

Blues Brief

For physician offices

Reminder: Health e-BlueSM data entry deadlines announced

The deadline for entering data in Health e-Blue for 2023 gaps in care is midnight Jan. 20, 2024. Data entered after this deadline won't count for 2023 incentives. The deadline for submitting electronic medical record files is Jan. 26, 2024. The deadline for submitting Physician Payer Quality Collaborative files is Dec. 31, 2023.

Blue Cross and BCN receive high Medicare Star Ratings from CMS again this year

The Centers for Medicare & Medicaid Services recently announced its 2024 Medicare Star Ratings — and Blue Cross Blue Shield of Michigan achieved strong results. Both our BCN AdvantageSM HMO plan and our Medicare Plus BlueSM PPO plan captured 4-Star ratings, making our plans once again among the highest-rated in the country. Read more: [November 2023 issue of *The Record*](#)

Virtual Care replacing Blue Cross Online Visits

On Jan. 1, 2024, all eligible Blue Cross and Blue Care Network members with the Blue Cross Online VisitsSM benefit will begin using Virtual Care by Teladoc Health® for virtual urgent and mental health care. Virtual Care will be available through the Teladoc Health app and website, and by phone. Read more: [December 2023 issue of *The Record*](#)

Changes coming to prior authorization, case management functions for behavioral health

Starting Jan. 1, 2024, Blue Cross and BCN will consolidate the prior authorization and case management functions for behavioral health services, including treatment for autism. Read more: [December 2023 issue of *The Record*](#)

Summary of upcoming changes effective Jan. 1, 2024

New cancer support program will be available for some commercial members

Read more:

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

More information about upcoming Blue Cross and BCN behavioral health changes

Read more:

- Page 15 of the November–December 2023 *BCN Provider News*
- December 2023 issue of *The Record*

Update: Kidney-only transplants to require prior authorization through the Human Organ Transplant Program

Read more: Nov. 9, 2023 Provider Alert

Blue Care Network is making minor changes to group and individual health plans in 2024

Read more: Page 3 of the November–December 2023 *BCN Provider News*

Medicare Plus Blue, BCN Advantage offer additional benefits for 2024

Read more:

- Page 9 of the November–December 2023 *BCN Provider News*
- November 2023 issue of *The Record*



We're changing how we cover some drugs on our 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*

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

Blues Brief

For physician offices

Continued from front page

New payability limitation in Benefit Explainer

We've enhanced Benefit Explainer to include a new payability limitation called Rendering Provider Designation. It will first be used to indicate whether a Blue Cross or BCN member has access to our Virtual Primary Care program and what the member's cost share would be if they choose to use it.

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

Virtual Primary Care soon available for Blue Cross commercial members PPO

Starting Jan. 1, 2024, Virtual Primary Care will be available to all Blue Cross fully insured commercial members. It will be supported by Teladoc Health®, an independent company that has contracted with Blue Cross to provide virtual primary care solutions.

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

Training updates

New resources to support staff and improve patient experience

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

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*
- December 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*

Access our training site from our provider portal; new learning path available

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

Summary of upcoming changes, cont.

We'll require prior authorization for some diabetes drugs

Read more:

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

Changes to preferred drug designations and prior authorization requirements for Medicare Advantage members MA HMO MA PPO

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

Beyfortus to have quantity limits for commercial members HMO PPO

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

Northwood to manage outpatient diabetes supplies for some members HMO MA HMO MA PPO

Read more:

- Page 40 of the November–December 2023 *BCN Provider News*
- November 2023 issue of *The Record*

Holiday office closings

Blue Cross and BCN offices will be closed Dec. 25 through Dec. 26 and Dec. 29 through Jan. 1.

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