

For physician offices

The latest COVID-19 provider information

Inflammation caused by COVID-19 vaccine can lead to inaccurate mammogram results

See the June 21 Provider Alert.

*87811 is not covered in the physician's office for BCN commercial or BCN AdvantageSM

See the June 10 Provider Alert.

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Use the CS modifier only for COVID-19 testing

See the May 17 Provider Alert.

Guidelines for authorized COVID-19 vaccines can be found in the **COVID-19 vaccine information for providers** document.

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
- Click on *Health Care Providers*

TurningPoint musculoskeletal program enhancements

New enhancements have been made to the TurningPoint Healthcare Solutions musculoskeletal surgical quality and safety management program. For a complete listing, see [Page 26 of the July–August 2021 BCN Provider News](#) or the July 2021 issue of *The Record*.

Timely clinical information is key to receiving faster responses on authorization requests

We're working to improve our response times and ask for your help to prevent your authorization request from being delayed or denied. It's important that providers respond quickly to requests for documentation to prevent a delay of necessary or urgent medical services for members.

For more information, see [Page 4 of the July–August 2021 BCN Provider News](#) or the July 2021 issue of *The Record*.

Choose the correct servicing provider in e-referral to avoid denied claims

To avoid issues or denied claims when you are submitting authorizations and referrals in e-referral, we've clarified the steps you should take to make sure you've selected the correct servicing provider. For more information, see [Page 30 of the July–August 2021 BCN Provider News](#) or the July 2021 issue of *The Record*.

ClaimsXtenTM to include additional edits





ClaimsXten will edit additional services for professional and outpatient providers, starting in October 2021. These new edits will promote correct coding and enhance our claims payment systems. For more information, see the [July 2021 issue of The Record](#).

Holiday office closings

Blue Cross and BCN offices will be closed Monday, July 5 (Independence Day).

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

Key:  Blue Care Network commercial  Blue Cross commercial  BCN AdvantageSM  Medicare Plus BlueSM

For physician offices

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Training updates

New provider training site

Health care providers and staff can now access recorded webinars, videos, e-Learning modules and other training resources through our new provider training site, which went live June 1.

Active training courses and materials from 2019-2021 have moved from *BCBSM Provider Training* and *BCN Learning Opportunities* to the new training site.

For more information, see [Page 5 of the July–August 2021 BCN Provider News](#) or the July 2021 issue of *The Record*.

New on-demand training available

Provider Experience continues to offer training resources for health care providers and staff. We've posted recordings of webinars previously delivered this year. In addition, video and eLearning modules are available on specific topics. To see a list of the newest resources, see the [July 2021 issue of The Record](#).

Lunch and learn webinars for physicians and coders focus on risk adjustment, coding

Sign up now for live, monthly, lunchtime webinars focusing on risk adjustment and coding. These educational sessions will update you on documentation and coding of common challenging diagnoses. To review session topics or register, see [Page 23 of the July–August 2021 BCN Provider News](#) or the July 2021 issue of *The Record*.

2021 InterQual® criteria

Blue Cross Blue Shield of Michigan and Blue Care Network will use 2021 InterQual criteria to make authorization request determinations for behavioral and non-behavioral health services, starting Aug. 2, 2021. (For Blue Cross commercial member behavioral health authorization requests, New Directions uses its own criteria for making determinations.)

For more information, see [Page 9 of the July–August 2021 BCN Provider News](#) (non-behavioral health services), [Page 13 of the July–August 2021 BCN Provider News](#) (behavioral health services) or the July 2021 issue of *The Record*.

Procedure codes *70554 and *70555 to require prior authorization from AIM starting Sept. 1 for Blue Cross commercial and Medicare Plus BlueSM members





For dates of service on or after Sept. 1, 2021, the services associated with radiology codes *70554 and *70555 will require prior authorization from AIM Specialty Health®. Read more in the [June 2021 eReferrals.bcbsm.com news item](#).

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Reminder: Here's how to find help

You're trying to get your work done and you run into a Blue Cross Blue Shield of Michigan or Blue Care Network question or problem that you need to solve. Where do you turn? For instructions on getting help online, with Provider Inquiry or your provider consultant, see [Page 3 of the January–February 2020 BCN Provider News](#) or the January 2020 issue of *The Record*.

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