

For physician offices

The latest COVID-19 provider information

FDA authorizes additional vaccine dose

Read more: [August 20 Provider Alert](#)

No-cost COVID-19 treatment to end Sept. 30, 2021

Read more:

- [Page 4 of the September–October 2021 BCN Provider News](#)
- [September 2021 issue of *The Record*](#)

Build COVID-19 vaccine confidence with online resources from the CDC and HHS

Read more: [Page 8 of the September–October 2021 BCN Provider News](#)

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*

New rider for large groups in the Upper Peninsula will limit coverage outside Michigan HMO

Effective Oct. 1, Blue Care Network large group plans will require a mandatory rider for group customers with locations in the Upper Peninsula. The rider will limit coverage outside Michigan to urgent, emergency or accidental services.

Read more: [Page 5 of the September–October 2021 BCN Provider News](#)

2022 ICD-10 CM and PCS code updates available

Fiscal year 2022 ICD-10-CM** and ICD-10-PCS** code updates, effective with dates of service on and after Oct. 1, 2021, are available on the Centers for Medicare & Medicaid Services website. This year's updates include 350 new CM and PCS (diagnosis and inpatient procedure) codes, 83 CM and PCS code revisions and 139 CM and PCS deletions.

Read more: [September 2021 issue of *The Record*](#)

**Blue Cross Blue Shield of Michigan doesn't own or control this website.

CareCentrix to manage network for independent home infusion therapy and ambulatory infusion suite providers, starting Jan. 1 HMO PPO

Effective Jan. 1, 2022, Blue Cross Blue Shield of Michigan and Blue Care Network will delegate management of the in-state independent home infusion therapy and ambulatory infusion suite provider network to CareCentrix® for commercial members.

Read more:

- [Page 36 of the September–October 2021 BCN Provider News](#)
- [September 2021 issue of *The Record*](#)

Contact Provider Inquiry for claims issues

If you're experiencing claims or complex claims issues, contact Provider Inquiry. If you call your provider consultant, you'll first need a reference number from Provider Inquiry.

- Medical providers: 1-800-344-8525
- Medicare Advantage providers: 1-866-309-1719

Read more: [Page 8 of the September–October 2021 BCN Provider News](#)

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

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

For physician offices

Continued from front page

Training updates

New eLearning lesson about evaluation and management guidelines is available on provider training website

Read more:

- Page 7 of the September–October 2021 *BCN Provider News*
- September 2021 issue of *The Record*

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

Read more:

- Page 33 of the September–October 2021 *BCN Provider News*
- September 2021 issue of *The Record*

New eLearning training videos to focus on Medicare Star Ratings

Read more:

- Page 13 of the September–October 2021 *BCN Provider News*
- September 2021 issue of *The Record*

Reminder: on-demand training available

Read more:

- Page 7 of the September–October 2021 *BCN Provider News*
- September 2021 issue of *The Record*

Holiday office closings

Blue Cross and BCN offices will be closed on Sept. 6 for Labor Day.

Providers may only bill members for applicable deductibles and copayments

We want to remind providers that you must bill Blue Cross and BCN for all covered services and may only bill members for applicable deductibles and copayments. In keeping with provider contracts, you may not collect deposits or bill members upfront for unpaid balances of covered services.

Read more:

- Page 37 of the September–October 2021 *BCN Provider News*
- September 2021 issue of *The Record*

September is Suicide Prevention Awareness Month

Blue Cross is committed to helping its members cope with mental health issues as part of their overall health. That's why we recently developed a Behavioral Health Campaign for members, including member emails, a behavioral and mental health website, advertising and more. Read more: [September 2021 issue of *The Record*](#)





We're transitioning to a new pharmacy benefit manager

We're moving from Express Scripts, Inc. to OptumRx on Jan. 1, 2022, for commercial individual and group members, and Jan. 1, 2023, for Medicare Advantage individual and group members. The change is expected to improve the pharmacy experience for members and customers, better manage drug costs and drive better health outcomes.

Read more:

- Page 26 of the September–October 2021 *BCN Provider News*
- September 2021 issue of *The Record*

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