

Blues Brief



For physician offices

Starting Jan. 1, new cancer support program will be available for some commercial members

Blue Cross Blue Shield of Michigan and Blue Care Network are working with OncoHealth® to provide a cancer support program that will help members navigate the emotional, physical and financial challenges caused by cancer diagnosis and treatment. Read more:

- Page 1 of the November–December 2023 *BCN Provider News*
- October 2023 issue of *The Record*

OncoHealth is an independent company supporting Blue Cross Blue Shield of Michigan and Blue Care Network by providing cancer support services.

Newly enrolled PAs and NPs are required to identify their work settings to help avoid payment issues

Starting Nov. 10, 2023, newly enrolled physician assistants and nurse practitioners will be required to identify their work settings (primary care or specialty care) on our provider enrollment and change forms. Read more:

- Page 4 of the November–December 2023 *BCN Provider News*
- November 2023 issue of *The Record*

We're making some changes in behavioral health processes

New Directions, now known as Lucet, won't handle requests for Blue Cross commercial members related to dates of service before Jan. 1, 2024, a change from what was originally published. Read more: [November 2023 issue of *The Record*](#)

Holiday office closings

Blue Cross and BCN offices will be closed Nov. 23 to 24 (Thanksgiving).

Update on high-intensity, in-home care program through Landmark

Here's a quick overview of the Landmark program, along with a look at some of our program outcomes and what members are saying about the program. Read more:

- Page 10 of the November–December 2023 *BCN Provider News*
- November 2023 issue of *The Record*

New location of pharmacy services information on our public website

We've relocated our pharmacy services information for providers on our public website. Read more:

- Page 35 of the November–December 2023 *BCN Provider News*
- November 2023 issue of *The Record*

Where to view provider portal change and status updates

For the latest provider portal news, the *Provider Portal Change and Status Updates* document (on [availability.com](#))* includes important updates, known defects and workarounds. Read more: [November 2023 issue of *The Record*](#)

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

Northwood to manage outpatient diabetes supplies for some members

Starting Jan. 1, 2024, Northwood Inc., will manage outpatient diabetes supplies that are covered under the medical benefit for members with Medicare Plus Blue, BCN commercial and BCN Advantage. Read more:

- Page 40 of the November–December 2023 *BCN Provider News*
- November 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 AdvantageSM Medicare Plus BlueSM

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Rx updates

Blue Cross and BCN covering additional vaccines HMO PPO

Read more:

- Page 18 of the November–December 2023 *BCN Provider News*
- November 2023 issue of *The Record*

Beyfortus to have quantity limits for commercial members, starting Jan. 1 HMO PPO

Read more: November 2023 issue of *The Record*

Some diabetes drugs to require prior authorization for Blue Cross and BCN members, starting Jan. 1 HMO PPO

Read more:

- Page 27 of the November–December 2023 *BCN Provider News*
- November 2023 issue of *The Record*

Starting Jan. 1, we'll change how we cover some drugs on Clinical, Custom, Custom Select and Preferred drug lists

Read more:

- Page 21 of the November–December 2023 *BCN Provider News*
- November 2023 issue of *The Record*

Lumoxiti no longer requires prior authorization

Read more:

- Page 31 of the November–December 2023 *BCN Provider News*
- November 2023 issue of *The Record*

Changes coming to preferred drug designations under medical benefit for most commercial members HMO PPO

Read more: November 2023 issue of *The Record*

Rx updates, continued

Requirements and codes changed for some medical benefit drugs

Read more:

- Page 32 of the November–December 2023 *BCN Provider News*
- November 2023 issue of *The Record*

Zynyz to require prior authorization for most members, starting Dec. 10

Read more:

- Page 30 of the November–December 2023 *BCN Provider News*
- November 2023 issue of *The Record*

Training updates

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

Read more:

- Page 5 of the November–December 2023 *BCN Provider News*
- November 2023 issue of *The Record*

Resources, on-demand courses available on our training website

Read more: Page 7 of the November–December 2023 *BCN Provider News*

Updated on-demand training available: e-referral, risk adjustment, ICD-10-CM coding

Read more: November 2023 issue of *The Record*

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Key: HMO Blue Care Network commercial PPO Blue Cross commercial MA HMO BCN AdvantageSM MA PPO Medicare Plus BlueSM