

Michigan Revenue Cycle Association

Blue Cross Blue Shield of Michigan and Blue Care Network Update

September 20, 2019

- Blue Cross and BCN news of note
- Blue Cross and BCN - important provider news articles
- Provider training
- Clinical editing
- BCBSM Mobile App

- Provider consultant role
 - Include the inquiry number if you are forwarding claims questions to provider consultants
 - [BCN and BCBSM Provider Resource Guides](#)
- Make sure you are using the most current forms
- [BCN and Medicare Advantage PPO physical therapy categorization to be combined Feb. 2020](#)
- *Northwood has contracted with BCBSM to handle DME and P&O for fully insured commercial PPO customers effective May 1, 2020 (web-DENIS message 8/26/19)*

September *Record*:

- [We're making changes to increase security on Provider Secured Services, effective Sept. 12](#)
- [How to request prior authorization through New Directions for behavioral health, substance abuse benefits for State of Michigan enrollees](#)
- [Inflectra to be preferred infliximab product for adult commercial PPO members, beginning Nov. 1](#)
- [Auditing will begin Sept. 1 for Medicare Plus Blue's reimbursed diagnosis-related group claims](#)
- [Oncology management program for MA plans begins in January](#)

August *Record*:

- [Reminder: Providing services to patients in an out-of-state MA PPO plan](#)
- [State of Michigan group to carve in behavioral health and substance use disorder services](#)
- [We're making changes to the Medicare Advantage SNF post-payment audit, recovery process](#)
 - [NaviHealth Patient Driven Payment Model \(PDPM\) Information and Resources for Provider Partners](#)

July *Record*:

- [Comprehensive lists of requirements for medical specialty drugs and pharmacy benefit drugs available](#)
- [Inpatient lumbar spinal fusion procedures require two authorizations](#)
- [Reminder: Indicating that services are related to auto accidents on claims](#)

September/October *BCN Provider News*


- [How can we improve our online tools? \(page 4\) Survey Link](#)
- [Blue Care Network offers new University of Michigan student health plan \(page 6\)](#)
- [Michigan board-certified behavior analysts must be licensed starting Jan. 7, 2020, to be reimbursed by BCN and Blue Cross \(page 23\)](#)
- [Updates to BCN referral and authorization requirements documents \(page 28\)](#)

- Provider training initiative – training webinars and tools
 - Speak to your provider consultant if you have training ideas
- Offerings in *The Record* and *BCN Provider News*
- [Sign up for additional training webinars](#)

Date	Course	Provider Type
Tuesday, September 24 10 to 11 a.m.	Blues 201 – AIM Specialty Health®	All
Thursday, September 26 1:30 to 2:30 p.m.	Blues 201 – AIM Specialty Health®	All
Thursday, October 24 9 to 10 a.m.	AIM Specialty Health® – Medicare Advantage Medical Oncology	Specialty – Oncology
Wednesday, November 6 12 to 1 p.m.	AIM Specialty Health® – Medicare Advantage Medical Oncology	Specialty – Oncology
Thursday, November 7 10 to 11:30 a.m.	Blues 101 – Understanding the Basics	All
Wednesday, November 13 3 to 4:30 p.m.	Blues 101 – Understanding the Basics	All
Thursday, November 21 9 to 10 a.m.	AIM Specialty Health® – Medicare Advantage Medical Oncology	Specialty – Oncology

Clinical editing update

- [Clinical Editing Appeal Form](#)
- For all lines of business
- Provider Inquiry departments should be able to give logic
- Use resources to determine whether to appeal or resubmit
 - [BCN EX Codes](#)
 - [Blue Cross PPO EX Codes](#)
 - Medicare Plus Blue - EOP codes 852 and 870
- Submit all necessary documentation with the appeal.
- Fax one appeal in a separate fax; not more than one in a single fax.



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Clinical Editing Appeal Form

For BCN HMOSM (commercial), BCN AdvantageSM Blue Cross PPO (commercial) and Blue Cross Medicare Plus BlueSM PPO

Please do not staple attachments.

1. Date submitted:

/ /

2. Check the box to indicate the appropriate line of business and refer to the associated information:

<input type="checkbox"/> BCN HMO (commercial) / BCN Advantage <small>Use this form <u>only</u> when appealing a clinical editing denial decision for one of the BCN EOP codes. Click here re. accessing the BCN codes list.</small>	<input type="checkbox"/> Medicare Plus Blue PPO <small>Use this form <u>only</u> when appealing a clinical editing denial decision for EOP codes 852 and 870.</small>	<input type="checkbox"/> Blue Cross PPO (commercial) <small>Use this form <u>only</u> when appealing a clinical editing denial decision for PPO EOP codes. Click here re. accessing the PPO codes list.</small>
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* The date the appeal is postmarked or faxed must be within 180 days of the date on the original remittance advice with the original clinical editing denial on it. Appeals dated after the 180 days will be denied.

