

For physician offices

## Final Provider Secured Services and web-DENIS retirement dates announced along with Availity enhancements

On Oct. 25, Blue Cross Blue Shield of Michigan and Blue Care Network entered the third phase of retirement for Provider Secured Services and web-DENIS. This phase included the removal of:

- The HCPCS lookup tool
- All links to applications for submitting referral and prior authorization requests

The phased retirement of Blue Cross and BCN's Provider Secured Services and web-DENIS is continuing. If you're still using our old online systems, take note of these key dates:

- **Nov. 18, 2022:** The eligibility and benefits tool within web-DENIS will no longer be available
- **Dec. 16, 2022:** You will no longer be able to log in to Provider Secured Services or web-DENIS

Read more:

- [Page 1 of the November–December 2022 BCN Provider News](#)
- [November 2022 issue of \*The Record\*](#)

## e-learning videos on Medicare Star Ratings updated for 2022

The 2022 CMS Star measures overview is now available on the provider training website. The video series discusses the importance of creating positive patient experiences as part of your efforts to close gaps in care. Read more: [Page 6 of the November–December 2022 BCN Provider News](#)

## Submit application to join Blue HPN

Blue Cross is opening applications to hospital systems, their physician partners and other types of health care providers for the Detroit-area Blue High Performance Network<sup>SM</sup>. Read more: [November 2022 issue of \*The Record\*](#)

## For some providers, the process for updating information with us is changing in November

Starting Nov. 3, 2022, some providers may need to complete two forms to update any of the following information in the Blue Cross and BCN online provider directory: name, specialty, address, phone number and digital contact information. This change will affect all providers except hospitals and group and individual providers. Read more:

- [Page 5 of the November–December 2022 BCN Provider News](#)
- [November 2022 issue of \*The Record\*](#)

## New for 2023: Blue Cross<sup>®</sup> Local HMO and BCN Advantage<sup>SM</sup> Local HMO

Blue Cross Local HMO and BCN Advantage Local HMO are new 2023 networks available to Michigan residents in Macomb, Oakland and Wayne counties. Members must select a primary care physician within the local network of physicians and hospitals affiliated with Ascension and Trinity Health. Read more:

- [Page 3 of the November–December 2022 BCN Provider News](#)
- [Page 8 of the November–December 2022 BCN Provider News](#)





## Reminder: Providers 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\*](#)

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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 Advantage<sup>SM</sup>  Medicare Plus Blue<sup>SM</sup>

## For physician offices

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### BCN offers virtual primary care HMO plan for 2023

BCN will offer a new, low-cost plan providing coordinated, virtual access to primary, urgent and behavioral health care starting Jan. 1, 2023. The virtual primary care plan was developed with Included Health, an integrated clinical care and health care navigation platform. Read more: [Page 4 of the November–December 2022 BCN Provider News](#)

### Check out these online resources

Blue Cross has key information our providers need to know about doing business with us, including access, availability and clinical practice guidelines; utilization management criteria; medical policies; member rights and responsibilities; translation services; and much more. Read more: [November 2022 issue of \*The Record\*](#)

### Access the Blue Cross Commercial PPO Provider Manual on our new provider portal

The *Blue Cross Commercial Provider Manual* has moved from Benefit Explainer and is only accessible through our new provider portal ([availability.com](#)\*). The PPO Provider Manual tab in Benefit Explainer will be removed on Nov. 29. Read more: [November 2022 issue of \*The Record\*](#)

\*Blue Cross Blue Shield of Michigan doesn't own or control this website.

### Holiday office closings

Blue Cross and BCN offices will be closed Nov. 8 (Election Day) and Nov. 25 to 26 (Thanksgiving).

### Training updates

#### New on-demand training available

Read more: [Page 6 of the November–December 2022 BCN Provider News](#)

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

Read more:

- [Page 28 of the November–December 2022 BCN Provider News](#)
- [November 2022 issue of \*The Record\*](#)

#### Precision medicine and pharmacogenomics education opportunities

Read more: [Page 7 of the November–December 2022 BCN Provider News](#)

#### e-learning videos on Medicare Star Ratings updated for 2022

Read more: [Page 6 of the November–December 2022 BCN Provider News](#)

### 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](#). Click on *Health Care Providers*.

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