

# Blues Brief



For behavioral health providers

## COVID-19 provider updates

Telehealth services require place of service code 10 beginning Feb. 1 for services provided in the patient's home

Read more:

- Page 29 of the March–April 2022 *BCN Provider News*
- February 2022 issue of *The Record*

## Clarification: Billing for IOP services provided via telemedicine for some members

Read more: Feb. 7 Provider Alert

## Our move to Availity in 2022

Timeline for our transition to the Availity provider portal:

- **March 19:** New Blue Cross and BCN provider portal available to current Availity users
- **April 18:** Registration open for new Availity users
- **June:**\* web-DENIS access ends

An email was sent March 16 from Blue Cross Blue Shield of Michigan with a [special edition newsletter](#) focused on Blue Cross and Blue Care Network's transition to our new provider portal. The special edition helps you learn about our new portal, including information on registration and training. Read more:

- Page 2 of the March–April 2022 *BCN Provider News*
- March 2022 issue of *The Record*

\*web-DENIS and Provider Secured Services retirement date to be announced

## The importance of follow-up care after an emergency department visit PPO

Follow-up care after an emergency department visit for behavioral health conditions has been shown to improve mental health and reduce substance use, according to the National Committee for Quality Assurance. Read more: [March 2022 issue of \*The Record\*](#)

## We've expanded existing quantity limit to include new prescriptions for long-acting opioids and tramadol

Blue Cross Blue Shield of Michigan and Blue Care Network have expanded our existing quantity limits on opioid medications to include long-acting opioids and tramadol in support of the Food and Drug Administration's efforts to balance the serious risk of opioids with the drugs' pain management benefits. Read more:

- Page 22 of the March–April 2022 *BCN Provider News*
- January 2022 issue of *The Record*

## Behavioral health providers HMO MA HMO may discuss decisions with BCN physician reviewers

BCN's behavioral health physician reviewers may contact practitioners for additional information about their patients during their review of all levels of care, patient admissions, additional hospital days and requests for services that require medical policy and benefit interpretations. Read more: [Page 22 of the March–April 2022 \*BCN Provider News\*](#)

## PGIP allocation to be applied PPO to all provider specialties

Starting on June 1, 2022, our systems will be updated to ensure that the Physician Group Incentive Program allocation is applied to all provider specialties associated with medical doctors, doctors of osteopathy, chiropractors, podiatrists and fully licensed psychologists. Read more: [March 2022 issue of \*The Record\*](#)

*Continued on the next page*

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

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



## For behavioral health providers

Continued from front page

### 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 Fee Schedule

*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*

#### Mental Health and Substance Abuse Disorder Carve Out List

- *BCBSM Newsletters and Resources* → *Products and Networks* → *Clinical Criteria & Resources* → *2022 Mental Health and Substance Abuse Disorder Carve Out List (under General Resources)*

#### Located on [ereferrals.bcbsm.com](http://ereferrals.bcbsm.com):

*Behavioral Health e-referral User Guide*  
[ereferrals.bcbsm.com](http://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](http://ereferrals.bcbsm.com) → *Quick Guides* → *Blue Cross and BCN Provider Systems and Web Resources Guide (PDF)*

#### Requirements for providing behavioral health services

Blue Cross commercial members:

[ereferrals.bcbsm.com](http://ereferrals.bcbsm.com) → *Blue Cross* → *Behavioral Health* → *Requirements for providing behavioral health services to Blue Cross commercial members (PDF)*

BCN commercial and BCN Advantage members:

[ereferrals.bcbsm.com](http://ereferrals.bcbsm.com) → *BCN* → *Behavioral Health* → *Requirements for providing behavioral health services to BCN members (PDF)*

#### Located on [bcbsm.com/providers](http://bcbsm.com/providers):

*Enrollment Helpful Hints — new providers flyer*  
[bcbsm.com/providers](http://bcbsm.com/providers) → *Enrollment* → *Enroll now* → *Enrollment Helpful Hints (PDF)*  
 (under *Physicians and Professionals*)

#### Enrollment Helpful Hints — new OPC flyer

[bcbsm.com/providers](http://bcbsm.com/providers) → *Enrollment* → *Enroll now* → *Hospitals and Facilities* → *Next* → *Outpatient Psychiatric Care Facilities* → *Enrollment Helpful Hints — New Outpatient Psychiatric Center (PDF)* (under *Outpatient Psychiatric Care Facilities Enrollment Forms*)

#### Enrollment Helpful Hints — new ancillary providers located outside of Michigan flyer

[bcbsm.com/providers](http://bcbsm.com/providers) → *Enrollment* → *Enroll now* → *Enrollment Helpful Hints (PDF)*

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