

Our [dedicated provider training site](#)* gives you easy access to recorded webinars, videos, eLearning modules and other training resources. Some of the resources below are located on the training site. Click [here](#) for instructions to register and log in.

Task	Training and resources	Notes
<p>Working with Blue Cross Blue Shield of Michigan and Blue Care Network: Foundation</p>	<ul style="list-style-type: none"> • Sign up for our provider portal through Availity Essentials to access tools and references for working with Blue Cross and BCN. • <i>New provider guide</i> — Follow the steps below to access: <ol style="list-style-type: none"> 1. Log in to our provider portal (availability.com*). 2. Click <i>Payer Spaces</i> on the menu bar. 3. Click the BCBSM and BCN logo. 4. Click <i>Secure Provider Resources (Blue Cross and BCN)</i> under the Resources tab. 5. Find the document in the Easy Access section. • Blue Cross 101 curriculum is found on the Blue Cross Blue Shield of Michigan provider training website*. Search with the keyword “101” to locate: <ul style="list-style-type: none"> ○ Narrated presentations about basic topics ○ Downloadable copies of the presentation slides 	<p>As a best practice, we recommend providers and staff sign up for the provider portal and complete the provider training during the enrollment process.</p>

*While we recommend this website and we’re responsible for the Blue Cross Blue Shield of Michigan and Blue Care Network content on it, we don’t own or control this website.

**Requires sign on to our provider portal

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<p>Getting enrolled, accessing our provider portal and online tools</p>	<ul style="list-style-type: none"> • <i>New provider guide</i>** (see access instructions on page 1 of this document): <ul style="list-style-type: none"> ○ Get Credentialed: Page 1 ○ Sign up for our provider portal: Page 2 • The <i>Provider Enrollment and Signing up for Online Tools</i> sections in the Blue Cross 101 curriculum. • Enrollment Helpful Hints for behavioral health providers, you should also watch the video that helps summarize the tips. • Behavioral Health Eligibility and Type Grid: use this document to verify eligibility and find the contract type for each network. • Required Document Checklist describes the information you will need to gather to complete the enrollment. • Provider Enrollment and Change Self-Service User Guide gives step-by-step instructions for using the system. • Provider Enrollment and Change Self-Service video series shows how to use the tool on the provider training website*. <ul style="list-style-type: none"> ○ Type “provider enrollment” in the upper right search box. ○ Click the Courses tab and then select Provider Enrollment and Change Self-service tool. 	<p>Please review all documents in this section prior to enrolling.</p> <p>Contact the provider enrollment team if experiencing issues. Have your NPI, Tax ID or Social Security number ready before calling. They are open 8 a.m. to 4 p.m., Monday through Friday: 1-800-822-2761.</p>
<p>Access tools and reference documents our provider portal</p>	<p>Log in to our provider portal (availity.com*) and open the <i>Secure Provider Resources</i>. This web page contains the reference documents, job aids, alerts and links to more information for all topics:</p> <ol style="list-style-type: none"> 1. Click <i>Payer Spaces</i> on the menu bar and select the BCBSM and BCN logo. 2. Click the <i>Resources</i> tab. 3. Select <i>Secure Provider Resources (Blue Cross and BCN)</i>. 	<p>As a best practice, we recommend you check the heart next to <i>Secure Provider Resources</i> on the portal to add as a favorite.</p>

