



BCN EFT update

Blue Care Network professional claims are now paid by electronic funds transfer to providers who signed up to receive Blue Cross Blue Shield of Michigan claims by EFT. EFT payment is delivered to the same account that was designated for Blue Cross Blue Shield of Michigan EFT claims.

- Remittance advices for BCN electronic fund transfers are available for view by participants every Tuesday afternoon on web-DENIS.
- Electronic fund transfers generally occur each Friday, but we suggest you check with your bank regarding its EFT policy.
- BCN no longer mails paper claim remittance advices to EFT participants.

Home health care prior auth requirement

As a reminder, Blue Care Network requires prior authorization for home health care for UAW Retiree Medical Benefit Trust members. The URMBT group number is 00278806.

Therapy authorization requirement

If a member is having both physical therapy and occupational therapy at the same time, each service (PT and OT) requires a separate authorization.

How are we doing?

If you have not already done so, please help us serve you better by responding to our surveys. We would like to know what you think about the services our Care Management and Provider Servicing staffs provide.

Care Management Survey

https://survey.qualtrics.com/SE/?SID=SV_bDFCb4xt9lkwVve

Provider Servicing Survey

www.surveymonkey.com/s/bcnrep

e-referral update delayed

We previously announced that e-referral was implementing a new self-service password reset feature that would require users on their first login after June 19 to set up a security profile. **This new security feature has been delayed until later this summer.** We will post an update on the e-referral home page once a new implementation date is announced.

To learn how to set up your security profile once the new feature is implemented, look for instructions available now on the e-referral *Training Tools* page under *User Guides*.

Professional claim tracking tool

There's a recent change to the BCN professional claim tracking tool in web-DENIS. When providers click on the *Provider Code* drop-down list, license numbers no longer appear. This drop-down list now only contains Provider Bill PINs. This change substantially reduces the drop-down list and makes it easier and faster to use the tool.

► New features on Health e-Blue

Scroll down to the Resources section on the Health e-BlueSM home page and look under Training Materials for the link to a description of the May 2011 Health e-Blue enhancements. The website upgrades include:

- Improved reporting capabilities
- Healthy *Blue Living*SM qualification form enhancements
- A *Contact Us* quick link at the bottom of the home page that links to our comprehensive *Where to Go for Help* resource.

If you have questions or need assistance, please contact **(name)**

Phone:

E-mail:

► Designates information intended for primary care physicians only.