

# Blues Brief



For behavioral health providers

## Behavioral health providers may discuss decisions with Blue Cross Behavioral Health<sup>SM</sup> physician reviewers

Blue Cross Behavioral Health is committed to a fair and thorough prior authorization process by working collaboratively with its participating behavioral health practitioners. Providers have the right to discuss a decision related to medical necessity with a Blue Cross Behavioral Health medical director. Read more: [Page 16 of the March–April 2024 BCN Provider News](#)

## Billing ABA services and other ASD interventions by multiple providers on the same date of service

Blue Cross Blue Shield of Michigan and Blue Care Network have received claims for autism evaluation and treatment services in which more than one provider is billing for services that occurred at the same time for a single member. In general, concurrent billing of services by two or more providers for a member is not eligible for reimbursement. Read more: [Page 17 of the March–April 2024 BCN Provider News](#)

## Register now for our Behavioral Health Summit

Professional behavioral health providers and billers are invited to our Behavioral Health Summit. Attendees can interact with Provider Engagement & Transformation consultants and receive tailored presentations from various behavioral health-specific departments. These will be held on the following dates:

- Thursday, May 9 (RSVP by May 2), 1 to 3 p.m.  
Lyon Meadows Conference Center, New Hudson
- Thursday, June 6 (RSVP by May 30), 9 to 11 a.m.  
Lyon Meadows Conference Center, New Hudson
- Thursday, Aug. 8, noon to 1:30 p.m. (virtual only)

To register, visit [surveymonkey.com/r/73WZ9S6](https://surveymonkey.com/r/73WZ9S6).

## Reminder: Jan. 1 behavioral health changes

Blue Cross Blue Shield of Michigan and Blue Care Network consolidated the prior authorization and case management functions for behavioral health services, including treatment for autism, on Jan. 1, 2024. 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](#)

## Email us if you're having technical problems using the Blue Cross Behavioral Health provider portal

Email us at [BHTechSupport@bcbsm.com](mailto:BHTechSupport@bcbsm.com) if you're encountering technical problems when using the Blue Cross Behavioral Health<sup>SM</sup> provider portal to submit prior authorization requests. Read more: [Jan. 16, 2024, provider alert](#)

## No application necessary for PPO behavioral health specialties to join BlueHPN

The Blue High Performance Network<sup>SM</sup>, also called BlueHPN, no longer requires behavioral health specialties to apply for the network to keep their active status. This was effective Jan. 1, 2024. Read more: [January 2024 issue of The Record](#)

## 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](#)

*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 Advantage<sup>SM</sup> MA PPO Medicare Plus Blue<sup>SM</sup>

# Blues Brief

## For behavioral health providers

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### Behavioral health provider resources

#### New:

*Blue Cross Behavioral Health Updates 2024* webinar video

**ereferrals.bcbsm.com** > BCN or Blue Cross > Behavioral Health > Blue Cross Behavioral Health Updates 2024 webinar

#### New:

*2024 Mental Health and Substance Use Disorder Opt-Out List*

**Provider portal (availity.com)\*** > Log in > BCBSM and BCN logo under Payer Spaces > Secure Provider Resources (Blue Cross and BCN) under Resources tab > Member Care > Behavioral Health > Mental Health and Substance Use Disorder Opt-Out List

#### Updated January 2024:

*2024 Behavioral Health Incentive Program booklet*

**Provider portal (availity.com)\*** > Log in > BCBSM and BCN logo under Payer Spaces > Secure Provider Resources (Blue Cross and BCN) under Resources tab > Member Care > Behavioral Health > 2024 BHIP booklet (under BCN commercial and BCN Advantage<sup>SM</sup>)

#### Updated January 2024:

*Telehealth for behavioral health providers*

**Provider portal (availity.com)\*** > Log in > BCBSM and BCN logo under Payer Spaces > Secure Provider Resources (Blue Cross and BCN) under Resources tab > Billing and Claims > Telehealth > Telehealth for behavioral health providers

### Behavioral health provider resources, continued

#### Updated January 2024:

*Requirements for providing behavioral health services to Blue Cross commercial members*

**Provider portal (availity.com)\*** > Log in > BCBSM and BCN logo under Payer Spaces > Secure Provider Resources (Blue Cross and BCN) under Resources tab > Member Care > Behavioral Health > Requirements for providing behavioral health services to Blue Cross commercial members (under Blue Cross commercial)

#### Autism

**Provider portal (availity.com)\*** > Log in > BCBSM and BCN logo under Payer Spaces > Secure Provider Resources (Blue Cross and BCN) under Resources tab > Member Care > Autism

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 and Blue Care Network don't own or control this website.

## Reminder: 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\*](#)

## Holiday office closings

Blue Cross and BCN offices will be closed March 29 (Good Friday).

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>