

Blues Brief

For behavioral health providers

More information about the 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 15 of the November–December 2023 *BCN Provider News*
- December 2023 issue of *The Record*
- *Blue Cross Behavioral Health: Frequently asked questions*

Blue Cross and BCN use Quartet to help connect members with behavioral health providers

Blue Cross and BCN are 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:

- Page 21 of the September–October 2023 *BCN Provider News*
- September 2023 issue of *The Record*

Quartet is an independent company contracted by Blue Cross Blue Shield of Michigan to provide behavioral health services for Blue Cross and BCN members.

Holiday office closings

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

We're making some changes in behavioral health processes PPO

New Directions, now known as Lucet, won't handle requests for Blue Cross commercial members related to dates of service before Jan. 1, 2024.

Read more:

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

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

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:

- Page 20 of the September–October 2023 *BCN Provider News*
- November 2023 issue of *The Record*

Medical necessity criteria

For dates of service on or after Jan. 1, 2024, Blue Cross Behavioral Health will use the following to make determinations on prior authorization requests:

- Level of Care Utilization System, or LOCUS[®], criteria
- Child and Adolescent Level of Care Utilization System, or CALOCUS[®], criteria
- Early Childhood Services Intensity Instrument, or ECSII, criteria
- The ASAM Criteria[®], from the American Society of Addiction Medicine
- Blue Cross and BCN medical policy for transcranial magnetic stimulation

You can access these criteria on our [Services That Need Prior Authorization](#) webpage at [bcbsm.com](https://www.bcbsm.com).

Continued on the next page

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

For behavioral health providers

Continued from front page

Reminder: 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*

7 myths about suicide can prevent people from getting the help they need

There are many myths about suicide that can stand in the way of people getting the help they need when they're experiencing a mental health crisis. Read more: September–October 2023 *Hospital and Physician Update*

Increasing access to behavioral health care: Blue Cross videos highlight Collaborative Care Model

Blue Cross recently completed a series of videos highlighting the Collaborative Care Model and Michigan practices that have been successful in implementing it. Over the past few years, a growing number of practices participating in the Physician Group Incentive Program in Michigan have adopted this highly effective model of care. Read more: July–August 2023 *Hospital and Physician Update*

Behavioral health provider resources

New:

Blue Cross Behavioral Health: Frequently asked questions for providers
[ereferrals.bcbsm.com](https://www.bcbsm.com/ereferrals.bcbsm.com) → BCN or Blue Cross → Behavioral Health → Blue Cross Behavioral Health: Frequently asked questions for providers (in Important information for Jan. 1 box)

New:

Behavioral health enrollment tips video
Blue Cross and BCN provider training website
→ Log in or click New User? → Search → Enter "behavioral health" and press Enter → Click Behavioral health enrollment helpful tips video under Courses

Updated September 2023:

Provider training and resource guide for behavioral health providers
Blue Cross and BCN provider training website
→ Log in or click New User? → Search → Enter "behavioral health" and press Enter → Click Provider training and resource guide for behavioral health providers under Knowledge Center





Updated August 2023:

Enrollment Helpful Hints
bcbsm.com/providers → Enrollment → Enroll now → Enrollment Helpful Hints (PDF) (fourth bullet point under Physicians and Professionals)

Behavioral Health Eligibility and Type Grid flyer

bcbsm.com/providers → Enrollment → Enroll now → Behavioral Health Eligibility and Type Grid (PDF) (under Physicians and Professionals)

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