

For physician offices

## Follow these tips for checking claim status and viewing remittance advices and vouchers in Availity

If you're still getting accustomed to using our new provider portal, Availity® Essentials, we have some tips that can help with claims-related activities.

Read more:

- Page 4 of the January–February 2023 *BCN Provider News*
- January 2023 issue of *The Record*

*Availity is an independent company that contracts with Blue Cross Blue Shield of Michigan and Blue Care Network to offer provider portal services.*

## We've updated fax forms for submitting prior authorization requests to TurningPoint

On Nov. 22, 2022, Blue Cross and Blue Care Network posted updated fax forms on [ereferrals.bcbsm.com](http://ereferrals.bcbsm.com) for use when submitting prior authorization requests to TurningPoint Healthcare Solutions, LLC.

Read more: *January 2023 issue of The Record*

## HEDIS® medical record reviews begin in February

Each year from February through May, Blue Cross Blue Shield of Michigan conducts Healthcare Effectiveness Data and Information Set, or HEDIS®, medical record reviews for members who live in Michigan. This year, Blue Cross' HEDIS clinical consultants will conduct HEDIS reviews for members who had services in 2022.

Read more: *Page 7 of the January–February 2023 BCN Provider News*

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

## Reminder: Health e-Blue<sup>SM</sup> data entry due soon

The deadline for entering data in Health e-Blue for 2022 gaps in care is midnight Jan. 22, 2023. Data entered after this deadline won't count for 2022 incentives. The deadline for submitting electronic medical record files is Feb. 3, 2023.

## Changes effective Jan. 1, 2023

See the *December issue of Blues Brief for physician offices* for a list of changes in effect Jan. 1.

## New radiology-focused initiative

Blue Cross and Blue Care Network are engaging Covera Health to launch a radiology-focused quality improvement program to help us better support radiologists and referring providers.

Read more:

- Page 22 of the January–February 2023 *BCN Provider News*
- January 2023 issue of *The Record*

## User guide created to assist providers with importing medical records

EXL Health has created a user guide to assist providers with importing medical records into their portal. Providers, hospitals and facilities don't need to register for an account to use the portal.




Read more: *January 2023 issue of The Record*

## Know how to access and use RC Claim Assist

RC Claim Assist is available to Blue Cross and Blue Care Network contracted providers through Availity® Essentials to help them bill for drugs covered under the medical benefit. Read more: *January 2023 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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## Find out more about the new Blue Cross® Local HMO and BCN Advantage<sup>SM</sup> Local HMO

As previously announced, Blue Cross Local HMO and BCN Advantage Local HMO are new products that are part of a new 2023 Local network 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 primarily with Ascension and Trinity Health. Read more: [Page 10 of the January–February 2023 BCN Provider News](#)

## Updated tools available

We've updated several flyers to assist you with your Blue Cross and BCN patients:

- **2023 products at a glance** – General summaries of Blue Cross and BCN products, including the product name, prefix and brief description.
- **Finding your plans and networks** – Shows you how to use the online provider search to confirm which products you accept.

To access the flyers, sign in to our provider portal ([availability.com](#)\*). Then go to *Provider Resources* and click on the *Products* drop-down menu. Select either *Blue Cross* or *BCN*, and the flyers are under the *General product information* section.

- **2023 member ID cards** – Outlines the different ID cards you may see in your practice from our members and can be found on [ereferrals.bcbsm.com](#) under *Quick Guides*.

\*Blue Cross Blue Shield of Michigan and Blue Care Network don't own or control this website.

## Holiday office closings

Blue Cross and BCN offices will be closed Jan. 16 (Martin Luther King, Jr. Day).

## Members enrolled in Healthy Blue Choices POS<sup>SM</sup> don't need referrals

Healthy Blue Choices POS<sup>SM</sup> is a new point-of-service product that works similarly to our popular Blue Elect Plus<sup>SM</sup> POS plan. Healthy Blue Choices members **don't need a referral for any covered service**. They can refer themselves to any provider — even those considered out of network for this product. Read more: [January 2023 issue of The Record](#)

## We've updated Benefit Explainer to include Medicare Plus Blue benefit information

On Nov. 7, 2022, we added a new link and tab in Benefit Explainer to access the same medical and benefit policy information for Medicare Plus Blue<sup>SM</sup> members as you already had for our Blue Cross commercial members. Read more: [January 2023 issue of The Record](#)

### Training updates

#### New on-demand training available

Read more: [January 2023 issue of The Record](#)

#### New, engaging patient experience e-learning course now available




Read more: [January 2023 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 *Availability*®
- Our public webpage for providers is located at [bcbsm.com/coronavirus](#). Click on *Health Care Providers*.

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