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# Home Infusion Services Frequently Asked Questions

For Blue Cross<sup>SM</sup> and Blue Care Network<sup>SM</sup> Commercial Members

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## Overview

Beginning January 1, 2022, Blue Cross<sup>®</sup> Blue Shield<sup>®</sup> of Michigan (Blue Cross) and Blue Care Network (BCN) delegated management of the in-state, independent Home Infusion services and Ambulatory Infusion Suite (AIS) provider network to CareCentrix<sup>®</sup> for its commercial members.

CareCentrix:

- Manages the network of independent Home Infusion and AIS providers
- Acts as the liaison with Blue Cross and BCN to support member's home infusion services
- Manages claims submitted by independent Home Infusion providers and AIS providers

Below are the key details:

- CareCentrix contracts with and manages independent Home Infusion and AIS providers who provide services to Blue Cross and BCN commercial members in Michigan. (This does not affect Home Infusion services and AIS providers who are affiliated with a hospital system or who provide services to members outside of Michigan.)
- The process for requesting Prior Authorization (PA) is not changing.
- CareCentrix manages claims submitted by independent Home Infusion services and AIS providers for Home Infusion services provided to Blue Cross and BCN commercial members.
  - Providers should continue to bill Blue Cross and BCN commercial for services that are not related to Home Infusion services or AIS services.
  - Providers should continue to bill Blue Cross and BCN for services provided to Medicare Plus Blue<sup>SM</sup> and BCN Advantage<sup>SM</sup> members.

## General Information

### Which Blue Cross and BCN members were affected by this change?

This change affected members with Blue Cross and BCN commercial coverage who receive Home Infusion services in Michigan.

- This includes members enrolled in the following plans:
  - Fully insured groups or self-funded groups, including Blue Cross and Blue Shield Federal Employee Program<sup>®</sup> (FEP)
  - United Auto Workers (UAW) Retiree Medical Benefits Trust (non-Medicare members)



# Home Infusion Services Frequently Asked Questions

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- Michigan Education Special Services Association (MESSA)
  - Flexlink groups
  - Individual plans
  - This change did **not** affect:
    - Commercial members who receive Home Infusion services outside of Michigan
    - Any members with Medicare Advantage coverage (Medicare Plus Blue or BCN Advantage)

## How does CareCentrix staff interact with members?

CareCentrix interacts with members as follows:

- CareCentrix may contact members by phone, text or email to ensure timely delivery of services and to request the completion of a member satisfaction survey at the conclusion of services. CareCentrix works with servicing providers, the member and Blue Cross or BCN to address any disruption of services or expression of dissatisfaction.
- To discuss payment options for patient cost-share. This includes Member out-of-pocket expenses (e.g., deductible, copay) that are collected by the CareCentrix Patient Collections team through a variety of methods (e.g., correspondence, phone).

## How does CareCentrix staff interact with providers?

The CareCentrix team interacts with providers through various modes of communication and training to support a positive provider experience.

Prior to the program launch, CareCentrix provided training and tools to the provider network to ensure their awareness of the program requirements. CareCentrix also provides updates on an ongoing basis, as needed, via direct communications and Newsflashes posted on the CareCentrix HomeBridge® provider portal.

On an ongoing basis, CareCentrix is available to answer questions and provide additional support as needed.

## What actions do providers need to take?

Home Infusion providers who wish to deliver home infusion services to the members affected by this change must be contracted with CareCentrix.

If you wish to become part of the network and have not already been contacted by a CareCentrix Contract Manager, please complete a **Join Our Network** request by clicking [here](#).

## What features are available on the CareCentrix HomeBridge® Provider Portal?



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Providers using the CareCentrix HomeBridge Provider Portal are able to:

1. Access the Provider Manual
2. View Claims Status
3. Access other tools and information

**Please note**, you cannot view authorization status for Blue Cross and BCN home infusion requests through the HomeBridge Provider Portal. You can review the status of authorization requests through Blue Cross and BCN's Provider Secured Services or through the e-referral system. You can also call the Pharmacy Clinical Help Desk at 1-800-437-3803 to inquire about the status of a request.

