

For hospitals and facilities

Submitting appeals and peer-to-peer review requests in e-referral for inpatient hospital admission denials

Inpatient hospital providers can now submit requests for appeals and peer-to-peer reviews when an admission has been denied. This process is similar to the referral portal submission process already in place for initial authorization requests. For hospitals that don't currently have the ability to submit appeals or peer-to-peer requests through e-referral, questionnaires will be available for any denial decisions made on or after April 1, 2024.

Read more: [March 2024 issue of *The Record*](#)

Get easy access to information about our care management and utilization management programs

Bookmark the [Care management and utilization management programs: Overview for providers PDF](#) in your internet browser to make it faster and easier to access the most up-to-date information about these programs. Read more:

- [Page 12 of the March–April 2024 *BCN Provider News*](#)
- [March 2024 issue of *The Record*](#)

Starting in March, we'll no longer attach approval letters to Blue Cross commercial inpatient authorizations

Starting March 2024, Blue Cross Blue Shield of Michigan will no longer attach formal approval letters to inpatient authorizations in the e-referral system for our Blue Cross commercial members. Approval notifications for these requests will still be available through the *Case Communication* field in the e-referral system, as they are today. Read more: [March 2024 issue of *The Record*](#)

Additional features available for uploading medical records electronically

Health care providers can now receive requests for medical records and send them to us through our provider portal, *Availity® Essentials*. Read more:

- [Page 41 of the January–February 2024 *BCN Provider News*](#)
- [January 2024 issue of *The Record*](#)

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.

NaviHealth has changed its name to Home & Community Care

As of Jan. 1, 2024, naviHealth, Inc., changed its name to Home & Community Care. This is a change only to the naviHealth name. Read more: [February 2024 issue of *The Record*](#)

Home & Community Care, formerly known as naviHealth Inc., is an independent company that manages prior authorizations for post-acute care services and select care management services for Blue Cross Blue Shield of Michigan and Blue Care Network members who have Medicare Advantage plans.

Have you subscribed to Provider Alerts Weekly?

Provider alerts offer you information you need to know between newsletters. In response to research, last September we launched the option to subscribe to a weekly email called *Provider Alerts Weekly*.

Read more:





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Holiday office closings

Blue Cross and BCN offices will be closed March 29 (Good Friday) and Memorial Day (May 27).

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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 hospitals and facilities

Continued from front page

Continuity of care arrangements are expanded to Medicare Advantage members



On Jan. 1, 2024, Blue Cross Blue Shield of Michigan and Blue Care Network expanded continuity of care arrangements to accommodate our Medicare Advantage (Medicare Plus BlueSM and BCN AdvantageSM) members. Read more: [March 2024 issue of *The Record*](#)

We're no longer mailing some letters related to Medicare Advantage inpatient admissions



As of Jan. 17, 2024, we're no longer using the U.S. mail service to send some letters related to acute medical or surgical inpatient admissions for our Medicare Advantage (Medicare Plus BlueSM and BCN AdvantageSM) members.

We're now sending these letters to facilities by eFax or through the *Case Communication* field in the e-referral system. Read more: [March 2024 issue of *The Record*](#)

Blue Cross payment policy won't allow separate and distinct modifiers to bypass bundling claim edits

In support of correct coding and payment accuracy, the Blue Cross Blue Shield of Michigan payment policy will no longer allow separate and distinct modifiers to bypass bundling claim edits for select services. Read more: [March 2024 issue of *The Record*](#)

Blue Cross goes nationwide with fight against sepsis

About 1.7 million people in the U.S. are hospitalized every year with sepsis, a life-threatening condition triggered by infection. The sobering statistics drew the attention of the Office of the Chief Medical Officer at Blue Cross Blue Shield of Michigan and the Hospital Medicine Safety Consortium, one of 20-plus collaborative quality initiatives sponsored by Blue Cross. Read more: [January–February 2024 *Hospital and Physician Update*](#)

Training updates

Register now for 2024 virtual provider symposium sessions

Read more:

- [Page 5 of the March–April 2024 *BCN Provider News*](#)
- [March 2024 issue of *The Record*](#)

Webinars for physicians, coders focus on risk adjustment, coding

Read more:

- [Page 6 of the March–April 2024 *BCN Provider News*](#)
- [March 2024 issue of *The Record*](#)

New on-demand training available

Read more: [March 2024 issue of *The Record*](#)

New training course explains how to submit requests for appeals, peer-to-peer reviews in e-referral





Read more:

- [Page 8 of the March–April 2024 *BCN Provider News*](#)
- [March 2024 issue of *The Record*](#)

New mini-courses available

Read more: [Page 9 of the March–April 2024 *BCN Provider News*](#)

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