



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. Our provider portal and all its available tools are secure, fast and free to Blue Cross and BCN providers.

### Our provider portal — Availity

Our provider portal within Availity Essentials™ gives you access to important information including member eligibility and benefits, claims status, clinical editing appeals, remittance advices and vouchers, authorization and referral requirements, provider manuals and newsletters.

A login and password are required to access many helpful tools including those described here and more.

To apply for access to our provider portal, go to [bcbsm.com/providers](https://bcbsm.com/providers), click *Enrollment* and scroll down to click *Register for Web Tools*.

Once you have your login and password, you can access the following applications and features:

### 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 [authorizations.bcbsm.com](https://authorizations.bcbsm.com), a website that includes these important referral resources:

- Provider alerts and updates

- How to sign up for e-referral or change an e-referral user
- Training tools including an e-referral user guide and online self-paced learning modules
- Referral and prior authorization information
- Procedures and services information including behavioral health, outpatient therapy, radiology and sleep studies
- Sample questionnaires to help you prepare authorization requests for select procedures
- Medical benefit and pharmacy benefit drug information

All visitors can access the resources at [authorizations.bcbsm.com](https://authorizations.bcbsm.com), but you must have a login and password to get to the secured area of e-referral to view and submit referrals.

### Sign up for e-referral

1. Go to [bcbsm.com/providers](https://bcbsm.com/providers).
2. Click on *Enrollment*.
3. Scroll down to click on *Register for Web Tools*.

### Benefit Explainer

This lets you view and print Blue Cross benefit information, payment rules, and member cost sharing. You can also view and print Blue Cross' general (not group-specific) medical and payment policy rules for a specific time frame and determine whether and how Blue Cross covers a service.

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.

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 Behavioral Health

This allows you to request behavioral health prior authorizations or see the status of existing prior authorizations.

## Provider Enrollment and Change Self-Service

You can update your practice locations, add or remove network participation, change primary, remit, mailing address or tax ID and much more.

## Medical and Pharmacy Benefit Drug Prior Auths

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

## Health e-Blue<sup>SM</sup>

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](https://bcbsm.com/providers).
2. Click on *Enrollment*.
3. Scroll down to click on *Register for Web Tools*.

## Web resources

### bcbsm.com

Blue Cross and BCN share the [bcbsm.com](https://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
- Blue Cross and BCN contact information
- Access to our provider portal
- Newsletters, including *The Record* and *BCN Provider News*: *The Record* is a monthly electronic newsletter for healthcare professionals and staff. It includes updates on billing, documentation guidelines, group coverage, Blue Cross 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](https://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.

### Secure Provider Resources (Blue Cross and BCN)

There are also important resources for providers through the Secure Provider Resources (Blue Cross and BCN) link including:

- Provider alerts
- 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
- Forms
- 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 our provider portal.

For technical help with these systems, call Availity Client Services at 1-800-AVAILITY (282-4548).