

Blue Cross Blue Shield of Michigan and Blue Care Network offer provider training, communications and website resources for chiropractors and their staff. This document serves as a guide with recommended resources to help you work more efficiently with Blue Cross and BCN.

Task	Resources	Notes
<p>Communications and website resources</p>	<p>Sign up for Blue Cross and BCN provider newsletters Stay informed about Blue Cross and BCN’s policies and programs by subscribing to Blue Cross and BCN provider newsletters. You’ll find information on billing, referral and authorization requirements and more. Peruse the provider newsletters.</p> <p>bcbsm.com/providers Blue Cross and BCN’s main public website for providers, bcbsm.com/providers, has the information you need for enrollment and changing your information with us, including a New Provider Guide. The Contact Us section under Help, provides access to Blue Cross and BCN contacts you may need.</p> <p>ereferrals.bcbsm.com website Blue Cross and BCN’s ereferrals.bcbsm.com website helps you manage patient care with documents on prior authorization and referral requirements, forms and other information on utilization management programs. <i>TIP:</i> Within this website this information is of particular interest to chiropractors: Chiropractic Services for BCN and BCN Advantage <i>TIP:</i> There are also pages with information related to care management, PT, OT, ST and physical medicine services:</p> <ul style="list-style-type: none"> • Care management and utilization management programs: Overview for providers (bcbsm.com) • BCN - PT, OT and ST, and physical medicine services by chiropractors and athletic trainers: For prior authorization determinations (bcbsm.com) <p>Provider Resources website Blue Cross and BCN have a Provider Resources website within the Blue Cross and BCN provider portal. See the provider portal section for more information and instructions on finding it.</p>	<p>Providers have access to documents and website pages with resources related to claims, medical records, and other important topics related to their role.</p>

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.

*Requires sign on to our provider portal. 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.

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Provider training	<p>Looking for a specific course? Search by key word or title. When it comes to claims and coding, here are just a few suggested courses available:</p> <ul style="list-style-type: none"> • Risk adjustment: ICD-10-CM coding and documentation e-learning • October 2024 Lunch & Learn: ICD-10-CM Updates presentation • May 2024 Lunch & Learn: Medical record documentation and M.E.A.T. presentation • Claims troubleshooting presentation <p>How to access provider training To access the training site, follow these steps:</p> <ol style="list-style-type: none"> 1. Log in to the provider portal at availability.com.* 2. Click on <i>Payer Spaces</i> on the menu bar and then click on the BCBSM and BCN logo. 3. Under <i>Applications</i>, click on the <i>Provider Training Site</i> tile. 4. Click on <i>Submit</i> on the <i>Select an Organization</i> page. 5. Existing users who used the same email address as their provider portal profile email will be directed to the training site. If you used a different email address, contact ProviderTraining@bcbsm.com to update your profile. <p>For more information about using the provider training website, contact the provider training team at ProviderTraining@bcbsm.com. Those who don't have a provider portal account can directly access the training through the Provider training website.</p>	<p>The goal of our provider training site is to enhance the training experience for health care providers and staff. Check out the dashboard regularly for announcements as we add more courses, including mini modules for those short on time. We have courses and recorded webinars organized by categories such as <i>Claims, Medical record documentation and coding, Patient experience</i> and more.</p>

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<p>Access tools and reference documents on our provider portal</p>	<p>Log in to our provider portal (availity.com*).</p> <p><i>To check member information or status a claim, click Patient Registration or Claims & Payments on the menu bar.</i></p> <ol style="list-style-type: none"> 1. <i>To find our provider applications, click Payer Spaces on the menu bar and then click the BCBSM and BCN logo.</i> 2. <i>To find the Provider Resources website, click the Resources tab and then click Secure Provider Resources (Blue Cross and BCN).</i> <p>TIP: Within the Provider Resources website, this information is of particular interest to chiropractors:</p> <ul style="list-style-type: none"> • The Blue Cross Commercial Provider Manual has a Chiropractic Services chapter. Find it under Publications > Manuals > Blue Cross commercial > scroll down to Services – Physicians and Professionals. • Helpful billing information is also available in the <i>Billing and Claims</i> section. Click <i>Claims</i> to find: <ul style="list-style-type: none"> ○ Claims troubleshooting ○ Filing replacement and void claims ○ Locating a voucher or remittance advice online ○ Submitting medical records through Availity Essentials 	<p>You can check member eligibility and benefits, the status of claims and prior authorization requirements through the Blue Cross and BCN provider portal. You can also access Blue Cross- and BCN-specific provider applications, like our Provider Training website and view our Provider Resources website within our Payer Space to find our provider manuals, alerts and much more.</p>

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