



November 2009

Denial codes on remittance advices

Blue Care Network is no longer sending denial letters to providers for the following clinical editing appeals:

- Those received without documentation
- Those received past the filing limit

Instead, BCN is communicating these denials through notations on the remittance advice. EX codes BHP or BHQ, which indicate a clinical editing appeal denial, will appear on the remittance advice for the above denials.

Note: BCN is presently handling clinical editing appeals dating back to August 2009.

Change in processing status claims

Effective October 1, to align our process for handling paper status claims with our electronic status claim process, Blue Care Network is now recalling the entire original claim, whether or not money was originally paid. This may be a change for some billers, since BCN previously processed some paper status claims submitted with only the corrected line. When completing the *Status Claim Review Form*, you must re-bill the entire claim for any services performed on a particular date of service and include any corrections.

Eligibility reports

BCN is no longer printing and mailing Member Eligibility Reports. Primary care physicians may obtain their member eligibility data by contacting their group administrator. If your administrator has not arranged to receive a monthly file via an EDDI mailbox or if you do not have a group administrator, please check eligibility on web-DENIS or CAREN or contact your BCN provider representative.

PRP notes

January 15, 2010, is the last date to enter data into Health e-BlueSM for the 2009 Physician Recognition Program.

Offices closed

Blue Care Network will be closed on November 26 and November 27 for the Thanksgiving holiday.



The Nov.-Dec. 2009 *BCN Provider News* is here!
Go to MiBCN.com/providernewsbcn.

Requesting continuing behavioral health services

For BCN members currently receiving behavioral health services whose treatment will continue in 2010, behavioral health providers must submit new requests for authorization for visits that begin on or after Jan. 1, 2010. Providers should use e-referral, both to submit the authorization request and verify that the authorization is granted.

Blood glucose meter warning

The FDA has issued a warning concerning the use of GDH-PQQ glucose monitoring technology with certain diabetic patients. BCN will transition all members who currently use a Roche or Abbot product that employs the GDH-PQQ technology to another product that uses an alternative technology. For more information, please read the currently-posted web-DENIS broadcast message *Blue Care Network to replace certain blood glucose meters* or contact your provider representative.

Diabetic DME materials

J&B Medical Supply Company supplies all diabetic materials for BCN commercial and BCN Advantage members through its network of providers. Do not refer members to Northwood Inc. for diabetic supplies.

Submit enrollment and change forms separately

To ensure that we handle your requests as efficiently as possible, please fax each Enrollment and Change form you send to BCN as a separate transaction. Forms should be faxed to 866-900-0250.

If you have questions or need assistance, please contact **(name)**

Phone:

E-mail: