

# Blues Brief

For physician offices



Confidence comes with every card.®

## More details on Carelon expansion of existing prior authorization program, 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®). The codes that Carelon will begin managing on Sept. 1 can be seen in the updated document titled *Procedures that require prior authorization by Carelon: Cardiology, radiation oncology, radiology (high technology) and sleep studies (in lab)*. Read more: [Page 31 of the September–October 2023 BCN Provider News](#)

*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.*

## Blue Cross and BCN behavioral health changes coming Jan. 1, 2024

Starting Jan. 1, 2024, Blue Cross Blue Shield of Michigan and Blue Care Network will consolidate the prior authorization and case management functions for behavioral health services, including treatment for autism. Read more:

- [Page 1 of the September–October 2023 BCN Provider News](#)
- [September 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 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:

- [Page 20 of the September–October 2023 BCN Provider News](#)
- [September 2023 issue of \*The Record\*](#)

## Providers can upload some medical records through Availity Essentials, starting Sept. 16

Starting Sept. 16, 2023, health care providers will be able to upload requested medical records through Availity® Essentials for Blue Cross commercial members when requested through the *Medical Record Request Form*. Read more: [September 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 and electronic data interchange services.*

## Reminder: Appeals shouldn't be submitted for certain clinical edits on Medicare Plus Blue claims

Many clinical edits that apply to Medicare Plus Blue<sup>SM</sup> claims shouldn't be appealed. Health care providers should simply submit corrected claims for reconsideration. Read more: [September 2023 issue of \*The Record\*](#)

## Use new mailing address for provider appeals of some utilization management decisions

The mailing address for submitting provider appeals of some utilization management decisions has changed. Read more:

- [Page 36 of the September–October 2023 BCN Provider News](#)
- [September 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 Advantage<sup>SM</sup> Medicare Plus Blue<sup>SM</sup>

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

# Blues Brief

For physician offices



*Continued from front page*

## Subscribe now for **Provider Alerts Weekly email**

Provider alerts offer you information you need to know between newsletters. Housed on the secure Provider Resources website, they're accessed through the payer space on our provider portal. You can subscribe now and beginning this fall, the email will give you a week's worth of headlines as links so you can view the details for the alerts that interest you.

Read more:

- [Page 4 of the September–October 2023 BCN Provider News](#)
- [September 2023 issue of \*The Record\*](#)

## Reminder: Confirm data every 90 days and attest in CAQH every 120 days

To remain listed in Blue Cross Blue Shield of Michigan's provider directories, including *Find a Doctor*, health care providers must re-attest every 120 days. Failing to re-attest will result in your credentialing status ending, requiring you to reapply.

Read more:

- [Page 5 of the September–October 2023 BCN Provider News](#)
- [September 2023 issue of \*The Record\*](#)

## BCN medical directors are a resource for physicians

Plan medical directors work throughout the state with affiliated practitioners and providers to ensure appropriate care and service for BCN members.

Read more: [Page 3 of the September–October 2023 BCN Provider News](#)

## BCN staff available to our members for utilization management issues

Did you know we're available during normal business hours for our members (your patients) to discuss utilization management issues?

Read more: [Page 4 of the September–October 2023 BCN Provider News](#)

## Cost of external peer reviews to increase

The cost of external peer reviews for facilities (including hospitals) and doctors' offices will increase, effective Sept. 1, 2023. Providers will need to pay the cost of appeal reviews if the peer review agency upholds Blue Cross' decision regarding a claim.

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

## Training updates

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

Read more:

- [Page 6 of the September–October 2023 BCN Provider News](#)
- [September 2023 issue of \*The Record\*](#)

## New on-demand training available





Read more:

- [Page 5 of the September–October 2023 BCN Provider News](#)
- [September 2023 issue of \*The Record\*](#)

**Sign up for a training session to learn how to upload requested medical records into Availity® Essentials**

Read more: [September 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 Advantage<sup>SM</sup>  Medicare Plus Blue<sup>SM</sup>