



April 2010

Pharmacy updates

Use 2010 medication request forms

As a result of Blue Care Network's change to Medco as our pharmacy benefit manager, forms have changed. Use only BCN medication request forms dated 2010. For more information, please see Page 16 in the March-April *BCN Provider News*.

Cinryze™ and NPlate™ now require prior authorization

Beginning April 1, 2010, Blue Care Network will require clinical review for Cinryze and NPlate for BCN commercial and BCN Advantage HMOSM members. For more information about this change and a link to the required *Medical Benefit Drug Request Form - Prior Authorization Request for Commercial and Medicare*, see the article in the REFERRAL NEWS section of the e-referral home page at ereferrals.bcbsm.com.

New Savings Plus pharmacy benefit option

The Savings Plus Approved Drug List is a new pharmacy benefit option that offers exceptional value to BCN customers. Employer groups may begin offering this option to their employees beginning April 1, 2010. The complete *Savings Plus Approved Drug list* and a list of exclusions are available on MiBCN.com > *Find a Drug*. For more information, please see Page 1 of the March-April *BCN Provider News*.

NOC code clarification

Blue Care Network has found that many health care providers report "not otherwise classified" (NOC) codes for services, even though the provider's authorization is for a specific service. To avoid claim payment delays or denials, contact Care Management for authorization of services with NOC codes before submitting your claims for payment. For more information, please see Page 21 of the March-April *BCN Provider News*.

Agreement ended

In early March, Blue Care Network and Sparrow Health System announced an end to their agreement that would have enabled BCN to acquire the membership of Lansing-based Physicians Health Plan of Mid-Michigan.

Health e-Blue updates

• Trouble calculating LDL?

When entering a Healthy *Blue* Living Qualification form - If you are unable to calculate the LDL for a member because his or her triglycerides are too high, enter 999 in the LDL text box for credit.

• The Health e-BlueSM refresh date for April is April 19.

• Health e-Blue User IDs:

- Health e-Blue IDs are disabled after 180 days of non-use, so please remember to log in to Health e-Blue at least once a month to keep your ID activated.
- Safeguard the protected health information of your BCN members! Please remember to disable the Health e-Blue IDs of users who leave your staff, or have the ID transferred to a new Health e-Blue user in your office. Call the Blue Web Help Desk at 248-486-2214 for assistance.

Provider enrollment

Look for user-friendly enhancements on the provider enrollment Web pages, making the enrollment and change processes easier. Go to MiBCN.com > *I am a Provider* > *Enrollment* to see what has changed. Stay tuned for further improvements scheduled for this summer, including a new provider self-service feature.

Do not self-sign HBL qualification form

BCN physicians who are Healthy *Blue* Living members should not submit qualification forms for themselves as patients and sign their own forms. In keeping with the *BCN Provider Manual* and the *AMA Code of Medical Ethics*, BCN will not accept self-signed qualification forms. Please see Page 5 of the March-April *BCN Provider News* for more information.

If you have questions or need assistance, please contact **Craig Cibulka**
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