

For physician offices

The latest COVID-19 provider information

No-cost COVID-19 treatment extended through March 31, 2021

See the January 2021 issue of *The Record*.

Blue Cross Blue Shield of Michigan will provide \$0 cost sharing for COVID-19 vaccine coverage

See our news release.

Additional COVID-19 provider communications can be found here:

- *Coronavirus (COVID-19) information updates for providers* webpage located within *BCBSM Newsletters and Resources* or *BCN Provider Publications and Resources* on web-DENIS
- [bcbsm.com/coronavirus](https://www.bcbsm.com/coronavirus)
Click on *Health Care Providers*

Changes effective Jan. 1, 2021

See the December issue of *Blues Brief for physician offices* for a list of changes in effect Jan. 1.

Providers must submit authorization requests to TurningPoint for musculoskeletal procedures

As reported in the November 2020 issue of *The Record* and Page 46 of the November–December 2020 *BCN Provider News*, you now need to submit authorization requests for orthopedic, pain management and spinal procedures to TurningPoint Healthcare Solutions, LLC, for most groups and members for dates of service on or after Jan. 1, 2021.

For program details, see *Musculoskeletal procedure authorizations: Frequently asked questions for providers*. For additional information, including

important reminders and available training, see Page 36 of the January–February 2021 *BCN Provider News* or the January 2021 issue of *The Record*.

Get ready for Availity: How to select an administrator

Blue Cross Blue Shield of Michigan and Blue Care Network will move to the Availity® Provider Portal later in 2021. If you're already an Availity user, you don't need to do anything to access Blue Cross and BCN information once it's available. If you're not currently using Availity, we have some information to help you prepare for the transition.

If your organization doesn't currently participate with Availity, you'll need to select someone on your team to serve as the Availity primary administrator. Read more about this on Page 1 of the January–February 2021 *BCN Provider News* or the January 2021 issue of *The Record*.

After moving to Availity in 2021, many of our current online tools will still be available

There will be new things to learn in the move to Availity, but many of the tools that you're familiar with will remain. The only change will be how to find those tools. Read more in the December 2020 issue of *The Record*.

Health e-BlueSM data entry due soon

The deadline for entering data in Health e-Blue for 2020 gaps in care is midnight, Jan. 23, 2021. Data entered after this deadline will not count for 2020 incentives. The deadline for submitting electronic medical record files is Feb. 5, 2021.

Holiday office closings

Blue Cross and BCN offices will be closed Jan. 18 (Martin Luther King, Jr. Day).

Continued on the next page

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

Continued from front page

Northwood is Blue Cross' PPO DMEPOS program benefits manager starting Jan. 1

Starting Jan. 1, 2021, Northwood, Inc., will administer and manage all aspects of durable medical equipment, prosthetics, orthotics and medical supply benefits for Blue Cross Blue Shield of Michigan commercial PPO fully-insured and individual members who reside in the state of Michigan. Only members in groups enrolled in the program are required to participate.

For more information, see the [January 2021 issue of *The Record*](#), as well as the following documents at bcbsm.com/providers:

- [Northwood DMEPOS Management Program FAQs](#)
- [Northwood DMEPOS Management Program Procedure Codes Requiring Prior Authorization](#)

Here are 2021 FEP benefit PPO changes

The 2021 Blue Cross and Blue Shield Federal Employee Program® benefit changes will take effect Jan. 1. For an overview of benefit changes, see the [January 2021 issue of *The Record*](#). Complete information on benefit changes for Standard Option, Basic Option and FEP Blue Focus plans are available at www.fepblue.org/brochure.

AIM to handle prior authorization PPO for some high-tech radiology services for Michigan FEP members

Starting Feb. 1, 2021, AIM Specialty Health® will handle select high-tech radiology services for Michigan Blue Cross and Blue Shield Federal Employee Program members receiving services in Michigan. Providers must request authorization from AIM prior to services being performed.

Authorization requests can be submitted on and after Jan. 18, 2021, fully insured for services performed on or after Feb. 1, 2021. For more information, see the [January 2021 issue of *The Record*](#).

We're expanding access to HMO PPO diabetes monitoring products for commercial members

Starting Jan. 1, 2021, diabetes monitoring products, such as glucometers and test strips, lancets, continuous glucose monitors and insulin delivery devices, will be added to the pharmacy benefit for Blue Cross Blue Shield of Michigan commercial and Blue Care Network commercial members.

For information on how members will be able to obtain products or supplies through participating pharmacies or DME providers, see the [January 2021 issue of *The Record*](#).

Sign up for additional training webinars

Provider Experience is continuing its series of training webinars for health care providers and staff. Our next webinar, *Blue Cross 201 – Claims Basics*, starts Feb. 3. Our Autism Overview webinar starts Feb. 4. To see all available dates or register, see [Page 8 of the January–February 2021 BCN Provider News](#) or the [January 2021 issue of *The Record*](#).

Help patients get annual health HMO screenings

As the new year approaches, BCN is preparing for annual HEDIS® medical record reviews. BCN team members will be contacting provider offices from January to May to request medical records. As always, we appreciate your cooperation and partnership in making HEDIS 2021 a success. Read more on [Page 17 of the January–February 2021 BCN Provider News](#).

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

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