Licensed Professional Counselors

Introduction to Blue Cross and Blue Care Network
Purpose of meeting

• Explain the changes affecting licensed professional counselors, including billing requirements

• Show how to become a Blue Cross / BCN provider, including how to sign up for our electronic systems

IMPORTANT:
This information does not apply to LPCs who currently practice in a substance abuse facility or outpatient psychiatric facility (OPC) and who will continue to do so.

This information does apply to LPCs who now practice or want to practice in an individual or group practice setting.
Introduction to upcoming changes for LPCs
What’s changing?

Starting Jan. 1, 2016, Blue Cross and BCN will accept claims directly from enrolled LPCs and will reimburse LPCs directly...

... and LPCs enrolled with Blue Cross / BCN will appear in our online provider search.

Currently, an LPC’s services are reimbursable only when billed under another provider (in an office setting) or when billed by a substance abuse facility / OPC.
What’s changing?

Who should enroll?

• Who should enroll as a Blue Cross or BCN provider?
  
  If you want to be reimbursed directly for your services to Blue Cross / BCN members rather than bill under a supervising provider, you should enroll as a Blue Cross or BCN provider.

  We’ll show you how to enroll in later slides.

• If you’re seeing our members in an OPC, you do not need to enroll.
What’s changing?

Please note…

• This change may not apply to some groups. Always check the member’s benefits.

Note: You’ll do that using our web-DENIS system. In later slides, we’ll show you how to sign up for web-DENIS.
Some important differences between Blue Cross and Blue Care Network
<table>
<thead>
<tr>
<th>QUESTION</th>
<th>Blue Cross</th>
<th>BCN</th>
</tr>
</thead>
</table>
| **1** What is Blue Cross / BCN? | • Nonprofit mutual insurance company  
• Largest health insurer in Michigan | • Health maintenance organization  
• Wholly owned subsidiary of Blue Cross Blue Shield of Michigan |
| **2** Which provider networks are now accepting LPCs?  
Note: The Medicare Plus Blue℠ Preferred Provider Organization network is not open to LPCs. | • Traditional  
• TRUST PPO  
• Mental Health and Substance Abuse Managed Care | • BCN HMO℠ (commercial)  
• BCN Advantage℠ |
### Blue Cross / BCN comparison

**Blue Cross / BCN similarities and differences**

<table>
<thead>
<tr>
<th>QUESTION</th>
<th>Blue Cross</th>
<th>BCN</th>
</tr>
</thead>
<tbody>
<tr>
<td>3 Starting Jan. 1, 2016, can LPC services still be billed under an MD/DO or fully licensed psychologist?</td>
<td>Yes</td>
<td>• Through Dec. 31, 2015: LPCs can bill under a fully licensed psychologist for services to BCN members.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Starting Jan. 1, 2016: LPCs can no longer bill under a supervising provider for services to BCN members.</td>
</tr>
<tr>
<td>4 Can LPCs contract as individual providers?</td>
<td>Yes</td>
<td>• Through Jan. 31, 2016: Yes. LPCs can apply to contract with BCN as individual providers.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Starting Feb. 1, 2016: No. LPCs can apply to contract as BCN providers only as part of an existing group practice. Network need criteria apply.</td>
</tr>
<tr>
<td>5 Can LPCs still practice in a substance abuse facility or an OPC setting?</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>

Nonprofit cooperatives and independent licensees of the Blue Cross and Blue Shield Association
Provider requirements
# Blue Cross provider requirements

## Blue Cross requirements by provider type

<table>
<thead>
<tr>
<th>Title of state-licensed rendering provider*</th>
<th>Direct participation</th>
<th>Billing provider</th>
</tr>
</thead>
<tbody>
<tr>
<td>Psychiatrist</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Fully licensed psychologist</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Limited licensed psychologist‡</td>
<td>No</td>
<td>May be supervised by a fully-licensed psychologist</td>
</tr>
<tr>
<td>Clinical licensed Master's-level social worker</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Licensed professional counselor</td>
<td>Yes, eff. 1/1/16</td>
<td></td>
</tr>
<tr>
<td>Licensed marriage and family therapist</td>
<td>No</td>
<td>Supervising MD/DO or fully-licensed psychologist</td>
</tr>
<tr>
<td>Board-certified behavior analyst§</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>RN with specialty certification as a nurse practitioner</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Physician assistant</td>
<td>No</td>
<td>Supervising MD/DO</td>
</tr>
</tbody>
</table>

*When professional providers render services in a facility location of service, the facility is the billing provider.

