

Blues Brief

For hospitals and facilities

Farewell, web-DENIS; hello, Availity Essentials

The last day to log in to Provider Secured Services and web-DENIS was Dec. 15. Make sure you're registered and ready to use Blue Cross and BCN's new provider portal, Availity® Essentials.

Read more: [December 2022 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 services.

Prior authorization, billing reminders for SNF interrupted stays for Medicare Advantage members

MA
HMO PPO

A skilled nursing facility interrupted stay occurs when a patient is discharged from a SNF and is readmitted to the same SNF within three consecutive days. When this occurs the readmission or subsequent stay is considered a continuation of the previous stay and one claim must be submitted for both stays.

Read more:

- [Page 10 of the January–February 2023 BCN Provider News](#)
- [December 2022 issue of *The Record*](#)

How to submit prior authorization requests for inpatient admissions involving elective surgeries

PPO

When submitting a prior authorization request for a Blue Cross commercial member admitted for an inpatient elective surgical procedure, you should enter only the primary procedure code for the surgery and include the supporting diagnosis code.

Read more: [December 2022 issue of *The Record*](#)

Holiday office closings

Blue Cross and BCN offices will be closed Dec. 23 through Dec. 26 and Dec. 30 through Jan. 2.

Reminder: Bill new, corrected original claim when reporting a modifier change on OPC facility claims

PPO

For Blue Cross Blue Shield of Michigan commercial members, you must bill a new, corrected claim when changing the modifier on an outpatient psychiatric care, or OPC, facility claim. A replacement claim (frequency code 7) can't be reported in these instances. Read more: [December 2022 issue of *The Record*](#)

CareCentrix processes improved for Medicare Plus Blue prior authorization requests

MA
PPO

As of Nov. 14, 2022, when submitting prior authorization requests for Medicare Plus Blue members who receive home health services in Michigan, a new clinical questionnaire opens in the CareCentrix HomeBridge® portal, which expedites the review process. Read more:

[December 2022 issue of *The Record*](#)

CareCentrix is an independent company that manages the authorization of home health care services for Blue Cross Blue Shield of Michigan and Blue Care Network members who have Medicare Advantage plans.





Intensive services program for children, adults now available for Blue Cross commercial providers

PPO MA
PPO

A program that's been successfully developed for Blue Care Network commercial and BCN AdvantageSM members over the past few years is now payable for Blue Cross commercial and Medicare Plus BlueSM members. Our Adult Intensive Services and Child Intensive Services program provides intensive case management services for members with chronic mental illness. Read more: [December 2022 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

For hospitals and facilities

Continued from front page

We're changing our payment policy for lab services billed by independent labs PPO

Effective January 2023, Blue Cross is updating our payment policy for laboratory services billed by an independent lab for services provided to members during their inpatient stay at a hospital facility. Read more: [December 2022 issue of *The Record*](#)

Ordering transfers from noncontracted ambulance services costs members money

Providers must order transfers from contracted (participating) ambulance services when arranging for non-emergency ground transfers. This applies to transfers for Blue Cross commercial, Medicare Plus BlueSM, BCN commercial and BCN AdvantageSM members. Read more:

- [Page 14 of the January–February 2023 *BCN Provider News*](#)
- [December 2022 issue of *The Record*](#)

Updated tools available

We've updated several flyers to assist you with your Blue Cross and BCN patients:

- **2023 products at a glance** – General summaries of Blue Cross and BCN products, including the product name, prefix and brief description.
- **Finding your plans and networks** – Shows you how to use the online provider search to confirm which products you accept.

To access the flyers, sign in to our provider portal ([availability.com](#)*). Then go to *Provider Resources* and click on the *Products* drop-down menu. Select either *Blue Cross* or *BCN*, and the flyers are under the *General product information* section.

- **2023 member ID cards** – Outlines the different ID cards you may see in your practice from our members and can be found on [ereferrals.bcbsm.com](#) under *Quick Guides*.

Summary of upcoming changes effective Jan. 1, 2023

Medicare Advantage plans transitioning to Optum Rx pharmacy benefit manager MA HMO MA PPO

Read more:

- [Page 9 of the November–December 2022 *BCN Provider News*](#)
- [October 2022 issue of *The Record*](#)

Estimate Your Cost tool to launch Jan. 1

Read more:

- [Page 14 of the November–December 2022 *BCN Provider News*](#)
- [November 2022 issue of *The Record*](#)

Coding Advisor outreach to educate providers about appropriate use of procedure codes

Read more: [December 2022 issue of *The Record*](#)

Find out more about the new Blue Cross[®] Local HMO and BCN AdvantageSM Local HMO HMO MA HMO

Read more: [Page 10 of the January–February 2023 *BCN Provider News*](#)

New! Healthy Blue ChoicesSM POS now available to FCA employees HMO

Read more: [Page 8 of the January–February 2023 *BCN Provider News*](#)

Finding the latest coronavirus (COVID-19) provider information

- In the *Member Care* section of our secure Provider Resources site, accessible through *Availability*®
- Our public webpage for providers is located at [bcbsm.com/coronavirus](#). Click on *Health Care Providers*.

*Blue Cross Blue Shield of Michigan and Blue Care Network don't own or control this website.

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