

BCN BLUES BRIEF

East and Southeast regions



BLUE CARE NETWORK AND BLUE CHOICE AFFILIATED PROVIDER OFFICES AND FACILITY STAFF

June 2009

Provider enrollment system transition

The transition to a new professional provider enrollment system **has been delayed**. You may continue to submit your enrollments or provider data changes to Provider Enrollment and Data Management until further notice. Please watch web-DENIS for updates regarding the date when a system freeze will be implemented.

No change in pap smear billing

Although BCBSM has changed its Pap smear reporting requirements, Blue Care Network is **not** doing so. BCN will continue to accept valid HCPCS and Current Procedural Terminology* codes. For more information, please see Page 35 of the May-June *Network News*.

Clinical editing appeals update

As of May 31, 2009, BCN's Clinical Edit Appeals team was handling appeals dating back to the end of March.

BCN Advantage claims

Because the Centers for Medicare and Medicaid Services funds Medicare Advantage plans based on the health status of the patient, it is important to **include all diagnoses on claims for BCN Advantage members**. For more information, see Page 14 of the May-June *Network News*.

Referral & Clinical Review Program Update

Blue Care Network's Referral and Clinical Review Program has been revised and updated with a new look. The program changes will be effective July 1, 2009. Updated program documents will be available at ereferrals.bcbsm.com by July 1.

Electronic systems: Log in to maintain access

Login to Health e-Blue, web-DENIS and e-referral regularly to prevent password deactivation. Completing at least one transaction or activity monthly on each system will maintain your password. If you need a password reset, call the Web Help Desk at 877-258-3932.

No referrals for diabetic retinopathy exams

PCPs in BCN's East and Southeast regions are no longer required to submit a referral to BCN for a diabetic retinopathy exam when the exam is performed by a contracted BCN provider. Please see Page 9 of the May-June *Network News*.

PRP non-compliance policy

Blue Care Network is finalizing its audit of data submitted on non-compliant members for the 2008 base Physician Recognition Program. Physicians may continue submitting non-compliance data throughout 2008. A decision is pending on continuation of the *Non-compliant Member Policy* for 2009.

Check out e-referral

- √ Visit the e-referral home page at **ereferrals.bcbsm.com**. Recent changes have improved readability and ease of navigation.
- √ The following resources are now available:
 - Behavioral health resources
 - Radiology Management program procedure code information and questionnaires.
 - *BCN Provider Resource Guide*
- √ Take advantage of the new *Need Help* link under the Login button:
 - Hover over the link and the Web Help Desk number will appear.
 - Click on the link to bring up the Web Help Desk number, a link to regional provider servicing contact information and a password reminder.

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If you have questions or need assistance, please contact **(Lawrence S. Hayes)**
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