‡The license of the profession titled "limited licensed psychologist" is NOT a limited license for the purpose of obtaining postdoctoral training. A limited licensed psychologist has completed his/her education and practices as Master's-level limited licensed psychologist. A "temporary limited licensed psychologist" is completing the post-educational experience to become a limited licensed psychologist.

§Not licensed by the state of Michigan. BCBSM requires certification from the Behavior Analyst Certification Board, Inc.
BCN provider requirements

What are BCN’s requirements for LPCs?

First, find the correct practice setting, below – either a solo/group practice or a substance abuse/outpatient psychiatric clinic. Then, locate the practitioner type and identify the requirements for that practitioner. Note: The supervision requirements outlined below are for billing purposes only.

<table>
<thead>
<tr>
<th>Practitioner type (Education)</th>
<th>License / certification</th>
<th>In solo or group practices… (Each individual must be enrolled and credentialed.)</th>
<th>In substance abuse/OPC settings… (Facility is enrolled and credentialed and is responsible for the licensing and supervision of its practitioners.)</th>
<th>Billing modifier that must be used</th>
</tr>
</thead>
<tbody>
<tr>
<td>Psychiatrist (MD, DO)</td>
<td>• Board certified or board eligible</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Psychologist (PhD, EdD or PsyD)</td>
<td>• LP - full license</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>• LLP - limited license</td>
<td>No</td>
<td>Yes, under LP supervisor *</td>
<td>No</td>
</tr>
<tr>
<td>Psychologist (Master’s)</td>
<td>• LLP - limited license</td>
<td>No</td>
<td>Yes, under LP supervisor *</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>• TLLP - temporary limited license</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Social worker (MSW)</td>
<td>• LMSW - full license</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>• LLMSW - limited license</td>
<td>No</td>
<td>No</td>
<td>Yes, under LMSW supervisor</td>
</tr>
<tr>
<td>Counselor (Master’s)</td>
<td>• LPC – full license</td>
<td>Yes (eff Jan 1, 2016) *</td>
<td>No (eff Jan 1, 2016) *</td>
<td>Yes (eff Jan 1, 2016) *</td>
</tr>
<tr>
<td></td>
<td>• LLPC – limited license</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
</tbody>
</table>

* All supervising providers must be individually enrolled and credentialed AND claims must be submitted with the treating provider’s modifier.  ** Claims must be submitted with the treating provider’s modifier.  ⁵ PGY-3 and PGY-4 residents are third- and fourth-year psychiatry residents, respectively.  ⁶ For dates of service prior to Jan. 1, 2016, LPCs and LLPCs can treat BCN members only under an LP supervisor.
BCN provider requirements

What are BCN’s provider requirements?

• Does the BCN requirements document cover supervision? Yes, but only for billing purposes.

For supervision of clinical work with patients, you need to follow the requirements set out by your state-issued license or registration. This includes the minimum number of supervision hours, the proximity of the supervisor to the treating practitioner and the keeping of notes / records.

Resource:
State of Michigan Department of Licensing and Regulatory Affairs (LARA)
Bureau of Professional Licensing
(517) 373-8068 or BPLHelp@michigan.gov
2. Click Behavioral Health.
3. Click to open the BCN requirements document.

Where can I find the BCN requirements document?

**e-referral**

The “e” makes our referrals twice as easy.

**Behavioral Health**

Blue Care Network provides materials and resources to assist you with your behavioral health referrals. In addition to the information listed on this page, you can access the complete version of the BCN Provider Manual and other behavioral health resources including the BCN Behavioral Health Fee Schedule on web-DENS in BCN Provider Publications and Resources.

**Other resources**

- Behavioral health screening tools
- Behavioral Health utilization management criteria (PDF)
- Useful tools and hints for BCN behavioral health providers (PDF)
- BCN Provider Manual — Behavioral Health chapter (PDF)
- Instructions for filling out CMS-1500 form (08/05) (PDF)
- Instructions for filling out CMS-1500 form (02/12) (PDF)
- Requirements for providing behavioral health services to BCN members
Transitioning BCN authorizations

What about current BCN authorizations?

• If you are providing services to BCN members under a supervising provider in a solo or group practice, BCN will honor all authorizations for LPC services provided under a fully-licensed psychologist for the date range of the authorization.

• If you are submitting a Behavioral Health Continuing Outpatient Treatment Request Form (OTR) for additional sessions within the same date range of a current authorization and want the authorization transferred to you rather than go to the supervising provider, please make a note of this on the OTR.
  o When your contract is confirmed, the authorization will be transferred to you going forward.
  o If your contract is not confirmed, the authorization will continue to go to the supervising provider until the end date of that authorization.
Questions?

If you have questions and are already enrolled as a Blue Cross or BCN provider, you can contact your provider consultant.

To find out who your provider consultant is, go to bcbsm.com/providers and –

1. Click Contact Us.
2. Click the link for the Blue Cross or BCN provider contacts.
3. Click Provider consultants and then click the appropriate regional list.
QUESTIONS?
How to become a Blue Cross or BCN provider
Becoming a provider

Three steps

• To become a Blue Cross or BCN provider you must do three things –
  1. Enroll
  2. Be credentialed
  3. Sign the contract

• We’ll show you how to do that, but…
Becoming a provider

Defining some terms

• First, let’s define the terms you’ll need to know –
  o Individual (solo) practitioner: An individual who practices independent of a group (does not have a Type II organizational National Provider Identifier)
  o Group: Bills with a Type II organizational NPI in a professional group in which there is more than one practitioner
  o OPC: A facility contracted as a freestanding outpatient psychiatric care facility by Blue Cross / BCN. These facilities are listed as “outpatient psychiatric centers” in the online Blue Cross / BCN provider search. You can also contact your facility’s administrator to confirm.
  o Incorporated individual practitioner: Bills with a Type II NPI but is the only practitioner in the group

• Now, let’s go through the steps for becoming a Blue Cross or BCN provider.
Step 1 - Enroll

How to enroll

Visit bcbsm.com/providers.

Welcome Providers

Larger network better service better care

Join our network

Enrollment and Changes

You can enroll or make changes to your existing information using our online provider enrollment form.
Step 1 - Enroll

How to enroll

To submit a new enrollment or make changes to your existing information, select your classification type below.

- Hospitals and Facilities
  - Forms for Facility Provider Enrollment Tutorial - Facilities can learn how to join the Blues provider networks by viewing this web-based training.
  - Please review the Facility Enrollment Required Document Checklist (PDF) for your classification type and ensure that you have all the needed information readily available to avoid processing delays.

- Physicians and Professionals
  - Forms for Professional Provider Enrollment Tutorial – Physicians and professional health care providers can learn how to join the Blues provider networks by viewing this Web-based training.
  - Please review the Required Document Checklist (PDF) for your classification type and ensure that you have all the needed information readily available to avoid processing delays.
Step 1 - Enroll

How to enroll

Which action do you need to perform?

In addition to listing documents needed to complete your request, the Required Document Checklist contains a list of items you should have available in order to complete the needed forms. Please review the checklist before you begin.

- Enroll a new provider
- Change an existing provider
- Terminate an existing provider

What type of provider are you?

