

Blues Brief

For physician offices



Confidence comes with every card.®

Carelon to expand existing prior authorization, starting Sept. 1

For dates of service on or after Sept. 1, 2023, additional services will require prior authorization by Carelon Medical Benefits Management (formerly known as AIM Specialty Health®). Read more:

[July 2023 issue of *The Record*](#)

Carelon Medical Benefits Management is an independent company that contracts with Blue Cross Blue Shield of Michigan and Blue Care Network to manage authorizations for select services.

New CG-CAHPS patient experience portal available

We've moved to a new patient experience portal to house your Clinician and Group Consumer Assessment of Healthcare Providers and Systems®, or CG-CAHPS, performance data. Read more: [July 11, 2023, provider alert](#)

For commercial LTACH requests, submit information about three SNFs to avoid delays

As a reminder, for prior authorization requests for admissions to long-term acute care hospitals, or LTACHs, you are required to include information about three skilled nursing facilities, or SNFs, you have contacted. These must be SNFs that you believe may be able to provide care for the member but have indicated they can't provide the level of care the member requires.

Read more: [July 14, 2023, provider alert](#)

Changes for in-lab sleep studies start Oct. 9

Prior authorization requirements for in-lab sleep studies will change for dates of service on or after Oct. 9, 2023. Read more: [August 2023 issue of *The Record*](#)

How Blue Cross and BCN are handling prior authorizations for Makena following FDA announcement

For Blue Cross Blue Shield of Michigan and Blue Care Network commercial members, here's how we're handling prior authorizations for Makena:

- We're honoring prior authorization requests that have already been approved for this medical benefit drug through their end dates.
- We're denying prior authorization requests submitted for dates of service on or after April 6, 2023

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

Here's some key information for Michigan providers who treat Medicare Plus Blue members

We've compiled some important information that we want to make sure health care providers who treat Medicare Plus BlueSM members know about.

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

Medicare Advantage members in crisis to get new options for behavioral health care treatment

Starting Jan. 1, 2024, our Medicare Advantage members (Medicare Plus BlueSM and BCN AdvantageSM) will have some new options for receiving help if they're having a behavioral health crisis, as part of our crisis services program.

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

Holiday office closings

Blue Cross and BCN offices will be closed Sept. 4 (Labor Day).

Continued on the next page

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

Blue Cross Blue Shield of Michigan and Blue Care Network are nonprofit corporations and independent licensees of the Blue Cross and Blue Shield Association.

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Here are some patient resources and HEDIS tip sheets on flu vaccines and antibiotic use

To help patients understand the importance of getting the flu vaccine and why antibiotics usually don't help for acute bronchitis, this article offers some resources for health care providers and patients. Read more: [August 2023 issue of The Record](#)

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

How to use and find something in the provider manuals

Helpful documents are available for providers needing instruction on how to use or find something within our manuals. You can find the following documents on the *Provider Resources* page of our provider portal, *Availity® Essentials*. Choose *Manuals* under the *Publications* drop-down menu (or *Provider manuals* under *Easy Access*) then choose the *Blue Cross commercial* or *BCN commercial and BCN AdvantageSM* links where you'll find:

- *About the Blue Cross Commercial Provider Manual*
- *Blue Cross Commercial Provider Manual — Entire Manual for Searching*
- *About the BCN Provider Manual*
- *BCN Provider Manual — Entire Manual for Searching*

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

Don't miss important Blue Cross and BCN news

You're invited to subscribe to any of our electronic newsletters that help inform health care professionals about Blue Cross and BCN policies and programs. Visit bcbsm.com/providers/newsletters.html to view current issues and sign up to receive emails as new issues are posted.

Training updates

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

Read more:

- Page 4 of the July–August 2023 *BCN Provider News*
- August 2023 issue of *The Record*

New on-demand training available

Read more:

- Page 5 of the July–August 2023 *BCN Provider News*
- August 2023 issue of *The Record*

Do you know about our 'Practice Up' podcast series?

Read more: August 2023 issue of *The Record*

Rx updates

We're changing prior authorization requirements for some weight loss drugs  

Read more: August 2023 issue of *The Record*

Starting Aug. 15, we'll require a prior authorization for some diabetes drugs  

Read more:

- Page 14 of the July–August 2023 *BCN Provider News*
- July 2023 issue of *The Record*





HCPSC replacement codes, effective July 1, 2023, established

Read more: August 2023 issue of *The Record*

Requirements and codes changed for some medical benefit drugs

Read more: August 2023 issue of *The Record*

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