

For behavioral health providers

Crisis services provide support for members with urgent behavioral health concerns

Blue Cross and Blue Care Network recently launched new mobile crisis and crisis stabilization services to help commercial members under age 65 experiencing a mental health or substance use crisis get prompt and appropriate behavioral health treatment. Read more:

- Page 22 of the July–August 2022 *BCN Provider News*
- September 2022 issue of *The Record*

BCN to use InterQual ABA HMO criteria for prior authorization requests submitted starting Oct. 1

For prior authorization requests submitted for BCN commercial members on or after Oct. 1, 2022, Blue Care Network will use Change Healthcare's InterQual® Applied Behavior Analysis Treatment criteria to make determinations. Read more: Page 12 of the September–October 2022 *BCN Provider News*

Reminder: Only certain modifiers PPO payable for services provided in OPC facilities for Blue Cross commercial members

When billing for services provided in an outpatient psychiatric care facility, include the appropriate modifier to identify the licensure level of the servicing provider. For more information, see the updated *Requirements for providing behavioral health services to Blue Cross commercial members* document. Read more: September 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 (which has been renamed to Suicide and Crisis Lifeline). Read more:

- Page 13 of the September–October 2022 *BCN Provider News*
- August 2022 issue of *The Record*

We're removing age limits for HMO PPO autism spectrum disorder services

We're removing age limits for autism spectrum disorder services, including applied behavior analysis, or ABA, and physical, occupational and speech therapy. This change is retroactive to Jan. 1, 2022, to ensure continued access to treatment for Blue Cross commercial and BCN commercial members whose plan benefits include these services. Read more:

- Page 20 of the July–August 2022 *BCN Provider News*
- July 2022 issue of *The Record*

All behavioral health practitioner PPO specialty changes require new enrollment

A new mental health practitioner enrollment application is required when you're making changes to your specialty or licensure. Any groups you currently practice with will need to update their records to reflect your change. Read more: July 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 AdvantageSM MA PPO Medicare Plus BlueSM

For behavioral health providers

Continued from front page

Clinical quality corner: Coordination of care

Blue Cross promotes the importance of coordination of care among contracted providers, including the primary care provider and behavioral health specialist. Read more:

- Page 12 of the September–October 2022 *BCN Provider News*
- July 2022 issue of *The Record*

Suicide prevention efforts

Blue Cross and BCN are dedicated to improving suicide prevention efforts. Read about our programs, tools, webinars and more in the following articles:

- *Let's work together to increase our suicide prevention efforts*
- *We need to address alarming rates of suicide among young people*
- *Blue Cross launches new CQI to improve suicide prevention efforts*

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. Read more:

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

Reminder: Health care providers must attest in CAQH every 90 days

Have you attested in CAQH within the past 90 days? Did you know that if you don't re-attest with CAQH every 90 days, you won't be included in our provider directories, including our *Find a Doctor* search tool? That's one of the main reasons it's so important to take the time to perform this task. Read more:

- Page 7 of the November–December 2021 *BCN Provider News*
- October 2021 issue of *The Record*

Behavioral Health Provider Resources

Located on bcbsm.com/providers:

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

Enrollment Helpful Hints — new OPC flyer
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 → Enrollment → Enroll now → Enrollment Helpful Hints (PDF)
(under Physicians and Professionals)

Behavioral Health Eligibility and Type Grid flyer
bcbsm.com/providers → Enrollment → 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)

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