



February 2009

## New BCN ID card debuts

BCN member ID cards have a new look. The cards are being issued to new BCN members and members requiring replacement cards. All BCN ID cards will be reissued with the new look on or before January 2011. Please see page 9 of the Jan.-Feb. *Network News*.

## Health e-Blue sign-on tips

- List all providers in your office.
- List the users in your office.
- Include the following signatures:
  - For PCP access – PCP or office manager
  - For PCG access – medical director or administrator
- If adding new users to an existing agreement, write “add new users” to the left of the user list.
- Include the Use and Protection Agreement with your application (pages 1-7).
- The individual or company name entered on the Use and Protection Agreement (pages 5-7) must exactly match the practice or office name on the Health e-Blue application.
- The Use and Protection Agreement must be signed by the same individual who signs for the PCP or PCG access and must match the application.
- Each user should log in to the system at least once per month to avoid disablement of the user ID.
- If a user ID becomes disabled, send a request on office letterhead to the Blue Web Help Desk at 248-486-2214 to have the ID re-enabled. Include the name, user ID and signature of the designated signer and the name and ID of the user you wish to re-enable.

## HBL online qualification form

If you submit the Healthy *Blue Living*<sup>SM</sup> qualification form **online**, you will receive a \$40.00 reimbursement from BCN. The electronic qualification form is available on Health e-Blue under *Panel – Healthy Blue Qualification Form*. Some providers recently experienced technical difficulties when trying to complete and submit the form online, but the problem has been corrected. We apologize for the inconvenience.

## 2009 BCN Provider Manual

The 2009 *BCN Provider Manual* is now available on web-DENIS under *BCN Provider Publications and Resources*. Click on the *2009 BCN Provider Manual* link under *What's New*. Some changes for 2009:

- Some charts that were previously in the manual are now linked from within the manual to the Web.
- The *Credentialing and Recredentialing* chapter has been renamed *Affiliation*.
- The former *BlueCaid Provider Manual* is now a chapter within the *BCN Provider Manual*.

Note: The *BCN Provider Manual* is only available online. If you have a CD-ROM or paper copy of the manual in your office, please discard it, as the information is out of date.

For more information, see page 2 of the Jan.-Feb. *Network News*.

## Billing tip

Include both dollars and cents when submitting claims to BCN. If the claim amount does not include cents, add two zeros after the decimal point. Otherwise, our system will process the claim as only cents.

**Example:**

Submitted amount	Amount processed
\$49	\$ .49
\$49.00	\$49.00

## Radiology management program

For the latest information about BCN's Radiology Management Program for high-tech procedures, including the list of procedure codes and their effective dates, go to [e-referrals.bcbsm.com](http://e-referrals.bcbsm.com).

## We're here for you

If you have questions or need assistance, please contact **(Lawrence S. Hayes)**  
**Phone: 248-455-3509**

