



Michigan Medical Billers Association

Blue Cross Blue Shield of Michigan and Blue Care Network Behavioral Health Updates


September 18, 2025

Blue Cross Blue Shield of Michigan and Blue Care Network are nonprofit corporations and independent licensees of the Blue Cross and Blue Shield Association.




Topics


- Contacting us with questions
- New telemedicine codes
- Autism resources
- Common errors we see from behavioral health providers


Blue Cross
Blue Shield
Blue Care Network
of Michigan

Contacting us with questions




Blue Cross Blue Shield of Michigan and Blue Care Network are nonprofit corporations and independent licensees of the Blue Cross and Blue Shield Association.


Blue Cross
Blue Shield
Blue Care Network
of Michigan

Provider Help Center

bcbsm.com/providers – Help
<https://www.bcbsm.com/providers/help/>


Blue Cross
Blue Shield
Blue Care Network
of Michigan

INDIVIDUALS MEDICARE EMPLOYERS PROVIDERS AGENTS SEARCH LOGIN

Overview Enrollment Resources Newsletters **Help**

For Providers: Help Center

Find the answers you're looking for. Choose a topic to get started.

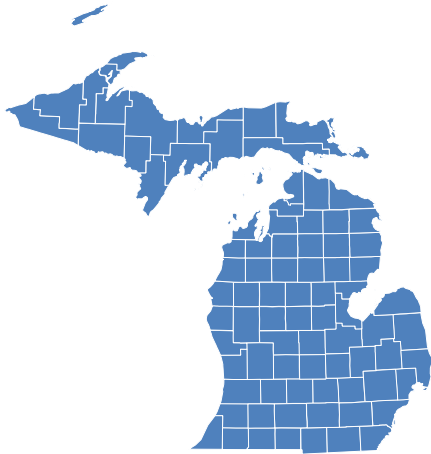
Select a topic
Select a topic
Provider online tools
Pharmacy services
Enrollment
Provider Data Management
Medicare Advantage
Patient care management

Still have questions? [Contact us.](#)

How do I register for provider web tools or update my accounts? →
Learn how to register for provider tools, add members to your account or edit access for existing members.

What's Health e-Blue? →
Learn about Health e-Blue, a way to track and share information about patient health.

First point of contact



Remember to contact Provider Inquiry Operations at the appropriate numbers indicated below [first](#):

Blue Cross Blue Shield of Michigan

- Michigan physicians and other professional providers: 1-800-344-8525
- Michigan hospital and facility providers: 1-800-249-5103
- Hospital and facility providers outside of Michigan: 1-800-676-2583
- Providers outside of Michigan (BlueCard): 1-800-676-2583

Blue Care Network

- Professional providers: 1-800-344-8525
- Ancillary and facility providers: 1-800-249-5103

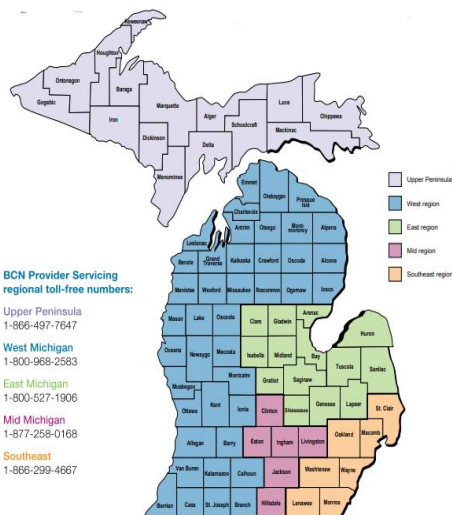
Medicare Plus BlueSM

- Professional and facility providers: 1-866-309-1719

5

Blue Cross Blue Shield of Michigan and Blue Care Network are nonprofit corporations and independent licensees of the Blue Cross and Blue Shield Association.

Next steps



Upper Peninsula and West Regions provider consultant lists

- [Upper Peninsula region professional provider consultant contact list](#)
- [West Michigan region professional provider consultant contact list](#)

East, Mid and Southeast Regions email
PETContactUs@bcbsm.com

6

Blue Cross Blue Shield of Michigan and Blue Care Network are nonprofit corporations and independent licensees of the Blue Cross and Blue Shield Association.

Required information for mailbox inquiry



The information below is required when emailing the PET mailbox:

All inquiries must include:

- Provider name
- Type 1 or Type 2 NPI
- Reference number from your call with Provider Inquiry (call must be within the last 30 days)
- Brief description of your inquiry

Claims inquiries must include:

- Member's name (first and last)
- Member's contract number including the alpha prefix
- Date of service
- Claim number
- Rendering provider's name (first and last)
- Billing NPI
- Billed amount

7

Blue Cross Blue Shield of Michigan and Blue Care Network are nonprofit corporations and independent licensees of the Blue Cross and Blue Shield Association.

Reminder: Provider portal inquiry process



Troubleshooting:

Contact Availity for any issues and concerns you have with the site.