You do not need to log in to access public information such as resources and tools; however, you must register for the CareCentrix HomeBridge Provider Portal to view claims information. To request access, please submit a request [here](#).

To access the public information on the portal, please click [here](#) and then click on the Provider Education and Documentation tab.

### Do I follow Blue Cross and BCN or CareCentrix credentialing requirements?

To become a contracted CareCentrix provider, you will need to follow CareCentrix credentialing requirements. For a summary, please refer to the CareCentrix Provider Manual located [here](#).

For questions regarding CareCentrix's contracting and credentialing, please call us at **833-592-1062** or email us at [HomeInfusion@CareCentrix.com](mailto:HomeInfusion@CareCentrix.com).

## Referrals/Requests for Service

### How will a referral source know which providers are in the CareCentrix network?

Referral sources can find a list of CareCentrix network providers by doing the following:

1. Click on this [link](#) to access the Find a Doctor page on bcbsm.com.
2. Do one of the following:
  - Log in to bcbsm.com as a provider.
  - If you do not have your login credentials, click on **Search without logging in**.
3. Click **Choose a location** and enter an address, city, or zip code.
4. Once you have entered a location, confirm it by clicking on **Yes, this is correct**.
5. To search for home infusion providers, Click on **Places by type**.
6. Enter Home Infusion Therapy and press **Enter**.
7. You can narrow your search by selecting the **Plan** on the upper-right section of the web page.



## Home Infusion Services Frequently Asked Questions

For Blue Cross<sup>SM</sup> and Blue Care Network<sup>SM</sup> Commercial Members

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### **If I am already a CareCentrix provider for home infusion and AIS services, is the Prior Authorization (PA) process different for Blue Cross and BCN commercial members?**

Yes. If home infusion or AIS service requests include drugs that require PA, you should continue to submit your PA request directly to Blue Cross or BCN, following your standard process and prior to rendering services. You must also validate member eligibility and benefits for Blue Cross and BCN commercial members prior to rendering services.

If home infusion or AIS service requests include drugs that do not require PA, the provider is required to validate only the member's eligibility and benefits prior to rendering services.

In both scenarios, the provider should submit claims to CareCentrix following the process outlined in the provider manual located [here](#) in section 6-3 (General Claims and Reimbursement Information) and 6-4 (General Billing Requirements).

## Contracting

### **How can a provider notify CareCentrix that they would like to join the CareCentrix Home Infusion Network to provide services to Blue Cross and BCN commercial members?**

If you are interested in joining the CareCentrix network, complete a **Join Our Network** request on the CareCentrix HomeBridge® Provider Portal located [here](#).

### **If I have questions about my contract, who should I contact?**

For questions regarding CareCentrix's contracting and credentialing, please contact your Contract Manager or email us at [NetworkManagement@CareCentrix.com](mailto:NetworkManagement@CareCentrix.com).

## Prior Authorizations

### **Does CareCentrix manage Prior Authorization (PA) for home infusion services for Blue Cross and BCN commercial members?**

No. Blue Cross and BCN commercial continues to manage Prior Authorization (PA) requests for Home Infusion services, when PA is required.

Effective January 1, 2022, CareCentrix manages the network, claims processing, and member collections for home infusion services for Blue Cross and BCN commercial members.

### **What is the process for submitting Prior Authorization (PA) requests for Blue Cross and BCN commercial home infusion services?**



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Prior authorization requests should continue to be submitted to Blue Cross or BCN following your standard process. For information about requesting prior authorization from Blue Cross or BCN, see the following pages on the Blue Cross and BCN [ereferrals.bcbsm.com](https://www.ereferrals.bcbsm.com) website:

- Blue Cross Medical Benefit Drugs
- BCN Medical Benefit Drugs

### **How do I check the status of Prior Authorization (PA) requests with Blue Cross or BCN?**

To determine the status of a Prior Authorization (PA) status request, do one of the following:

- Check the status through Blue Cross and BCN's Provider Secured Services or through the e-referral system.
- Call the Blue Cross and BCN Pharmacy Clinical Help Desk at 1-800-437-3803 to inquire about the status of a request.

