# Blues Brief



For physician offices

## Reminder: Health e-Blue<sup>SM</sup> 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 HMO 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 MA PPO **Medicare wellness visits**



The new year will bring new and existing Medicare Plus Blue<sup>SM</sup> PPO and BCN Advantage<sup>SM</sup> 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

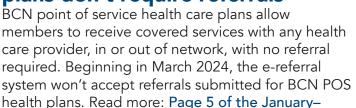
All solutions that were previously provided by Livongo® are now provided by Teladoc Health®. Read more:

- Page 12 of the January-February 2024 **BCN Provider News**
- January 2024 issue of The Record

February 2024 BCN Provider News

Teledoc 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



## 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

Continued on the next page

Articles apply to all lines of business unless noted by the icons below:







## Blues Brief



## For physician offices

Continued from front page

### 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 (availity.com).\* Then go to Provider Resources and click on the Products drop-down men. Select either Blue Cross or BCN, and the flyers are under the General product information section.

### Holiday office closings

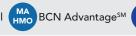
Blue Cross and BCN offices will be closed Jan. 15 (Martin Luther King, Jr. Day).

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

Articles apply to all lines of business unless noted by the icons below:









## What you need to know about Po doing business with Blue Cross

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 [HMO] tutorial training course as well as new mini-lesson video



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