* **Indicates REQUIRED fields.** Additional information will facilitate processing of the appeal, but **if any required information is missing, the appeal will be returned as incomplete.** Please TYPE the information within the defined fields.

3. Individual provider name:		4. *Individual provider NPI:	
5. *Member name:			
6. *Member contract number:		7. Suffix:	
8. *Date of service:		9. *Claim number (ONLY ONE claim per form):	
10a. *1st (or only) procedure code being appealed:		10b. *Explanation (EX) code:	
11a. 2nd procedure code being appealed (as applicable):		11b. Explanation (EX) code:	
12a. 3rd procedure code being appealed (as applicable):		12b. Explanation (EX) code:	
13. *Appeal submitted by:		14. *Phone #: ()	
15. *Address to send the response to:			
16. Reason/rationale for appeal: (Either document this here or indicate in a letter included with this submission.)			
17. Please provide supporting documentation, including, for example: <ul style="list-style-type: none"> Chart or office notes, when the code being appealed refers to an office visit or a service provided in the office Operative notes or surgery reports, when the procedure code being appealed refers to a surgery X-ray reports, when an X-ray is being appealed Lab or pathology reports, when a laboratory or pathology service is being appealed Other clinical documentation related to the procedure being appealed 			

Submit this completed form along with other documentation in one of the following ways:

BY MAIL (all lines of business)	BY FAX IMPORTANT: Fax only <u>one</u> appeal at a time.		
Clinical Editing Appeals Mail Code G820 Blue Care Network 611 Cascade West Parkway, SE	BCN HMO / BCN Advantage FAX: 1-877-284-2882	Blue Cross Medicare Plus Blue FAX: 1-866-526-7179	Blue Cross PPO FAX: 1-866-392-7191 (Questions? Call 1-800-344-8525

Mobile app supplies order form

Help members share their Blue Cross ID cards through our mobile app

Do you have patients who forget their member ID cards? Or have questions about their coverage, deductible or copays? When your office needs a copy of the ID card for your records, tell patients to download the **BCBSM mobile app**. It connects members securely to the health plan info on their **bcbsm.com** accounts for Blue Cross Blue Shield of Michigan or Blue Care Network.

Members can download the BCBSM mobile app from the App Store® or Google Play™ onto one of these devices:

- iPhone® or iPad® using iOS 10.0 or better
- smartphone or tablet using Android™ version 5.0 or better

How patients can share their virtual member ID card

Patients can share their member ID card from the mobile app. They'll need to know their login ID and password they created when they downloaded the app. Here's how to help the member share it with you.

Tell them to:

1. Log in to the app
2. Click on ID Card icon.
3. After the card launches, selected the "share" icon at the right side of the screen.
4. Tap the phone's sharing menu icon.
5. A new email message will open with a PDF of their ID card attached.
6. Enter recipient's information and click send.



Mobile app supplies order form

Encourage your patients to put their health plan information at their fingertips with the Blue Cross mobile app.

Get started by ordering our mobile app kit. It includes items that let your patients know how our app can help them save time at your office. The kit includes a cover letter to share with your team and the following items:



Postcards for members.

A stand to hold the postcards.

Postcard and poster content you receive may vary slightly from the images shown here.



A poster for your office.

ORDER YOUR KIT TODAY.

Postcards and posters can be ordered separately in any quantity for your lobby or exam rooms.

Item	Quantity
Full kit (CK 14245) Includes: Cover letter, 100 postcards, acrylic stand and one poster.	
Postcards (OD 16268)	
Office poster (OD 16289)	

Let us know the quantities of items you need here.

IMPORTANT: We can't ship your order to a P.O. box. Add your complete shipping address below. Your supplies will arrive by UPS. Fax your order to: 1-866-306-0555.

Cost center 11720

Provider name:

Shipping address:

City: State: ZIP code:

JULY 2019

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For any changes that will affect you, check the following:

- web-DENIS messages (check daily/weekly)
- *The Record* (monthly)
- *BCN Provider News* (bi-monthly)

You should know how to use these tools:

- web-DENIS (eligibility, claims, Blue Cross prior authorizations)
- **ereferrals.bcbsm.com**
- e-referral program
- Blue Cross provider manual and medical/payment policies
- Third-party vendors (AIM, eviCore)
- Others as needed...