

For physician offices

The latest COVID-19 provider information

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

Read more: September 30 Provider Alert.

MSMS COVID-19 Conference to be held Oct. 6

Read more: September 17 Provider Alert.

Special webinar series to focus on COVID-19's effect on mental health

Read more: September 20 Provider Alert.

2021 COVID-19 HCPCS update: New code added

Read more: October 2021 issue of *The Record*

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*

Reminder: Refer members to network DME suppliers only

When obtaining durable medical equipment for our members, providers are contractually obligated to obtain equipment from network suppliers; otherwise, members may be responsible for costs. Read more:

- Page 6 of the September–October 2021 *BCN Provider News*
- August 2021 issue of *The Record*

Reminder: 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*
- October 2021 issue of *The Record*

We'd like input on your virtual experiences during the pandemic

Dr. S. George Kipa, our deputy chief medical officer, invites readers of *The Record* to share the challenges they've faced working remotely during the COVID-19 pandemic. Read more: October 2021 issue of *The Record*

How to submit prior authorization requests for drugs managed by AIM when prescribed for non-oncology diagnoses





When prescribing medical oncology drugs for non-oncology diagnoses, don't submit a prior authorization to AIM Specialty Health — they don't manage those drugs when prescribed for non-oncology diagnoses. Read more: October 2021 issue of *The Record*

Health care providers must attest in CAQH every 90 days

To remain listed in Blue Cross provider directories, including *Find a Doctor*, health care providers must re-attest every 90 days. Read more: October 2021 issue of *The Record*

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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 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*
- October 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*
- October 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*
- October 2021 issue of *The Record*

Reminder: On-demand training available

Read more:

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

Rx updates

For the latest in pharmacy update news, please see the following sources:

- News items on [ereferrals.bcbsm.com](https://www.ereferrals.bcbsm.com)
- web-DENIS broadcast messages
- Pharmacy News section of the *BCN Provider News*
- *The Record*
- *Hospital and Physician Update*

Updated edits for Medicare Plus BlueSM claims are coming in October

When preparing claims, it's important to make sure all appropriate diagnosis codes have been assigned and that modifiers are used only in accordance with published guidelines. We'll begin updating edits applied to Medicare Plus Blue claims in October 2021 to promote correct coding and improve claim payment accuracy. Read more: [October 2021 issue of *The Record*](#)

Next Drug Take Back Day scheduled for Oct. 23

Let patients know the next National Prescription Drug Take Back Day is scheduled for Oct. 23 from 10 a.m. to 2 p.m. These twice-yearly events, coordinated by the U.S. Drug Enforcement Administration, provide a safe, convenient and responsible means of disposing of prescription drugs. Read more: [October 2021 issue of *The Record*](#)





Don't miss important Blue Cross and BCN news

You're invited to subscribe to any of our electronic newsletters that help inform health care professionals about Blue Cross and BCN policies and programs. We cover billing information, referral and authorization requirements and other helpful news.

Visit [bcbsm.com/providers/newsletters.html](https://www.bcbsm.com/providers/newsletters.html) to view current issues and sign up to receive emails as new issues are posted.

If you're already a subscriber experiencing issues receiving the newsletters, please send an email to ProvComm@bcbsm.com.

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