referral. For more information, see the [October 2020 issue of \*The Record\*](#).

### We're launching a new digital tool to help improve our members' behavioral health

On Jan. 1, 2021, Blue Cross and BCN are launching Livongo for Behavioral Health by myStrength, a website and digital application product. It will be available for all fully insured groups with Blue Cross and BCN commercial coverage, as well as select self-funded groups. This change affects members of Blue Cross' PPO and BCN commercial

plans. For more information, see the [October 2020 issue of \*The Record\*](#) or the upcoming issue of the November–December 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\*](#).

### Blue Distinction Centers for Substance Use Treatment and Recovery

In January 2020, the Blue Distinction<sup>®</sup> Specialty Care program added a new Blue Distinction<sup>®</sup> Center designation for Substance Use Treatment and Recovery. Designated facilities are required to deliver coordinated multidisciplinary care to patients and provide timely access to quality medical and psychosocial care in all phases of treatment. For more information, see the [October 2020 issue of \*The Record\*](#) or the upcoming issue of the November–December 2020 *BCN Provider News*.

### Holiday office closings

Blue Cross and BCN offices will be closed Nov. 3 (Election Day) and Nov. 26–27 (Thanksgiving).

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