

For physician offices

Practice caution with requests for patient information

Our Corporate and Financial Investigations Unit has been made aware of provider offices receiving fraudulent requests for patient information, provider NPI numbers and provider signatures. Read more:

- Page 1 of the May–June 2024 *BCN Provider News*
- May 2024 issue of *The Record*

Register now for our Behavioral Health Summit

Behavioral health providers and billers are invited to our upcoming Behavioral Health Summit to be held in person on Thursday, May 9, and Thursday, June 6, and virtually Thursday, Aug. 8. Read more:

- Page 15 of the May–June 2024 *BCN Provider News*
- May 2024 issue of *The Record*

Confirm data every 90 days, attest in CAQH every 120 days

Have you confirmed your data within the past 90 days and attested in CAQH within the past 120 days? Health care providers are required to confirm the following data elements every 90 days: name, specialty, address, phone number and digital contact information. Providers are also required to re-attest every 120 days for all other data elements, including credentialing, licensing and demographics.

Read more: [Page 2 of the May–June 2024 *BCN Provider News*](#)

Clinical editing policies updated

To ensure correct coding and payment accuracy, we're sharing information about forthcoming payment policy updates, new policies and coding reminders. Read more: [May 2024 issue of *The Record*](#)



Reminder: Register for virtual provider symposium sessions

This year's virtual provider symposiums focusing on quality measures, documentation and coding guidelines will start in May. Read more:

- Page 3 of the May–June 2024 *BCN Provider News*
- May 2024 issue of *The Record*

Prior authorization requirements changing for musculoskeletal pain management, spinal procedure codes

For dates of service on or after June 3, 2024, we're adding prior authorization requirements for several pain management and spinal procedure codes that are managed through TurningPoint Healthcare Solution's Musculoskeletal Surgical Quality and Safety Management program.

Read more:

- Page 33 of the May–June 2024 *BCN Provider News*
- May 2024 issue of *The Record*

TurningPoint Healthcare Solutions LLC is an independent company that manages prior authorizations for musculoskeletal surgical and other related procedures for Blue Cross Blue Shield of Michigan and Blue Care Network.





Reminder: Supporting documentation required for certain claim types

Specific documentation should be attached to the *Medical Record Routing Form* when billing certain claim types for Blue Cross commercial (non-Medicare) members. The form is used to submit required documentation for a previously submitted claim or to link required documentation to an electronically submitted original claim.

The *Medical Record Routing* form should **not** be used for secondary claims and timely filing requests. Read more: [May 2024 issue of *The Record*](#)

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

For physician offices

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Register now for Prior Authorization Programs with Carelon webinar

Provider office personnel responsible for obtaining prior authorizations are encouraged to register now for a webinar about the Blue Cross Blue Shield of Michigan's utilization management program partnered with Carelon Medical Benefits Management (formerly AIM Specialty Health).

Read more:

- Page 5 of the May–June 2024 *BCN Provider News*
- May 2024 issue of *The Record*

Carelon Medical Benefits Management is an independent company that contracts with Blue Cross Blue Shield of Michigan and Blue Care Network to manage prior authorizations for select services.

Check out Quality Minute

Quality Minute is an ongoing series of quick tips designed to be read in 60 seconds or less and provide your practice with information about performance in key areas.

Medicare wellness visits

Read more:

- Page 10 of the May–June 2024 *BCN Provider News*
- May 2024 issue of *The Record*

The importance of medication review with every patient at every visit

Read more: Page 27 of the May–June 2024 *BCN Provider News*

Cost, side effects, and barriers to pharmacy pick up may impact medication adherence

Read more: Page 27 of the May–June 2024 *BCN Provider News*

Holiday office closings

Blue Cross and BCN offices will be closed May 27 (Memorial Day).

Training updates

New on-demand training available:

Check out our latest learning opportunities

Read more:

- Page 7 of the May–June 2024 *BCN Provider News*
- April 2024 issue of *The Record*

Webinars for physicians, coders focus on risk adjustment, coding

Read more:

- Page 8 of the May–June 2024 *BCN Provider News*
- May 2024 issue of *The Record*

Register now for the virtual series: Equitable Care for Older Adults

Read more: May 2024 issue of *The Record*

Clinical editing billing tips





In most *BCN Provider News* issues, we publish clinical editing billing tips. This helps ensure that Blue Care Network pays your claims accurately and the performed procedure is correctly reported to us. To see the latest issue's tips, read more: Page 29 of the May–June 2024 *BCN Provider News*

Reminder: Providers can reach East, Mid and Southeast provider consultants via email box

We make it easy for you to reach a provider consultant when you need to escalate a provider inquiry. Providers in the East, Mid and Southeast regions can contact us at petcontactus@bcbsm.com. Your issue will be assigned to a provider consultant, and you'll receive status updates as your issue is resolved. Read more:

- Page 6 of the May–June 2022 *BCN Provider News*
- May 2022 issue of *The Record*

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Key:  Blue Care Network commercial  Blue Cross commercial  BCN AdvantageSM  Medicare Plus BlueSM