Availity will conduct first-line triage:

- Online
 - Select **Contact Support** in the support community menu bar or on any support community page.
 - On Contact Support page, complete the fields in **Create Case** section and select **Start Case**.
 - Complete the fields on the Contact Support page. Make sure the information is accurate and detailed.
- Call **1-800-282-4548**

If Availity is unable to resolve the issue, they will open a ticket for Blue Cross' internal IT team to review.

Availity® is an independent company that contracts with Blue Cross Blue Shield of Michigan and Blue Care Network to offer provider portal and electronic data interchange services.

8

Blue Cross Blue Shield of Michigan and Blue Care Network are nonprofit corporations and independent licensees of the Blue Cross and Blue Shield Association.

New telemedicine codes



Telemedicine E&M codes

- New E&M Codes effective July 1, 2025
- Use *98000 – *98015
- No longer need modifier 02 or 10
- More information in *The Record*
 - [The Record](#) – April 2025
 - [The Record](#) – June 2025


*CPT Copyright 2024 American Medical Association. All rights reserved. CPT® is a registered trademark of the American Medical Association.



Where are the autism-specific resources?




11 Blue Cross Blue Shield of Michigan and Blue Care Network are nonprofit corporations and independent licensees of the Blue Cross and Blue Shield Association.



Availability

Secure Provider Resources > Member Care > Autism



Provider Resources

Search our site

MEMBER CARE

- Autism
- [Behavioral Health](#)
- [Blue Cross Personalized Medicine](#)
- [Blue Distinction Centers](#)
- [Care Management](#)
- [Clinical Practice Guidelines](#)
- [Clinical Quality](#)
- [Clinical Quality Overview](#)
- [Dental](#)
- [Dental Network Top Sheet](#)
- [Eye To Share](#)
- [HCOV To Share](#)
- [Primary Clinical Resources](#)
- [Contraception](#)
- [Health e-Blue](#)
- [Patient Experience](#)
- [Pharmacy](#)
- [Preventive Benefits](#)
- [MGA](#)

[Home](#) / [Member Care](#) / [Autism](#)

Autism

Starting Jan. 1, 2024, Blue Cross Behavioral HealthSM manages prior authorizations for autism services for Blue Cross Blue Shield of Michigan commercial, Medicare Plus BlueSM, Blue Care Network commercial and BCN AdvantageSM members. For information about this program, see the [Blue Cross Behavioral HealthSM Frequently asked questions for providers](#).

See the following webpages on [enfermala.bcdsm.com](#) for information on prior authorizations, documentation requirements, telemedicine, how to participate as an approved autism evaluation center or other participating provider, and more:

- [Blue Cross Behavioral Health](#)
- [BCN Behavioral Health](#)

To view utilization management resources:

- To view utilization management criteria, go to the [Services That Need Prior Authorization](#) page on [bcdsm.com](#).
- To view Blue Cross and BCN's medical policies, go to the [Medical Policy Reader](#) search webpage on [bcdsm.com](#).

Members can find information about autism coverage on the [Coverage Information for members](#) page of the [bcdsm.com](#) website.

Note: Blue Cross Blue Shield of Michigan and Blue Care Network's autism benefits for commercial members comply with Michigan-mandated coverage. The mandate does not apply to some self-funded employer groups and government programs. Always check member benefits and eligibility.

See below for additional resources.

<ul style="list-style-type: none"> Blue Cross commercial Mental Health and Substance Use Disorder: Utilization Management and Care Management Opt-outs (PDF) Medicare Plus Blue Medicare Plus Blue PPO Provider Manual (PDF) 	<ul style="list-style-type: none"> BCN commercial Behavioral Health chapter (PDF) of the BCN Provider Manual Additional Resources For All Plans Mandate fact sheet (PDF) Autism services: Billing Guidelines and Procedure Codes (PDF) mi.gov/autism for mandate details and treatment guide*
--	---

12 Blue Cross Blue Shield of Michigan and Blue Care Network are nonprofit corporations and independent licensees of the Blue Cross and Blue Shield Association.

e-referral



Autism resources

[Blue Cross and BCN - Behavioral health: For mental health and substance use disorders](#)

Blue Cross Behavioral HealthSM

Makes prior authorization determinations for the following services:

Line of business	Services
Blue Cross commercial — All fully insured groups, select self-funded groups* and all members with individual coverage For exceptions, see the Mental Health and Substance Use Disorder Carve-Out List PDF	<ul style="list-style-type: none"> Outpatient autism services (applied behavior analysis) Outpatient transcranial magnetic stimulation Inpatient, residential or partial hospital programs Inpatient subacute detox
Medicare Plus Blue — All groups and all members with individual coverage	<ul style="list-style-type: none"> Outpatient autism services (ABA) Inpatient or partial hospital programs Inpatient subacute detox
<ul style="list-style-type: none"> BCN commercial — All fully insured groups, select self-funded groups* and all members with individual coverage BCN Advantage — All groups and all members with individual coverage 	<ul style="list-style-type: none"> Outpatient autism services (ABA) Outpatient TMS Inpatient or partial hospital programs Residential programs (BCN commercial only) Inpatient subacute detox

