

For physician offices

The latest COVID-19 provider information

Respiratory syncytial virus cases are higher than normal this fall

Read more: [October 15 Provider Alert](#)

Ivermectin requires prior authorization

Read more:

- [September 30 Provider Alert](#)
- [November 2021 issue of *The Record*](#)

Billing change for IOP services provided through telehealth for some members

Read more:

- [Page 20 of the November–December 2021 *BCN Provider News*](#)
- [November 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](#)



We're introducing Blue Elect Plus HSA plan in January

Providers may see patients in our new Blue Elect Plus HSASM POS plan starting January 2022. The plan has the same features as BCN's Blue Elect PlusSM POS, except that it's an HSA-qualified high deductible health plan. Read more: [Page 3 of the November–December 2021 *BCN Provider News*](#)



We're moving to Availity in 2022

A group of preselected providers will test our Availity[®] applications starting December 2021. A timeline for our transition to the Availity provider portal and FAQs document can be found in the following articles:

- [Page 1 of the November–December 2021 *BCN Provider News*](#)
- [November 2021 issue of *The Record*](#)

We've created a diabetes toolkit for members

In recognition of National Diabetes Month in November, we developed a diabetes flyer and other tools to help members with diabetes take control of their health. You're welcome to use the toolkit with your patients in your practice. Read more:

- [Page 17 of the November–December 2021 *BCN Provider News*](#)
- [November 2021 issue of *The Record*](#)

Reminder: Contact Provider Inquiry for claims issues

If you're experiencing claims issues, you should contact Provider Inquiry before calling your provider consultant. If you don't think your issue has been satisfactorily resolved, ask the representative to escalate your inquiry to our help desk in Provider Inquiry.

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

Read more:





- [Page 8 of the September–October 2021 *BCN Provider News*](#)
- [November 2021 issue of *The Record*](#)

Holiday office closings

Blue Cross and BCN offices will be closed Nov. 25-26 (Thanksgiving).

Continued on the next page

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

Continued from front page

Thank you for helping us achieve stellar ratings by CMS

The Centers for Medicare & Medicaid Services announced the 2022 star ratings. Our BCN AdvantageSM HMO plan now has a 5-Star rating and our Medicare Plus BlueSM PPO plan now has a 4.5-Star rating.

Read more:

- Oct. 7 news release
- Oct. 14 web-DENIS message
- What are Medicare star ratings and why do they matter?
- Our e-learning video series can help you create positive patient experiences and boost Medicare Star Ratings

Additional edits coming in December for Blue Cross commercial claims

In support of our commitment to payment integrity solutions that support payment accuracy and encourage correct coding, you'll begin to see new edits starting in December that will occur through our new partnership with Optum. Read more: [November 2021 issue of *The Record*](#)

How to avoid claim rejections when Medicare is primary

We are experiencing a high volume of claim rejections for UAW Retiree Medical Benefits Trust, or URMBT, members with group numbers 71400, 71434, 71435, 71436 and 71472. These members have Medicare as their primary coverage. Read more: [Oct. 11 web-DENIS message](#)

We've made improvements to the BCN Provider Manual

We redesigned the chapters so they'd be easier for you to use. Read more: [Page 6 of the November–December 2021 *BCN Provider News*](#)

We've enhanced Benefit Explainer

We've recently launched new Benefit Explainer features that appear under the *Benefit Package Report* and *Medical/Payment Policy* tabs.

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

Medicare Plus Blue claims submission process for some musculoskeletal procedures has changed

For claims submitted on or after Oct. 1, 2021, you no longer need to call Provider Inquiry for musculoskeletal surgical and related procedures originating in the emergency department for Medicare Plus Blue members. Instead, you'll simply submit the claim with an emergency indicator of Y on the CMS-1500 claim form or the SV109 field of the 837P claim transaction. Read more: [November 2021 issue of *The Record*](#)

Rx updates

We're adding requirements for 4 drugs covered under medical benefit

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

Additional drugs require prior authorization for URMBT members with Blue Cross non-Medicare plans

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

Quarterly update: Requirements changed for some commercial medical benefit drugs





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

Starting Jan. 1, 2022, we'll change how we cover some drugs

Read more:

- Page 24 of the November–December 2021 *BCN Provider News*
- November 2021 issue of *The Record*

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