

For physician offices

## The latest COVID-19 provider information

**Blue Cross Blue Shield of Michigan and Blue Care Network provide \$0 cost sharing for COVID-19 vaccine coverage**

See the February 2021 issue of *The Record*.

Distribution, coverage, billing and reporting guidelines for authorized COVID-19 vaccines can be found in the **COVID-19 vaccine information for providers** document.

**Additional COVID-19 provider communications can be found here:**

- *Coronavirus (COVID-19) information updates for providers* webpage located within BCBSM Newsletters and Resources or BCN Provider Publications and Resources on web-DENIS
  - [bcbsm.com/coronavirus](https://www.bcbsm.com/coronavirus)
- Click on *Health Care Providers*

## Virtual doctor office visits here to stay

With people continuing to practice social distancing, telemedicine remains a viable option as a substitute for in-person office visits. Read more in a message from Gretchen Goltz, D.O., C.P.E., Blue Cross and BCN medical director, in the *January–February 2021 Hospital and Physician Update*. Dr. Goltz has also conducted training to help providers do an effective virtual physical examination. Read about the training on *Page 7 of the January–February 2021 BCN Provider News*.

## Some reminders about Healthy Blue Living physical exams and qualification form HMO

Each Healthy Blue Living<sup>SM</sup> HMO member is required to visit his or her primary care physician for an exam

within 90 days of enrollment or renewal. Providers can schedule a physical exam for Healthy Blue Living HMO members any time throughout the year. Read more about this and how to bill for this exam on *Page 1 of the January–February 2021 BCN Provider News*.

## AIM to handle prior authorizations for some high-tech radiology services for FEP members PPO

Starting Feb. 1, 2021, AIM Specialty Health<sup>®</sup> will handle select high-tech radiology services for Michigan Blue Cross and Blue Shield Federal Employee Program<sup>®</sup> members receiving services in Michigan. Information about the program can be found on [ereferrals.bcbsm.com](https://ereferrals.bcbsm.com), as well as the February 2021 issue of *The Record*.

## Reminder: Northwood DMEPOS Management Program began Jan. 1 PPO

For more information, see the January 2021 issue of *The Record*, as well as the following documents at [bcbsm.com/providers](https://www.bcbsm.com/providers):

- *Northwood DMEPOS Management Program FAQs*
- *Northwood DMEPOS Management Program Procedure Codes Requiring Prior Authorization*

## 2021 Quality Rewards program announced

Blue Cross and BCN have posted the 2021 Quality Rewards program booklet in the *Resources* section of Health e-Blue<sup>SM</sup>. The Quality Rewards program is Blue Cross and BCN's Performance Recognition Program and Physician Group Incentive Programs combined.

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Articles apply to all lines of business unless noted by the icons below:

**Key:** HMO Blue Care Network commercial PPO Blue Cross commercial MA HMO BCN Advantage<sup>SM</sup> MA PPO Medicare Plus Blue<sup>SM</sup>

For physician offices

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## Sign up for additional training webinars

Provider Experience is continuing its series of training webinars for health care providers and staff. Our next webinar, *Blue Cross 201 – Claims Basics*, starts Feb. 3. Our Autism Overview webinar starts Feb. 4. To see all available dates or register, see [Page 8 of the January–February 2021 BCN Provider News](#) or the February 2021 issue of *The Record*.

## Addressing implicit bias in health care can improve care delivery

In a health care setting, implicit biases can have dangerous consequences. That's why Blue Cross is rolling out implicit bias education to providers over the next two years. It covers such topics as the science of bias, how it influences behaviors and patient outcomes, and how to make efforts to overcome implicit bias. For additional information, see the [February 2021 issue of \*The Record\*](#).

## We've made changes to BCN's Behavioral Health Incentive Program HMO

BCN is making changes to some of the incentive opportunities in the 2021 Behavioral Health Incentive Program.

Log in to Provider Secured Services at [bcbsm.com](http://bcbsm.com) to review the program brochure and flyer for details.

- Go to *BCN Provider Publications and Resources*.
- Click *Behavioral Health* under *Other Resources* in the left-hand navigation.
- The BHIP booklet and program flyer are listed under the *Behavioral Health Incentive Program* heading.

Read more on [Page 19 of the January–February 2021 BCN Provider News](#).

## Date change: CareCentrix to manage MA home health care prior authorizations starting June 1 MA HMO MA PPO

Blue Cross Blue Shield of Michigan has delayed the date when CareCentrix® will begin managing prior authorizations for home health care services for Medicare Plus Blue<sup>SM</sup> and BCN Advantage<sup>SM</sup> members. For episodes of care that start before June 1, 2021, you don't need to submit prior authorization requests for home health care services.

### Rx updates

#### Changes coming to preferred products for drugs covered under the medical benefit for most members

See the [February 2021 issue of \*The Record\*](#) and the upcoming March–April 2021 issue of *BCN Provider News*.

#### Quarterly update: Requirements changed for some commercial medical benefit drugs HMO PPO

See the [February 2021 issue of \*The Record\*](#) and the upcoming March–April 2021 issue of *BCN Provider News*.

#### Some drugs won't be payable when administered by a health care provider to Blue Cross and BCN commercial members HMO PPO

See the [February 2021 issue of \*The Record\*](#) and the upcoming March–April 2021 issue of *BCN Provider News*.

#### For nonpreferred filgrastim products, submit prior authorization requests using NovoLogix® starting in April

See the [February 2021 issue of \*The Record\*](#) and the upcoming March–April 2021 issue of *BCN Provider News*.

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