

Blues Brief

For physician offices



Confidence comes with every card.®

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.

Changes effective Jan. 1, 2024

See the [December issue of Blues Brief for physician offices](#) for a list of changes in effect Jan. 1.

Additional features available for uploading medical records electronically

Health care providers can now receive requests for medical records and send them to us through our provider portal, Availity[®] Essentials. Read more:

- [Page 41 of the January–February 2024 BCN Provider News](#)
- [January 2024 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 and electronic data interchange services.

Reminder: BCN commercial members can receive a physical exam more than once each year

BCN has no frequency restrictions for how often a commercial member can receive a physical exam. If a member or their primary care provider deems it necessary, the member is eligible to receive another physical exam. Read more: [Page 16 of the January–February 2024 BCN Provider News](#)

Get ready for 2024 annual Medicare wellness visits

The new year will bring new and existing Medicare Plus BlueSM PPO and BCN AdvantageSM members to your medical practice for their annual wellness visits, which is at no cost to them. Read more: [Page 10 of the January–February 2024 BCN Provider News](#)

Livongo is now Teladoc Health

All solutions that were previously provided by Livongo[®] are now provided by Teladoc Health[®]. Read more:

- [Page 12 of the January–February 2024 BCN Provider News](#)
- [January 2024 issue of The Record](#)

Teladoc Health[®] is an independent company that provides select care management services for Blue Cross Blue Shield of Michigan and Blue Care Network.

Reminder: Point of service health plans don't require referrals

BCN point of service health care plans allow members to receive covered services with any health care provider, in or out of network, with no referral required. Beginning in March 2024, the e-referral system won't accept referrals submitted for BCN POS health plans. Read more: [Page 5 of the January–February 2024 BCN Provider News](#)





We'll use updated 2023 InterQual criteria, starting Feb. 1

On Feb. 1, 2024, Blue Cross and BCN will start using updated 2023 InterQual[®] criteria to make determinations on prior authorization requests for the services we manage. Read more:

- [Page 44 of the January–February 2024 BCN Provider News](#)
- [December 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

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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Free mail-order COVID-19 tests sent directly to patients

Due to an increase in demand for COVID-19 testing, the federal government restarted a program for each U.S. household to order four free COVID-19 rapid tests for mail delivery. These tests can be ordered through COVIDtests.gov.*

Office staff can join Provider Advisory Panel

Blue Cross Blue Shield of Michigan and Blue Care Network are adding members to our Provider Advisory Panel. Read more:

- Page 3 of the January–February 2024 *BCN Provider News*
- January 2024 issue of *The Record*

Updated tools available

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

- **2024 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.
- **2024 member ID cards** – Outlines the different ID cards you may see in your practice from our members.

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.

Holiday office closings

Blue Cross and BCN offices will be closed Jan. 15 (Martin Luther King, Jr. Day).

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

What you need to know about doing business with Blue Cross PPO

We've published a summary of key information our participating providers need to know about doing business with Blue Cross Blue Shield of Michigan. Read more: January 2024 issue of *The Record*

Training updates

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

Read more:

- Page 7 of the January–February 2024 *BCN Provider News*
- December 2023 issue of *The Record*

Update to current *Health e-Blue* video tutorial training course as well as new mini-lesson video HMO

Read more: Page 8 of the January–February 2024 *BCN Provider News*

Rx updates

Additional medical oncology drugs to have requirements for most members

Read more: January 2024 issue of *The Record*

Starting Jan. 1, 2024, we're changing how we cover some steroid inhaler medications

Read more:

- Page 24 of the January–February 2024 *BCN Provider News*
- January 2024 issue of *The Record*

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