

# Blues Brief

For physician offices



Confidence comes with every card.®

## Reminder: 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*

## NaviHealth has changed its name to Home & Community Care

As of Jan. 1, 2024, naviHealth, Inc., changed its name to Home & Community Care. This is a change only to the naviHealth name. Read more: [February 2024 issue of \*The Record\*](#)

*Home & Community Care, formerly known as naviHealth Inc. is an independent company that manages prior authorizations for post-acute care services and select care management services for Blue Cross Blue Shield of Michigan and Blue Care Network members who have Medicare Advantage plans.*

## SecureCare adding individual provider utilization metric

SecureCare is introducing a proportional allocation method to ensure a fair and accurate representation of each provider's contribution to patient care.

Read more: [February 2024 issue of \*The Record\*](#)

## Reminder: How to check the status of prior authorization requests to share with your patients

If a patient who has coverage through Blue Cross Blue Shield of Michigan or Blue Care Network asks about the status of a prior authorization request, you can check it for them on our provider portal.

Read more:

- Page 52 of the January–February 2024 *BCN Provider News*
- February 2024 issue of *The Record*

## 2024 CPT and HCPCS Update now available

The 2024 CPT and HCPCS Update document, containing new and deleted CPT and HCPCS codes, is now available on the *Secure Provider Resources* section of our provider portal. Read more:

February 2024 issue of *The Record*

## Reminder: Update to current Health e-Blue video tutorial training course as well as new mini-lesson video

- The *Health e-Blue* video tutorial includes three parts: how to use the *Quality summary report*, the *Treatment opportunities list*, and the *Healthy Blue Living qualification form* (and how to access the form).
- The new *Healthy Blue Living Qualification form* micro-learning style video is a short tutorial on accessing the *BCN Qualification form* through our provider portal ([availity.com](#)).\*

Read more: [Page 8 of the January–February 2024 \*BCN Provider News\*](#)

*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.*

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

## Register now for 2024 virtual provider symposium sessions

This year's virtual provider symposiums focusing on quality measures, documentation and coding guidelines will start in May. Registration is now open on the provider training website. Read more: [February 2024 issue of \*The Record\*](#)

*Continued on the next page*

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

**Key:** Blue Care Network commercial Blue Cross commercial BCN Advantage<sup>SM</sup> Medicare Plus Blue<sup>SM</sup>

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## 2024 Quality Rewards program announced

Blue Cross and BCN have posted the 2024 *Quality Rewards program* booklet outlining Blue Cross and BCN's Performance Recognition Program and Physician Group Incentive Program combined.

You can find it in the *Resources* section of Health e-Blue<sup>SM</sup> or our provider portal ([availability.com](https://availability.com)).\*

Go to the *Member Care* drop-down menu, select *Clinical Quality*, then *Clinical Quality Overview*.

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

## New Medicare Plus Blue clinical editing explanation codes created for members migrating to NASCO MA PPO

The migration of Medicare Plus Blue<sup>SM</sup> membership to NASCO will affect the current clinical editing explanation codes. The new explanation codes will look similar to the Blue Cross commercial explanation codes used today. They'll begin with the letter K, followed by three numbers. Read more:

February 2024 issue of *The Record*

## HEDIS medical record reviews begin in February

Each year from February through May, Blue Cross and BCN conduct Healthcare Effectiveness Data and Information Set, or HEDIS®, medical record reviews for members who live in Michigan. Read more:

February 2024 issue of *The Record*

HEDIS®, which stands for Healthcare Effectiveness Data and Information Set, is a registered trademark of the National Committee for Quality Assurance, or NCQA.

### Training updates

Webinars for physicians, coders focus on risk adjustment, coding

Read more: February 2024 issue of *The Record*

## Assisting members with primary care physician selection HMO

Your patients may ask for assistance in selecting a new primary care physician. The *Physician Selection Form* is available in the *Resources* section of BCN Health e-Blue<sup>SM</sup> under *Help Documents*.

### Rx updates

Rystiggo to have site-of-care requirement for most commercial members starting in April HMO PPO

Read more: February 2024 issue of *The Record*

Additional drugs to have requirements for URMBS members with Blue Cross non-Medicare plans PPO

Read more: February 2024 issue of *The Record*

Additional drugs to have site-of-care requirements for some commercial members starting in March PPO

Read more: February 2024 issue of *The Record*

Additional drugs to require prior authorization for Federal Employee Program non-Medicare members PPO

Read more: February 2024 issue of *The Record*

FDA withdrawal of Makena approval affects FEP members PPO

Read more: February 2024 issue of *The Record*

Step therapy requirement to be added for Soliris and Ultomiris for Medicare Advantage members MA HMO MA PPO

Read more: February 2024 issue of *The Record*

Change to medication reconciliation reimbursement for Medicare Plus Blue<sup>SM</sup> claims MA PPO

Read more: February 2024 issue of *The Record*

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