

For physician offices

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 Provider Resources site, accessible through Availity®
- Our public webpage for providers is located at bcbsm.com/coronavirus. Click on *Health Care Providers*.

Some pre-COVID-19 utilization management requirements to resume July 1

With the end of the COVID-19 public health emergency, Blue Cross Blue Shield of Michigan and Blue Care Network will reinstate certain utilization management requirements that were in effect before the PHE. Read more: [June 2023 issue of *The Record*](#)

Reminder: Prior authorization changes coming in June HMO PPO

Michigan's prior authorization law requirements go into effect on June 1, 2023. These requirements apply to health care insurers and providers in Michigan for members who have commercial coverage. Read more:

- Page 30 of the May–June 2023 *BCN Provider News*
- April 2023 issue of *The Record*

Changes to maternity support program include new name, menopause support HMO PPO

Last year, Blue Cross and BCN began working with Maven, an independent company, to provide a Family Building and Maternity Support Solution. We've renamed and enhanced it. Read more: [June 2023 issue of *The Record*](#)

MAPS may not capture all information about a patient's experience with controlled substances

Health care providers using the Michigan Automated Prescription System should know that the database may not capture information about some controlled substances in a patient's history. Read more: [June 2023 issue of *The Record*](#)

Change Healthcare portal created to help providers import medical records

Change Healthcare now offers eligible providers access to an online portal that allows the secure upload of requested medical records for the EquiClaim retrospective audits. EquiClaim is an independent company that provides auditing support for Blue Cross and BCN conducting medical claim audits for our members. Read more:

- Page 5 of the May–June 2023 *BCN Provider News*
- April 2023 issue of *The Record*

Blue Cross and BCN to use Audaire Health provider portal to capture clinical outcomes for CAR-T cell therapy drugs HMO PPO

Starting July 1, 2023, Blue Cross and BCN will use the Audaire Health™ provider portal to track and capture clinical outcomes for CAR-T cell therapy drugs for Blue Cross commercial and BCN commercial members. Read more: [June 2023 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 physician offices

Continued from front page

e-referral user guides updated

We've recently updated the e-referral user guides with new sections:

e-referral User Guide –

- Long-Term Acute Care Hospital information added to the *Submit an Inpatient Authorization* section. Read more: [Page 32 of the May–June 2023 BCN Provider News](#)
- Human organ transplant information added to the *Submit an Outpatient Authorization* section. Read more: [Page 27 of the May–June 2023 BCN Provider News](#)

Behavioral Health e-referral User Guide –

- Replaced the *Submitting Electroconvulsive Therapy Authorizations* section with *Submitting Applied Behavior Analysis Authorizations*. Read more: [April 20, 2023 provider alert](#)

The user guides can be found on ereferrals.bcbsm.com under *Training Tools*.

You're invited to join PGP as a physician organization

We will be accepting applications from new physician organizations for the Physician Group Incentive Program from June 1 through July 31, 2023. To request application materials, send an email to valuepartnerships@bcbsm.com. Read more: [June 2023 issue of The Record](#)

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. Read more:

- [Page 6 of the May–June 2022 BCN Provider News](#)
- [May 2022 issue of The Record](#)

2023 HEDIS® tip sheets available

HEDIS tip sheets are developed to assist health care providers and their staff in efforts to improve overall health care quality and prevent or control diseases and chronic conditions. HEDIS is one of the most widely used performance improvement tools in the U.S. To access our tip sheets, follow these steps:

1. Log in to our provider portal (availability.com*).
2. Under *Payer Spaces*, click on the BCBSM and BCN logo.
3. Click on *Secure Provider Resources (Blue Cross and BCN)* under the *Resources* tab.
4. Under the *Member Care* tab, click on *Clinical Quality* then *Tip Sheets*.

The *2023 HEDIS measures overview scenarios on-demand course* is also available on the provider training website. Read more: [May 2023 issue of The Record](#)

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

Healthcare Effectiveness Data and Information Set; HEDIS® is a registered trademark of the National Committee for Quality Assurance.

Holiday office closings

Blue Cross and BCN offices will be closed June 19 (Juneteenth Day).

Training updates

Lunch and learn webinars for physicians and coders focus on risk adjustment, coding

Read more:





- [Page 9 of the May–June 2023 BCN Provider News](#)
- [June 2023 issue of The Record](#)

Reminder: Register now for 2023 virtual provider symposium sessions

Read more:

- [Page 10 of the May–June 2023 BCN Provider News](#)
- [June 2023 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 AdvantageSM  Medicare Plus BlueSM