Resources

[Blue Cross Behavioral Health: Frequently asked questions for providers \(PDF\)](#)

Blue Cross commercial

- These pages on [erefererrals.bcbsm.com](#):
 - [Blue Cross Autism Services](#)
 - [Blue Cross Behavioral Health](#)
- These chapters of the *Blue Cross Commercial Provider Manual*:
 - Psychiatric Care Services chapter — "Autism spectrum disorder" section and "Prior authorization" sections
 - Substance Use Disorder Treatment Services chapter

Medicare Plus Blue

- These pages on [erefererrals.bcbsm.com](#):
 - [Blue Cross Autism Services](#)
 - [Blue Cross Behavioral Health](#)
- In the Utilization Management section of the [Medicare Plus Blue PPO Provider Manual](#), look for the subsection titled "Prior authorization of behavioral health services"

BCN commercial and BCN Advantage

- These pages on [erefererrals.bcbsm.com](#):
 - [BCN Autism Services](#)
 - [BCN Behavioral Health](#)
- [Behavioral Health](#) chapter of the *BCN Provider Manual*

13

Blue Cross Blue Shield of Michigan and Blue Care Network are nonprofit corporations and independent licensees of the Blue Cross and Blue Shield Association.

Common errors



Common enrollment and claims errors



1. Not using modifiers for BCN
2. Assuming participation continues no matter where you see patients
3. CAQH attestations
4. Tax ID associated with individual NPI profile
5. Updates to demographic information

15

Blue Cross Blue Shield of Michigan and Blue Care Network are nonprofit corporations and independent licensees of the Blue Cross and Blue Shield Association.

Not using modifiers for BCN



- Modifiers are required for BCN
 - Found on Availability

Procedure Code	Adult Psychiatrist (MD/DO) - AM	Child/Adolescent Psychiatrist (MD/DO) - HA	Licensed Psychologist (PhD/EdD/PsyD) - AH	Social Worker - AJ, and Other Master's - HO	Licensed Behavior Analyst - HO	Nurse Practitioner and Clinical Nurse Specialist - TD	Physician Assistant - HE
----------------	---------------------------------	--	---	---	--------------------------------	---	--------------------------

16

Blue Cross Blue Shield of Michigan and Blue Care Network are nonprofit corporations and independent licensees of the Blue Cross and Blue Shield Association.

BCN/BCN AdvantageSM participation



- Participation is at the group level
 - Blue Cross commercial is at the individual level
- If group has BCN/BCN Advantage contract all affiliated providers automatically participate under that group
- Provider leaves group, the participation does not go with them
- Provider can obtain a Type 2 NPI and be a group of one to obtain BCN/BCN Advantage contracting

17

Blue Cross Blue Shield of Michigan and Blue Care Network are nonprofit corporations and independent licensees of the Blue Cross and Blue Shield Association.

Importance of CAQH attestations



- “I no longer see patients at this location”
 - Be careful when attesting to this
- Why?
 - If this address is the only one associated with a group affiliation you will be terminated from that group
 - If the address is the only address associated with your Type 1 NPI you will be terminated from all networks
- Make sure you are aware of what addresses are associated with the groups you see patients with.
- Even if you never go to that location, attest you see patients at least once a week at the address for the group.

18

Blue Cross Blue Shield of Michigan and Blue Care Network are nonprofit corporations and independent licensees of the Blue Cross and Blue Shield Association.

Changes to demographic information



- Changes to your information
 - Changes to Type 1 Information performed through CAQH
 - *Name*
 - Date of birth
 - SSN
 - Primary address
 - *Specialty/Board certification*
 - Add/End practice locations
 - Changes to Type 2
 - Through Provider Self Service Tool
 - *Group Change Form*
 - How to check what is on file
 - Find a Provider
 - *Call Provider Enrollment and request Provider Profile*

19

Blue Cross Blue Shield of Michigan and Blue Care Network are nonprofit corporations and independent licensees of the Blue Cross and Blue Shield Association.

Implications



- What happens when you don't change your information?
 - Payments go to incorrect provider name and tax ID
 - Payments sent to incorrect address
- Example:
 - Provider Ms. Jones wants to leave ABC BH Associates to open her own practice
 - ABC enrolled Ms. Jones and put their Tax ID name and number under her NPI
 - Ms. Jones begins to see members in her new practice but doesn't receive payment
 - Contacts Provider Inquiry who tells her the payments went to ABC BH Associates
 - Problem: Blue Cross will not make the Tax ID change retroactive, so Ms. Jones has to get 1099 from ABC BH associates

20

Blue Cross Blue Shield of Michigan and Blue Care Network are nonprofit corporations and independent licensees of the Blue Cross and Blue Shield Association.



Blue Cross
Blue Shield
Blue Care Network
of Michigan

Thank
you!

21 Blue Cross Blue Shield of Michigan and Blue Care Network are nonprofit corporations and independent licensees of the Blue Cross and Blue Shield Association.