Practitioners
- Doctor of Medicine
- Doctor of Osteopathy
- Chiropractor
- Podiatrist

Behavioral Health
- Clinical Nurse Specialist
- Psychiatrist
- Fully Licensed Psychologist
- Licensed Master Social Worker
- Licensed Professional Counselor
- Board Certified Behavior Analyst

Previous Next
Step 1 - Enroll

Various scenarios

A
To add the LPC to an existing group

Is the Licensed Professional Counselor an incorporated individual? 
- Yes
- No

Do you wish to add the new Licensed Professional Counselor to an existing Professional Group? 
- Yes
- No

B
To enroll the LPC as a solo practitioner (Type I NPI only)

Is the Licensed Professional Counselor an incorporated individual? 
- Yes
- No

Do you wish to add the new Licensed Professional Counselor to an existing Professional Group? 
- Yes
- No

C
To enroll the LPC as an incorporated individual (Type II NPI)

Is the Licensed Professional Counselor an incorporated individual? 
- Yes
- No
Step 1 - Enroll

Scenario A

SCENARIO A – To add the LPC to an existing group.

1. **New Mental Health Practitioner Enrollment Form (PDF)**
   - Reminder: All practitioners must complete a CAQH application within 14 calendar days of submitting their enrollment request.
   - Find out more about the CAQH database at proview.caqh.org/pr
   - CAQH FAQs (PDF)
   - Photo Submission and Philosophy of Care Instructions

2. **Group Change Form (PDF)**

Note: Use this form to sign up for Provider Secured Services. That will give you access to the web-DENIS system.

Section 8: Provider secured services – web-DENIS

Note: You'll have to complete a CAQH application after you're done with the enrollment process. It's part of the credentialing process. We'll tell you more about that later, too.
Step 1 - Enroll

Scenario A

SCENARIO A – To add the LPC to an existing group.

3

Note: For BCN, the group administrator uses the Group Change Form (see previous slide) to request provider additions and network changes.

IMPORTANT: On this form, select which Blue Cross participation agreement(s) you want. Sign the form and return it.

Read the applicable Blue Cross agreements and file them for future reference.

Licensed Professional Counselor forms and documents

- BCBSM agreements and signature documents
  - BCBSM Licensed Professional Counselor Traditional Participation Agreement (PDF)
  - BCBSM TRUST Network Practitioner Affiliation Agreement (PDF)
  - BCBSM Mental Health and Substance Abuse Managed Care Network Agreement (PDF)
  - BCBSM Licensed Professional Counselor Combined Signature Document (PDF)

- Group Practice Agency Authorization and Acknowledgement (PDF)

- BCN agreements and signature documents

As a specialist billing with a Type 2 NPI, BCN contracts with the Group Practice. Please follow instructions for Professional Group enrollment on this site.
Step 1 - Enroll

Scenario B

SCENARIO B – To enroll the LPC as a solo practitioner (Type I NPI only)

Note: Use this form to sign up for Provider Secured Services / web-DENIS.

Section 8: Provider secured services – web-DENIS

CAQH application
Step 1 - Enroll

Scenario B

SCENARIO B – To enroll the LPC as a solo practitioner (Type I NPI only)

Read the BCN agreements and file them for future reference. Sign the appropriate signature document(s) and return them.

2. Read the Blue Cross agreements and file them for future reference. Select the appropriate agreement(s) on the combined signature document, sign the document and return it.

Licensed Professional Counselor forms and documents

[ - ] BCBSM agreements and signature documents

- BCBSM Licensed Professional Counselor Traditional Participation Agreement (PDF)
- BCBSM TRUST Network Practitioner Affiliation Agreement (PDF)
- BCBSM Mental Health and Substance Abuse Managed Care Network Agreement (PDF)

BCBSM Licensed Professional Counselor Combined Signature Document (PDF)

[ - ] BCN agreements and signature documents

- BCN Commercial Behavioral Health Contract (PDF)
- BCN Commercial Individual Practitioner Contract Signature Page (PDF)
- BCN Advantage Individual Practitioner Contract (PDF)
- BCN Advantage Individual Practitioner Contract Signature Page (PDF)
Step 1 - Enroll

Scenario C

SCENARIO C – To enroll the LPC as an incorporated individual (Type II NPI)

Licensed Professional Counselor forms and documents
All applicable forms and documents are presented below based on your selections. The forms and documents marked with ☑️ must be completed and returned. The remaining documents marked with ⭐️ may be downloaded for your own records.

