

Blues Brief



For behavioral health providers

Blue Cross begins using Quartet to help connect members with behavioral health providers

Blue Cross is now using Quartet, an independent company, to assist members seeking outpatient care for mental health or substance use disorders. Effective July 1, 2023, Quartet began referring eligible members seeking outpatient treatment to behavioral health providers registered on Quartet's online platform, based on their clinical specialty and their availability. Read more: [July 2023 issue of The Record](#)

Quartet is an independent company contracted by Blue Cross Blue Shield of Michigan to connect Blue Cross and BCN members seeking outpatient behavioral health services with the appropriate behavioral health providers.

Reminder: Blue Cross now covers in-state mental health services provided by intensive outpatient programs

Effective July 1, 2023, Blue Cross started covering in-state mental health services provided through an intensive outpatient program, or IOP, which is an enhancement to behavioral health benefits for our Blue Cross commercial members. Read more: [July 2023 issue of The Record](#)

Reminder: Blue Cross now covers partial hospitalization program services for substance use disorders

Effective July 1, 2023, Blue Cross began covering partial hospitalization program, or PHP, services for substance use disorders, which is an enhancement to behavioral health benefits for our Blue Cross commercial members. Read more: [July 2023 issue of The Record](#)

Behavioral health providers: How to bill prolonged services

In January 2023, we asked behavioral health providers to hold claims for dates of service on or after Jan. 1, 2023, that contain procedure codes *99354 and *99355. These codes were for prolonged services and were terminated by the American Medical Association as of Jan. 1, 2023. Read more:

- [Page 13 of the July–August 2023 BCN Provider News](#)
- [July 2023 issue of The Record](#)

**CPT codes, descriptions and two-digit numeric modifiers only are copyright 2022 American Medical Association. All rights reserved.*

Submit prior authorization requests for ABA services through e-referral





Beginning June 1, 2023, licensed behavior analysts, or LBAs, in Michigan must submit prior authorization requests for applied behavior analysis, or ABA, services through the e-referral system. This affects LBAs who provide ABA services to BCN commercial members. Read more: [Page 12 of the July–August 2023 BCN Provider News](#)

See also the following tools:

- [Updated Behavioral Health e-referral User Guide](#)
Read more: June 1, 2023, provider alert
- [e-referral overview webinar for ABA providers recorded webinar or presentation slides](#)
Find it here:
 1. Log in to the [Blue Cross and BCN provider training website](#). (If you don't already have a login and password, click [New User? Click here to register](#) at the bottom of the screen.)
 2. In the Search field near the upper-right corner of the screen, enter ABA and press [Enter](#).

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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

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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Starting in August, Blue Cross to provide behavioral health benefits for GM hourly employees with group number 83200

Effective Aug. 1, 2023, Blue Cross will administer behavioral health and substance use disorder benefits to GM hourly employees under group number 83200. Carelon will no longer be the behavioral health and substance use disorder benefits provider for this group. Read more: [July 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*](#)

Our crisis services program continues to expand

Find out about our crisis service locations, available care options and service areas. Read more: [June 2023 issue of *The Record*](#)

New training guide for behavioral health providers posted on training site

Visit our provider training site to view our new *Provider training and resource guide for behavioral health providers*. Providers new to our networks will also find a list of training courses and reference documents that will help them as they begin working with Blue Cross and BCN. Read more: [July 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*](#)

Reminder: Only charge patients their cost share

When you treat a patient with Blue Cross or BCN coverage, including Medicare Plus BlueSM or BCN AdvantageSM, be sure to bill Blue Cross or BCN for covered services and only charge the member the appropriate cost share according to their health plan coverage. Read more:

- [Page 20 of the July–August 2023 BCN Provider News](#)
- [July 2023 issue of *The Record*](#)



Behavioral health telehealth flexibilities for Medicare Advantage members to continue after PHE ends

During the COVID-19 public health emergency, the Centers for Medicare & Medicaid Services temporarily waived certain requirements and allowed flexibilities for providing telehealth services for behavioral health care. The *Consolidated Appropriations Act, 2023*, extended these flexibilities through Dec. 31, 2024. Some of these flexibilities will become permanent. Read more: [May 2023 issue of *The Record*](#)

Holiday office closings

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

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