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<p>Working with claims</p>	<ul style="list-style-type: none"> • Sign up for Electronic Data Interchange to exchange information like claims, electronic enrollment and patient eligibility. • Use the electronic funds transfer and online voucher program. • Use our provider portal (availity.com*) to check claims status, appeal status and vouchers. • For claim-specific information log in to the provider portal (availity.com*) <i>Secure Provider Resources</i> pages: <ul style="list-style-type: none"> ○ Publications > Manuals: all provider manuals include a claims-specific chapter for your review ○ Member Care > Behavioral Health <ul style="list-style-type: none"> ▪ Requirements for providing behavioral health resources to Blue Cross commercial members ▪ Requirements for providing behavioral health services to BCN members ○ Fee Schedules <ul style="list-style-type: none"> ▪ Professional Fee Schedules > TRUST PPO Fee Schedules ▪ BCN Fee Schedules > Behavioral Health Fee Schedule ○ Billing and Claims > Claims > Claims troubleshooting • Training on the provider training website*: search with the keyword “claims” to locate recorded webinars about basics, troubleshooting and appeals. 	<p>Submitting, troubleshooting and appealing claims</p> <p>Supervision and modifier information can be found here.</p> <p>Please reference participation agreements specific to your provider type when using the fee schedules.</p>

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<p>Checking benefits and eligibility</p>	<ul style="list-style-type: none"> • Use our provider portal (availability.com*) to verify patient benefits and eligibility. • Carve out list for patients whose mental health and substance use disorders benefits are not managed by Lucet (formerly New Directions Behavioral Health): reference this list when checking individual patient’s benefits and eligibility. • Use the <i>Help & Training > Find Help</i> search on our provider portal (availability.com*) for directions on using the system. • e-Learning module 1 on the provider training website*. Search with the keyword “e-referral” to locate: <i>e-referral tutorials</i>. 	<p>Be sure to verify every patient’s benefits, eligibility and confirm you are in network for the patient’s specific plan</p>
<p>Submitting requests for prior authorization</p>	<ul style="list-style-type: none"> • Open the Behavioral health section of the Care Management and Utilization Management overview on ereferrals.bcbsm.com. • Reference the Behavioral Health and Autism pages on ereferrals.bcbsm.com for details about prior authorization requests: <ul style="list-style-type: none"> ○ BCN members ○ Blue Cross members • <i>New provider guide</i>** (see access instructions on page 1 of this document) • Behavioral Health e-referral User Guide • e-referral eLearning modules – Access through the provider training website*. Search with the keyword “e-referral” to locate: <i>e-referral tutorials</i>. 	

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Telemedicine	<ul style="list-style-type: none"> • Telehealth for behavioral health providers • Medical Policy Router Search on the provider portal (availability.com*): Provider Resources > Billing and Claims > Medical Policy • Provider Resources with behavioral health telemedicine references on the provider portal (availability.com*) <i>Secure Provider Resources</i> > Billing and Claims: <ul style="list-style-type: none"> ○ BCN and BCN Advantage ○ Codes and Criteria ○ Telehealth • Behavioral Health sections on ereferrals.bcbsm.com: <ul style="list-style-type: none"> ○ BCN ○ Blue Cross 	

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<p>Additional support</p>	<ul style="list-style-type: none"> • Provider Resources section of the provider portal (availity.com*): <ul style="list-style-type: none"> ○ Provider manuals have chapters specific to behavioral health. ○ Read previously published provider newsletters. ○ Member Care pages with behavioral health resources: <ul style="list-style-type: none"> ○ Autism ○ Behavioral Health • Sign up to receive newsletters as they are published. New webinars and self-paced training opportunities are announced in the newsletters: <ul style="list-style-type: none"> ○ <i>The Record</i> ○ <i>BCN Provider News</i> ○ <i>Blues Brief for behavioral health providers</i> • Use our automated interactive voice response system for claims, benefit and cost-share information. If you need more information, you can transfer to a customer service representative 8 a.m. to noon and 1 p.m. to 5 p.m. Monday through Friday. The automated system is available anytime: Physicians and professionals: 1-800-344-8525. Read the September 2017 article in <i>The Record</i> for tips on using the voice response system. 	<p>Provider Inquiry information is included in the Blue Cross and BCN contact information.</p>

To request access to the provider training site:

1. [Click here to register](#)*
2. Register with the same email you use to communicate with Blue Cross for provider-related needs. This will become your login ID.

If you need assistance creating your login ID or navigating the site, email ProviderTraining@bcbsm.com.

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