### **Does CareCentrix issue Prior Authorizations (PA) or Service Registration Forms (SRF)?**

No. CareCentrix does not manage the prior authorization process or issue SRFs. Blue Cross or BCN will issue Prior Authorizations (PA) when PA is required.

### **Do I need to notify CareCentrix when Blue Cross or BCN approves a prior authorization request?**

No. You do not need to notify CareCentrix when a Prior Authorization (PA) request is approved. Blue Cross or BCN will notify CareCentrix.

### **Does CareCentrix process retroactive authorization requests?**

No. Blue Cross and BCN manages all authorization requests.

## Claims

### **Does CareCentrix process my Home Infusion claims for Blue Cross and BCN commercial members?**

Yes. CareCentrix processes claims for Blue Cross and BCN commercial members who receive Home Infusion services for dates of service on or after January 1, 2022. This includes members enrolled in the following plans:

- Fully insured groups and self-funded groups, including Blue Cross and Blue Shield Federal Employee Program® (FEP)
- United Auto Workers (UAW) Retiree Medical Benefits Trust (non-Medicare members)



- Michigan Education Special Services Association (MESSA)
- Flexlink groups
- Individual plans

**Where do I submit claims for Home Infusion services?**

Submit claims for covered services for home infusion codes included in the Blue Cross Blue Shield Michigan Fee Schedule with CareCentrix to CareCentrix.

See the grid below for direction on where to submit claims based on where the member receives services.

	<b>Member Receiving Services in MI</b>	<b>Member Receiving Services in FL or NJ</b>	<b>Member Receiving Services in any other state</b>
<b>BCBSM Member</b>	Claims Submitted to CareCentrix	Claims Submitted to CareCentrix	Claims Submitted per Host/Local Plan Guidelines
<b>Florida Blue or Horizon BCBSNJ Member</b>	Claims Submitted to CareCentrix	Claims Submitted to CareCentrix	Claims Submitted per Host/Local Plan Guidelines
<b>Any Other BCBS Member</b>	Claims Submitted to CareCentrix	Claims Submitted to CareCentrix	Claims Submitted per Host/Local Plan Guidelines

**Who is responsible for validating eligibility and benefits prior to delivering services?**

The provider is always responsible for verifying eligibility and benefits. This can be done through web-DENIS (accessed through [bcbsm.com/providers](http://bcbsm.com/providers)) or through Provider Inquiry.

**What HCPCS/Modifier combination should I use on the claim submissions to CareCentrix for Home Infusion claims?**

- Compare your contracted fee schedule, which includes corresponding HCPCS, unit of measure (UOM), and service code, to the [BCBSM Billing Crosswalk](#) to determine the HCPCS/Modifier applicable to your claim.
- Services provided in an Ambulatory Infusion Suite (AIS) should include the “SS” modifier on the claim. Please note this billing modifier will not be reflected in the Billing Crosswalk.
- Please continue to use additional modifiers, such as the JW modifier, as specified by the health plan.

**What is the claims process for Home Infusion and AIS providers?**





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For dates of service on or after January 1, 2022, Home Infusion and AIS providers should bill CareCentrix for Home Infusion services delivered to Blue Cross and BCN commercial members in Michigan. Refer to the CareCentrix Provider Manual for details on claim requirements

1. Click [here](#) to access the CareCentrix HomeBridge Provider Portal.
2. Click on **Provider Education & Documentation Review**
3. Scroll to the **For Providers** Section
4. Click on **Provider Manual**
5. Under Provider Manual, click on link to **access the Manual**
6. In the Provider Manual, refer to **Section 6-4** - General Billing Requirements

### Where do I send claims for Blue Cross and BCN commercial members who receive Home Infusion services?

Home Infusion and AIS service claims for Blue Cross and BCN commercial members should be sent to CareCentrix in one of the following ways:

- **Electronically (EDI)** leveraging one of the three Clearinghouses listed below using the CareCentrix BCBS Michigan Payer ID of **11349**. This is the most efficient way to submit claims.
  - Waystar
  - Availity
  - Change HealthCare
- **Mail** on an industry standard red line CMS 1500 Paper Claim form(s) to the following street address.