Complete each form by entering the information directly into the online form, print a copy for your records, and then submit the form via fax or mail according to the instructions included on the form.

Note: Hand written forms will cause a delay in processing.

1. New Mental Health Practitioner Enrollment Form (PDF)
   Reminder: All practitioners must complete a CAQH application within 14 days.
   - Find out more about the CAQH database at proview.caqh.org/pr
   - CAQH FAQ s (PDF)
   - Photo Submission and Philosophy of Care Instructions

2. New Group Enrollment Form (PDF)

Note: Use this form to sign up for Provider Secured Services / web-DENIS.

Section 8: Provider secured services – web-DENIS

CAQH application
Step 1 - Enroll

SCENARIO C – To enroll the LPC as an incorporated individual (Type II NPI)

IMPORTANT: On this form, select which Blue Cross participation agreement(s) you want. Sign the form and return it.

IMPORTANT: For Blue Cross, also sign this form and return it.

For BCN, you’ll receive the agreements via email.

Read the applicable Blue Cross agreements and file them for future reference.

Licensed Professional Counselor forms and documents

- BCBSM agreements and signature documents
  - BCBSM Licensed Professional Counselor Traditional Participation Agreement (PDF)
  - BCBSM TRUST Network Practitioner Affiliation Agreement (PDF)
  - BCBSM Mental Health and Substance Abuse Managed Care Network Agreement (PDF)

BCBSM Licensed Professional Counselor Combined Signature Document (PDF)

Group Practice Agency Authorization and Acknowledgement (PDF)

- BCN agreements and signature documents
  As a specialist billing with a Type 2 NPI, BCN contracts with the Group Practice. Please follow instructions for Professional Group enrollment on this site.
Step 2 – Be credentialed

Credentialing follows enrollment

- All enrolled LPCs must be credentialed.
- The credentialing process starts when you fill out a CAQH application, which must be completed within 14 calendar days of the date you submitted your enrollment request.
- The instructions are at proview.caqh.org/pr
- There is only one credentialing process for BCBSM and BCN.
Step 3 – Contract

Final step: The contract

• Enrolled LPCs will receive countersigned contracts with a welcome letter and an effective date.
• You must update your CAQH information every 120 days. Visit proview.caqh.org/pr.

• If your demographic information changes, update it with CAQH within 30 days of the change.

• All other changes should be submitted to Blue Cross / BCN Provider Enrollment and Data Management.
Blue Cross / BCN
electronic systems
web-DENIS

What is web-DENIS for?

You’ll use web-DENIS to check a member’s eligibility and benefits at each visit.

You signed up for web-DENIS when you completed the New Mental Health Practitioner Enrollment Form.

Note: Use this form to sign up for Provider Secured Services / web-DENIS.

Section 8: Provider secured services – web-DENIS
BCN providers use the e-referral system to submit requests to authorize services. To sign up, go to ereferrals.bcbsm.com and click Sign Up or Change a User.

Follow the instructions there.
Guide for using BCN’s e-referral system

How to use e-referral

At ereferrals.bcbsm.com, click Training Tools.

Click to open the e-referral User Guide. Look in the Behavioral Health section of that guide to see how to submit authorization requests and check the status of your requests.
Both web-DENIS and BCN’s e-referral system are part of Provider Secured Services.

Once you have a Provider Secured Services user ID and password, visit bcbsm.com/providers and log in as a provider.
On the Provider Secured Services Home page, you can click to access web-DENIS (for both BCBSM and BCN providers) and BCN’s e-referral system.
QUESTIONS?