

Blues Brief

For hospitals and facilities

Blue Cross and BCN receive high Medicare Star Ratings from CMS again this year

The Centers for Medicare & Medicaid Services recently announced its 2024 Medicare Star Ratings — and Blue Cross Blue Shield of Michigan achieved strong results. Both our BCN AdvantageSM HMO plan and our Medicare Plus BlueSM PPO plan captured 4-Star ratings, making our plans once again among the highest-rated in the country. Read more:

- Page 1 of the January–February 2024 *BCN Provider News*
- November 2023 issue of *The Record*

Reminder: Changes coming to prior authorization, case management functions for behavioral health

Starting Jan. 1, 2024, Blue Cross and BCN will consolidate the prior authorization and case management functions for behavioral health services, including treatment for autism. Read more:

- Page 22 of the January–February 2024 *BCN Provider News*
- December 2023 issue of *The Record*
- *Blue Cross Behavioral Health: Frequently asked questions*

Reminder: Kidney-only transplants require prior authorization through the Human Organ Transplant Program

For dates of service on or after Jan. 1, 2024, hospital transplant financial coordinators must submit prior authorization requests for kidney-only transplants through the e-referral system. Read more:

- Page 49 of the January–February 2024 *BCN Provider News*
- October 2023 issue of *The Record*

Solid organ and bone marrow transplants won't require prior authorization for BCN Advantage members, starting Jan. 1

For dates of service on or after Jan. 1, 2024, transplant procedures won't require prior authorization for BCN Advantage members.

Read more: [Page 48 of the January–February 2024 BCN Provider News](#)

Know guidelines for trauma activation billing and reimbursement

Effective immediately, Blue Cross and BCN won't reimburse providers for trauma activation charges when they're billed outside of the NUBC guidelines on inpatient facility claims. This rule applies to all claims submitted for Blue Cross and BCN commercial members. Read more:

- Page 38 of the January–February 2024 *BCN Provider News*
- November 2023 issue of *The Record*

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*

Holiday office closings

Blue Cross and BCN offices will be closed Dec. 25 through Dec. 26, Dec. 29 through Jan. 1 and Jan. 15 (Martin Luther King Jr. Day).

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 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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Benefit Explainer has new payability limitation for Primary or Secondary Diagnosis PPO MA PPO

On Nov. 20, 2023, we added Primary or Secondary Diagnosis as a new payability limitation to Benefit Explainer. Read more: [December 2023 issue of The Record](#)

Northwood to manage outpatient diabetes supplies for some members, starting Jan. 1 HMO MA HMO MA PPO

Starting Jan. 1, 2024, Northwood Inc., an independent company, will manage outpatient diabetes supplies that are covered under the medical benefit for Medicare Plus BlueSM, BCN commercial and BCN AdvantageSM members. Read more:

- [Page 40 of the November–December 2023 BCN Provider News](#)
- [November 2023 issue of The Record](#)

Reminder: Independent labs must provide advance notice to Blue Cross commercial members before providing noncovered services PPO

Before receiving noncovered services at independent laboratories, Blue Cross commercial members must sign the *Advance Notice of Member Responsibility* form. Prior to having members sign the form, be sure to familiarize yourself with the requirements under our *Clinical Laboratory Agreement*. Read more: [November 2023 issue of The Record](#)

Reminder: Include preadmission testing services on inpatient claim PPO

Blue Cross Blue Shield of Michigan payment policy requires that health care providers include all preadmission testing services, rendered up to seven days prior to admission, on the inpatient claim. Read more: [October 2023 issue of The Record](#)

Facilities must submit appeals within required time frames

We reinstated the time frames for submitting appeals for nonapproved prior authorization requests on July 1, after waiving those time frames during the COVID-19 public health emergency. Read more:

- [Page 45 of the January–February 2024 BCN Provider News](#)
- [November 2023 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.

*Blue Cross Blue Shield of Michigan doesn'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