CareCentrix – Claims  
PO BOX 30722-3722  
Tampa, FL 33630
- **Federal Express, UPS and Certified Mail** cannot be delivered to a Post Office Box (listed above). Please use the following street address if sending claims leveraging those methods.

CareCentrix - Claims  
10004 N. Dale Mabry Highway  
Suite 106  
Tampa, FL 33618

### Where should Bill for Denial claims be submitted when Medicare is primary, and BCBSM is





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### secondary?

Claims submitted to Medicare are processed and sent directly to BCBSM through the Medicare Crossover process. If the Crossover process does not occur as expected, you may submit the claim directly to BCBSM as CareCentrix will reject secondary claims when Medicare is primary. Additionally, if the provider knows that Medicare does not cover a particular service, such as antibiotics, the claim should be billed with the GY modifier when sent directly to BCBSM.

### Does CareCentrix provide patients with Out-of-Pocket cost estimates?

No, CareCentrix does not provide out of pocket cost estimates to patients. If a patient has a question regarding their financial responsibility, they should contact BCBSM at the Customer Service phone number listed on the reverse side of their identification card.

### Do I need to include a Prior Authorization (PA) number on my claims?

For Blue Cross and BCN commercial claims, CareCentrix does *not require* that a PA number be included on claims. However, we recommend that you include a PA number for tracking and provider support purposes.

### Who do I call if I have questions about my claims?

If you have questions about the claims you submit to CareCentrix, call the CareCentrix Network Services Team at **833-409-1288** (hours: 8:30 a.m. – 6 p.m. EST).

If you have questions about the claims you submit to Blue Cross or BCN (hours: 8:00 a.m. – 5 p.m. EST) call

- BCN commercial: **866-662-6667**
- Blue Cross commercial: **866-869-5382**
- URMBS non-Medicare: **888-216-4858**
- FEP: **888-630-2583**

## Drugs

### How do I know if a drug or location is out of scope for the Blue Cross and BCN commercial members?

- Please refer to the provider fee schedule for the most current list of in scope drugs. Additionally, the list of drugs requiring prior authorization can be located at the following link: [Published PA and SOC Document \[bcbsm.com\]](#)

- Out-of-scope Locations for Home Infusion:  
EDRC 1613R.092022.



## Home Infusion Services Frequently Asked Questions

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- **Ambulatory Infusion Centers (AIC)** also referred to as stand-alone infusion centers are not in scope.
  - Any location with place of service 11 (office).

### **If a new drug is approved by the FDA, can I start administering the new drug to a member if I have confirmed eligibility and benefits and submit claims to CareCentrix?**

To submit a claim for a drug that is newly approved by the FDA, you may contact CareCentrix to discuss adding this medication to your existing contract. If you have additional questions, please call us at **833-592-1062** or email us at [HomeInfusion@CareCentrix.com](mailto:HomeInfusion@CareCentrix.com).

## Questions?

CareCentrix provides useful tools for your reference. All materials are accessible via the CareCentrix HomeBridge® portal by following the steps below:

1. Click [here](#) to access the CareCentrix HomeBridge® portal
2. Click on **Provider Education & Documentation Review**.
3. Scroll to the **Education Center** section.
4. Scroll to and click on **BCBSM Home Infusion Services Reference Materials**.
5. Select the item you wish to access:
  - Quick Reference Guide (QRG)
  - Frequently Asked Questions (FAQ)
  - Training presentation
  - Training recording

Blue Cross Blue Shield of Michigan and Blue Care Network are nonprofit corporations and independent licensees of the Blue Cross and Blue Shield Association. CareCentrix is an independent company that manages the in-state, independent home infusion services and ambulatory infusion suite (AIS) provider network for Blue Cross and BCN commercial members.