

For behavioral health providers

Finding the latest coronavirus (COVID-19) provider information

Our provider communications about the COVID-19 pandemic can be found on the *Coronavirus (COVID-19) information updates for providers* webpage located within *BCBSM Newsletters and Resources* or *BCN Provider Publications and Resources* on web-DENIS. Our public webpage for providers is located at bcbsm.com/coronavirus. Click on *Health Care Providers*.

Behavioral health website provides resources, emphasizes importance of whole-person health

Blue Cross Blue Shield of Michigan recently launched a new behavioral health site to help our members who are struggling with mental health or substance use disorders. Visit the site at bcbsm.com/mentalhealth and let your patients know about it. Read more in the March–April 2021 *Hospital and Physician Update*.

We've made changes to BCN's Behavioral Health Incentive Program

BCN is making changes to some of the incentive opportunities in the 2021 Behavioral Health Incentive Program. Log in to Provider Secured Services at bcbsm.com to review the program brochure and flyer for details.




- Go to *BCN Provider Publications and Resources*.
- Click *Behavioral Health* under *Other Resources* in the left-hand navigation.
- The BHIP booklet and program flyer are listed under the *Behavioral Health Incentive Program* heading.

Read more on [Page 19](#) of the January–February 2021 *BCN Provider News*.

Holiday office closings

Blue Cross and BCN offices will be closed May 31 (Memorial Day) and July 5 (Independence Day).

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

Blue Cross Blue Shield of Michigan and Blue Care Network are nonprofit corporations and independent licensees of the Blue Cross and Blue Shield Association.

A provider's perspective on the Coordinated Care Model

In the Coordinated Care Model, or CoCM (sometimes called the CoCare process), primary care physicians work closely with a consulting psychiatrist and a behavioral health care manager to address behavioral health issues. The primary care doctor consults regularly with a consulting psychiatrist and behavioral health care manager to help facilitate the treatment plan. This provides a holistic treatment plan for the patient. Read more in Dr. Jonathan Henry's guest column in the January–February 2021 *Hospital and Physician Update*.

Blue Cross adds *Billing/Claims* page

At the end of 2020, we added a *Billing/Claims* page to the *BCBSM Newsletters & Resources* section of our secure website. It organizes useful billing and claims information and links on one convenient page for Blue Cross commercial and Medicare Plus BlueSM. Read more in the February 2021 issue of *The Record*.

Virtual provider symposiums

Virtual provider symposiums are available May through June 2021. Physicians, physician assistants, nurse practitioners, nurses and coders can receive continuing education credits for attending the sessions. For more information, including topics, dates and registration links, see the April 2021 issue of *The Record*.

Training updates

Lunch and learn webinars for physicians and coders focus on risk adjustment, coding
See the April 2021 issue of *The Record*.

Latest on-demand training available now
See the April 2021 issue of *The Record*.

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For behavioral health providers

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Behavioral Health Provider Resources

Located on web-DENIS:

Provider training webinars, job aids, FAQs, brochures and flyers

- *BCBSM Newsletters and Resources* → *Provider Training*
- *BCN Provider Publications and Resources* → *Learning Opportunities*

Behavioral Health general resources, forms, utilization management criteria, Behavioral Health Incentive Program

BCN Provider Publications and Resources → *Behavioral Health*

Behavioral Health chapter of the BCN Provider Manual

- *BCN Provider Publications and Resources* → *Behavioral Health*

or

- *BCN Provider Publications and Resources* → *Provider Manual* → *Behavioral Health*

Finding the Blue Cross and BCN plans you accept and networks you belong to

- *BCBSM Newsletters and Resources* → *Products and Networks* → *Finding your plans and networks (PDF)*
- *BCN Provider Publications and Resources* → *BCN Products* → *Finding your plans and networks*

Located on ereferrals.bcbsm.com:

Behavioral Health e-referral User Guide
ereferrals.bcbsm.com → *Training Tools* → *Behavioral Health e-referral User Guide (PDF)*

Blue Cross and BCN Provider Systems and Web Resources flyer

ereferrals.bcbsm.com → *Quick Guides* → *Blue Cross and BCN Provider Systems and Web Resources Guide (PDF)*

Located on bcbsm.com/providers:

Enrollment Helpful Hints flyer

bcbsm.com/providers → *Enroll to become a provider* → *Enroll now* → *Enrollment Helpful Hints (PDF)* (under *Physicians and Professionals*)

Behavioral Health Eligibility and Type Grid flyer

bcbsm.com/providers → *Enroll to become a provider* → *Enroll now* → *Behavioral Health Eligibility and Type Grid (PDF)* (under *Physicians and Professionals*)

Behavioral Health section of *BCN Provider News*

bcbsm.com/providers → *Our Provider Newsletters* → *BCN Provider News* (Behavioral Health section listed in left-hand index)

Subscribe to our provider news

bcbsm.com/providers → *Our Provider Newsletters* → *Subscribe*

Located on bcbsm.com/mentalhealth:

Behavioral Health site for members

Do you have topics you'd like to see included in future *Blues Brief for Behavioral Health Providers* issues? Contact your provider consultant:

Professional providers

Southeast region:

Candice McCoy (Macomb County)

Geonisha Washington (Oakland County)

Pat Graziani (Wayne County)

Mid/East region: Jodi Willnow (Monroe, Lenawee, Washtenaw counties), Penny Yost (East, rest of Mid)

West region: Stacy Lahaie

Hospitals and facilities

- Go to bcbsm.com/providers

- Click on *Contact Us*

- Click on *Blue Cross Blue Shield of Michigan provider contacts* or *Blue Care Network provider contacts*

- Click on *Provider consultants*

- Find your consultant on the applicable regional list

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