



Blue Cross
Blue Shield
Blue Care Network
of Michigan

Confidence comes with every card.®



Blue Cross and BCN Provider Systems and Web Resources

Provider Systems

Blue Cross and BCN encourages provider partners to take advantage of our electronic resources. Provider Secured Services and all its available tools are secure, fast and free to Blue Cross and BCN providers.

bcbsm.com

Blue Cross and BCN share the bcbsm.com website. No sign-up or login is necessary. Click on *PROVIDERS* to access the following resources and more:

- Enrollment and change information
- Pharmacy drug lists
- Newsletters, including *The Record* and *BCN Provider News*
- Blue Cross and BCN contact information
- Access to Provider Secured Services

Provider Secured Services

A Provider Secured Services ID and password are required to access many helpful tools including those described here and more. For more information, view our online presentation at brainshark.com/bcbsm/pss-overview*.

Sign up for Provider Secured Services

1. Go to bcbsm.com/providers.
2. Click on *Provider Secured Services*.
3. Click on the link for your provider type.

web-DENIS

web-DENIS (Direct Eligibility Network Information System) is Blue Cross and BCN's secure electronic inquiry tool. Once you have your Provider Secured Services ID and password, you can access the following web-DENIS features:

- Broadcast alerts on the home page about important operational updates
- Eligibility and benefits information, including deductibles, copayments, prior coverage and coordination of benefits information
- Status of claims
- Primary care physician claims history

Electronic Funds Transfer

Electronic Funds Transfer allows providers to set up electronic payments and view electronic vouchers for claims submitted to Blue Cross or BCN.

BCN Negative Balance Report

A negative balance is created when BCN pays a provider for services and later discovers this payment was incorrect. A Negative Balance Report is system-generated when the provider has a negative balance on the Remittance Advice.

Clear Claim Connection

Clear Claim Connection enables you to view significant claim edits and rationale on associated CPT** codes.

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Medication prior authorization tools

An application helps you submit requests for specialty medications covered under the medical benefit, and forms are available for pharmacy prior authorization requests.

e-referral

e-referral is a secure electronic system for submitting referrals and requesting authorizations. Providers can log in to the e-referral tool or go to ereferrals.bcbsm.com, a website that includes these important referral resources:

- Referral news and updates
- How to sign up for e-referral or change an e-referral user
- Training aids including user guides and computer-based modules
- BCN referral and clinical review programs
- Blue Cross® Personal Choice PPO information
- BCN clinical program information, including behavioral health, outpatient therapy, radiology and sleep studies
- Sample BCN questionnaires to help you prepare authorization requests for select procedures
- Quick guides

All visitors can access the resources at ereferrals.bcbsm.com, but you must have a Provider Secured Services ID and password to get to the secured area of e-referral to view and submit referrals.

Sign up for e-referral

1. Go to ereferrals.bcbsm.com.
2. Click on *Sign Up or Change a User*.

Health e-BlueSM

Health e-Blue is Blue Cross and BCN's secure clinical support tool for primary care physicians that helps identify and track the health of their members. Health e-Blue also gives providers access to:

- Important updates and news alerts
- Member panel information, such as treatment opportunities, diagnosis evaluation and generating member letters
- Physician reports, including quality and pharmacy information
- Training materials, incentive documents and other resources

Sign up for Health e-Blue

1. Go to bcbsm.com/providers.
2. Click on *Provider Secured Services*.
3. Under *How do I get access to Provider Secured Services?*, click on *Health e-BlueSM*.

Web resources

Provider Manuals

The manuals educate providers on policies and procedures and give comprehensive information about doing business with Blue Cross and BCN. They also provide billing and reimbursement guidelines, which help providers bill correctly and receive reimbursement quickly. The provider manuals are available through Provider Secured Services.

BCBSM Provider Publications and Resources and BCN Provider Publications and Resources

There are also important resources for providers through these links within Provider Secured Services, including:

- Newsletters
- Provider training
- Product information
- BCBSM Fee Schedules
- BCN medical policies, best practices library and billing/claims information
- BCBSM clinical criteria and resources and BCN clinical practice guidelines
- *BCN Provider Resource Guide*
- Forms

The Record and BCN Provider News

The Record is a monthly electronic newsletter for health care professionals and staff. It includes updates on billing, documentation guidelines, group coverage, BCBSM products and more. *BCN Provider News* is published six times each year and includes network changes, billing, referrals, pharmacy updates and patient care concerns.

Go to bcbsm.com/providers/newsletters.html to view current issues and sign up to receive emails as new issues are posted. You can customize notices to include headlines of interest to you.

To contact your provider consultant:

- Go to bcbsm.com/providers.
- Click on *Contact Us* (at the top of the page).
- Click either *Blue Cross Blue Shield of Michigan provider contacts* or *Blue Care Network provider contacts* for the appropriate provider type.
- Click on *Provider consultants*.
- Click the appropriate region.

Note: Click *View our map*, to open the map of provider consultant regions.

For technical help with these systems, call the Web Support Help Desk at 1-877-258-3932.