

For physician offices

## Resources for learning about the new portal

If you're looking for training or have questions about the new Blue Cross Blue Shield of Michigan and Blue Care Network provider portal, *Availity Essentials*, you can take advantage of several resources. Read more: [Page 4 of the July–August 2022 BCN Provider News](#)

## Enrollment open for private PPO duty nursing agencies

Blue Cross is expanding its Traditional and TRUST PPO (commercial) network to include private duty nursing agencies. (Enrollment opened on July 15.) In addition, private duty nursing services will require prior authorization effective for dates of service beginning Oct. 1. Read more: [August 2022 issue of \*The Record\*](#)

## New collections vendor for PPO FEP claims

Effective July 1, Blue Cross began contracting with GB Collects for Federal Employee Program® claims. Read more: [August 2022 issue of \*The Record\*](#)





## New 988 emergency line for behavioral health

As of July 16, people struggling with a mental health or substance use crisis (or who are having thoughts of suicide) have a new number they can use — 988 — to connect them to the existing National Suicide Prevention Lifeline. Read more: [August 2022 issue of \*The Record\*](#)

## CS modifier limited to specific HMO PPO codes effective Sept. 1

Blue Cross and Blue Care Network commercial plans will limit the use of the CS modifier to a specific list of codes effective for dates of service on or after Sept. 1, 2022. Read more: [August 2022 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 Advantage<sup>SM</sup>  Medicare Plus Blue<sup>SM</sup>

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

## HEDIS updates

### We're updating our HEDIS and Star tips sheets for 2022

Read more:

- [Page 12 of the May–June 2022 BCN Provider News](#)
- [August 2022 issue of \*The Record\*](#)

### Manage osteoporosis to limit disability

Read more: [Page 9 of the July–August 2022 BCN Provider News](#)

### New HEDIS measure for diabetic patient health

Read more: [Page 9 of the July–August 2022 BCN Provider News](#)

### Remember to discuss fall risk, urinary incontinence and physical activity with Medicare patients

Read more: [Page 9 of the July–August 2022 BCN Provider News](#)

*HEDIS*®, which stands for *Healthcare Effectiveness Data and Information Set*, is a registered trademark of the National Committee for Quality Assurance, or NCQA.

## How to use and find something in the provider manuals

Helpful documents are available for providers needing instruction on how to use or find something within our manuals. You can find the following documents on the *Provider Resources* page of our new provider portal, *Availity Essentials*. Choose *Manuals* under the *Publications* drop-down menu (or *Provider manuals* under *Easy Access*):

- [About the BCN Provider Manual](#)
- [BCN Provider Manual — Entire Manual for Searching](#)
- [About the Blue Cross Commercial Provider Manual](#)
- [Blue Cross Commercial Provider Manual — Entire Manual for Searching](#)

*Continued on the next page*

## For physician offices

Continued from front page

### Important updates to training courses and new on-demand training available

In support of the transition to our new provider portal, Provider Experience has updated many of our existing training courses with new screen examples and steps to align with the change.

We also continue to offer training resources for health care providers and staff. On-demand courses are designed to help you work more efficiently with Blue Cross and BCN. Read more:

- Page 6 of the July–August 2022 *BCN Provider News*
- August 2022 issue of *The Record*

### Lunch and learn webinars focus on risk adjustment, coding

Physicians and coders are invited to attend webinars that provide new information on documentation and coding of common and challenging diagnoses. These live lunchtime educational sessions will include an opportunity to ask questions. To review session topics or register, read more:

- Page 36 of the July–August 2022 *BCN Provider News*
- August 2022 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. Visit [bcbsm.com/providers/newsletters.html](https://bcbsm.com/providers/newsletters.html) to view current issues and sign up to receive emails as new issues are posted.

### Providers in East, Mid and Southeast regions have a new email box to reach provider consultants

Blue Cross and BCN want to make it easier and simpler for you to reach a provider consultant when you need to escalate a provider inquiry. To this end, providers in the East, Mid and Southeast regions now have a new email box to use:

[petcontactus@bcbsm.com](mailto:petcontactus@bcbsm.com). Read more:

- Page 6 of the May–June 2022 *BCN Provider News*
- May 2022 issue of *The Record*

#### Rx updates

**Blue Cross professional providers may get new messages regarding medical drug claims for commercial members**

Read more: August 2022 issue of *The Record*

**Blue Cross, BCN covering additional**   **vaccine**

Read more:

- Page 25 of the July–August 2022 *BCN Provider News*
- August 2022 issue of *The Record*

**Requirements changed for some commercial medical benefit drugs**  





Read more: August 2022 issue of *The Record*

#### Finding the latest coronavirus (COVID-19) provider information

Our provider communications about COVID-19 can be found here:

- In the *Member Care* section of our secure Provider Resources site, accessible through *Availity*®
- Our public webpage for providers is located at [bcbsm.com/coronavirus](https://bcbsm.com/coronavirus). Click on *Health Care Providers*.

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

**Key:**  Blue Care Network commercial  Blue Cross commercial  BCN Advantage<sup>SM</sup>  Medicare Plus Blue<sup>SM</sup>