

Blues Brief

For hospitals and facilities

The latest COVID-19 provider information

Clinical review requirements temporarily suspended to SNFs from hospitals in certain states

Read more: September 9 Provider Alert

FDA authorizes additional vaccine dose

Read more: August 20 Provider Alert

Home health care agencies can administer the COVID-19 vaccine in the home for eligible patients

Read more:

- Page 1 of the September–October 2021 *BCN Provider News*
- August 2021 issue of *The Record*

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*

Reminder: Use the correct diagnosis codes for COVID-19 testing

Read more: Page 34 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*

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

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*

CareCentrix monitoring home health authorizations for missing HIPPS codes for Medicare Plus BlueSM members

When submitting claims for home health care services for Medicare Plus Blue members who receive services in Michigan, you must include the CareCentrix®-assigned health insurance prospective payment system, or HIPPS, code. If the HIPPS code isn't included, then Blue Cross will reject the claim.

To ensure that you have a HIPPS code when you submit claims for these members, CareCentrix monitors home health authorizations for missing HIPPS codes. Read more:





- August 2021 issue of *The Record*
- September 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 hospitals and facilities

Continued from front page

Clinical editing billing tips

In most issues of *BCN Provider News*, we publish clinical editing billing tips. This helps ensure that Blue Cross and BCN pay your claims accurately and the performed procedure is correctly reported to us. Read more: [Page 38 of the September–October 2021 *BCN Provider News*](#)

New method of obtaining emergency crisis assessment for psychiatric issues, treatment coming

Starting Oct. 1, 2021, Blue Cross and BCN will begin covering mobile crisis and crisis stabilization services for mental health treatment. Both urgent care and crisis residential services are already covered. Note: Medicare Plus Blue members won't be included in this new program at this time.

Read more:

- [Page 24 of the September–October 2021 *BCN Provider News*](#)
- [September 2021 issue of *The Record*](#)

Facility charges for daily respiratory therapy services will be prorated

Blue Cross and BCN are prorating daily respiratory therapy services by hours used, not to exceed 24 hours in a single day.

Providers have indicated that they're unable to bill respiratory therapy on an hourly basis, so we'll manually prorate the service and won't reimburse the full charge. This applies to an inpatient setting only.

Read more:

- [Page 38 of the September–October 2021 *BCN Provider News*](#)
- [September 2021 issue of *The Record*](#)

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

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*](#)

Providers may only bill members for applicable deductibles and copayments

We want to remind providers that they 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*](#)

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.

- Facility providers: 1-800-249-5103
- Medicare Advantage providers: 1-866-309-1719

Read more:

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

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