



May 2010

Use updated clinical editing appeal form

Submit appeals of clinical editing denials to Blue Care Network using the most current *Clinical Editing Appeal Form* dated March 2010. We revised the form to coincide with a system update, and to add new explanation codes and descriptions. Please discard **all** prior versions of the form; using an older version will result in return of your appeal without a review or determination.

The updated form is available on web-DENIS in BCN Provider Publications and Resources > *Forms*. Use of the online form will help ensure submission with the correct EX codes.

If submitting the printed version of the form, please use an original only. Copies cannot be properly scanned, resulting in a delay. Typing the form is recommended whenever possible.

Disable system access

To safeguard protected health information and comply with federal law, health care providers must disable former employees' access to web-DENIS, e-referral and Health e-BlueSM. As an alternative, you may request that the Blues transfer access to an employee's replacement.

Here's what to do:

- To disable the user ID:
 - Call the Web Support Help Desk at 1-877-258-3932. Have the former employee's name and user ID available.
- To have the ID transferred to another employee:
 - Fax a request on your organization's letterhead to 1-800-495-0812. Include the former employee's name and user ID.

Sign up for provider newsletter

Blue Care Network's provider newsletter, *BCN Provider News*, is available exclusively as an electronic publication. To view the current issue and register to receive an e-mail with a link to each new issue when it is available online, go to MiBCN.com/providernewsbcn.

Provider enrollment web pages

The Blues are making our web-based enrollment and change processes easier. We've made user-friendly enhancements to the provider enrollment navigation screens at

bcbsm.com/providers/enrollment and plan more enhancements later this year. For more information, please see Page 2 of the May-June *BCN Provider News*. If you have questions about using the new enrollment pages, contact your provider representative for assistance.

Bariatric surgery requirements

All referrals for bariatric surgery require clinical review and approval by Blue Care Network. **BCN no longer requires members to select a hospital with a Blue Distinction (formerly Center of Excellence) designation for bariatric surgery.**

For more information, please visit miBCN.com > I am a member > where you can go for care, then click on the link to the member's plan type.

Provider Resource Guide

Blue Care Network's handy *Provider Resource Guide* provides easy access to BCN contact information. Content is updated as needed, so that the most current information is always available.

We recently updated the guide to correct an error in the address for the East Region Provider Servicing office. The correct address is:

Mail Code B258
4520 Linden Creek Parkway, Suite A
Flint, MI 48507-2969

The *Provider Resource Guide* is available at e-referrals.bcbsm.com under *Additional Resources* and on web-DENIS in BCN Provider Publications and Resources.

If you have questions or need assistance, please contact **Christina Healy-Caldwell**
Phone: 734-332-2949

E-mail: chealy@bcbsm.com

Blue Care Network will be closed May 31 in observance of Memorial Day.