



# Licensed Professional Counselors

## Introduction to Blue Cross and Blue Care Network

Blue Cross / BCN Provider Outreach  
December 2015 / January 2016



Nonprofit corporations and independent licensees  
of the Blue Cross and Blue Shield Association

# 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?

## What's new?



**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

# Blue Cross / BCN comparison

## Blue Cross / BCN similarities and differences

QUESTION		Blue Cross	BCN
1	What is Blue Cross / BCN?	<ul style="list-style-type: none"> <li>• Nonprofit mutual insurance company</li> <li>• Largest health insurer in Michigan</li> </ul>	<ul style="list-style-type: none"> <li>• Health maintenance organization</li> <li>• Wholly owned subsidiary of Blue Cross Blue Shield of Michigan</li> </ul>
2	<p>Which provider networks are now accepting LPCs?</p> <p>Note: The Medicare Plus Blue<sup>SM</sup> Preferred Provider Organization network is <u>not</u> open to LPCs.</p>	<ul style="list-style-type: none"> <li>• Traditional</li> <li>• TRUST PPO</li> <li>• Mental Health and Substance Abuse Managed Care</li> </ul>	<ul style="list-style-type: none"> <li>• BCN HMO<sup>SM</sup> (commercial)</li> <li>• BCN Advantage<sup>SM</sup></li> </ul>



# Blue Cross / BCN comparison

## Blue Cross / BCN similarities and differences

QUESTION		Blue Cross	BCN
3	Starting Jan. 1, 2016, can LPC services still be billed under an MD/DO or fully licensed psychologist?	Yes	<ul style="list-style-type: none"> <li>• Through Dec. 31, 2015: LPCs can bill under a fully licensed psychologist for services to BCN members.</li> <li>• Starting Jan. 1, 2016: LPCs can no longer bill under a supervising provider for services to BCN members.</li> </ul>
4	Can LPCs contract as individual providers?	Yes	<ul style="list-style-type: none"> <li>• Through Jan. 31, 2016: Yes. LPCs can apply to contract with BCN as individual providers.</li> <li>• 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.</li> </ul>
5	Can LPCs still practice in a substance abuse facility or an OPC setting?	Yes	Yes



# Provider requirements

# Blue Cross provider requirements

## Blue Cross requirements by provider type

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

\*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.



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# 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.

Practitioner type (Education)	License / certification	In solo or group practices... (Each individual must be enrolled and credentialed.)		In substance abuse/OPC settings**... (Facility is enrolled and credentialed and is responsible for the licensing and supervision of its practitioners.)		Billing modifier that must be used
		Can practitioner treat BCN members directly?	Can practitioner treat BCN members under a supervising provider?	Can practitioner treat BCN members directly?	Can practitioner treat BCN members under clinic's supervision?	
Psychiatrist (MD, DO)	• Board certified or board eligible	Yes	No	Yes	PGY-3 and PGY-4 residents <sup>§</sup> must work under medical director's supervision	AM = adult HA = child
Psychologist (PhD, EdD or PsyD)	• LP - full license	Yes	No	Yes	Not applicable	AH
	• LLP - limited license	No	Yes, under LP supervisor *	No	Yes, under LP supervisor	HO
Psychologist (Master's)	• LLP - limited license	No	Yes, under LP supervisor *	No	Yes, under LP supervisor	HO
	• TLLP – temporary limited license	No	No	No	Yes, under LP supervisor	HO
Social worker (MSW)	• LMSW - full license	Yes	No	Yes	Not applicable	AJ
	• LLMSW – limited license	No	No	No	Yes, under LMSW supervisor	AJ
Counselor (Master's)	• LPC – full license	Yes (eff. Jan. 1, 2016) †	No (eff. Jan. 1, 2016) †	Yes (eff. Jan. 1, 2016) †	Not applicable (eff. Jan. 1, 2016) †	HO
	• LLPC – limited license	No	No	No	Yes, under LPC or LP supervisor †	HO

\* 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.

<sup>§</sup> PGY-3 and PGY-4 residents are third- and fourth-year psychiatry residents, respectively. † For dates of service prior to Jan. 1, 2016, LPCs and LLPCs can treat BCN members only under an LP supervisor.

Updated Nov. 4, 2015



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## 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](mailto:BPLHelp@michigan.gov)

# BCN provider requirements

## Where can I find the BCN requirements document?

1. Go to [ereferrals.bcbsm.com](http://ereferrals.bcbsm.com).
2. Click **Behavioral Health**.
3. Click to open the [BCN requirements document](#).

The screenshot shows the 'e-referral' website header with the tagline 'The "e" makes our referrals twice as easy.' and the Blue Care Network of Michigan logo. Below the header is a navigation menu with options like 'Login', 'Need Help?', 'Referral Resources', 'User Search', 'Add or Change a User', 'Helping Tools', and 'Archive'. Under 'Management Resources', there are links for 'Clinical Review & Criteria Charts', 'Provider Manual Chapters', 'Autism', 'Bariatric Surgery', and 'Behavioral Health'. The 'Behavioral Health' link is highlighted. To the right, the 'Behavioral Health' section contains a paragraph of text and a list of 'Other resources'. The last item in the list, 'Requirements for providing behavioral health services to BCN members', is highlighted with a red box.

**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-DENIS 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*.
  - When your contract is confirmed, the authorization will be transferred to you going forward.
  - If your contract is not confirmed, the authorization will continue to go to the supervising provider until the end date of that authorization.

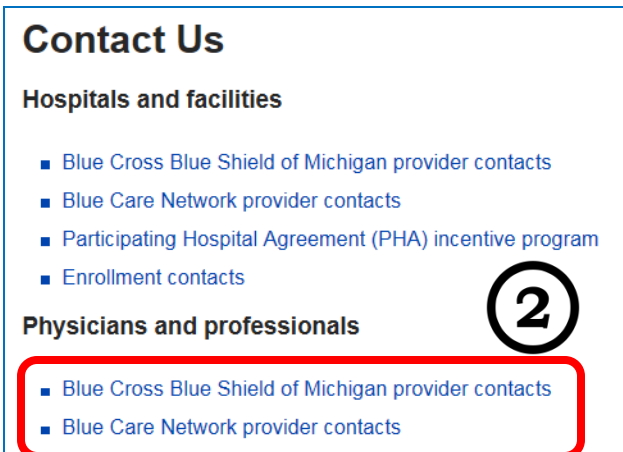
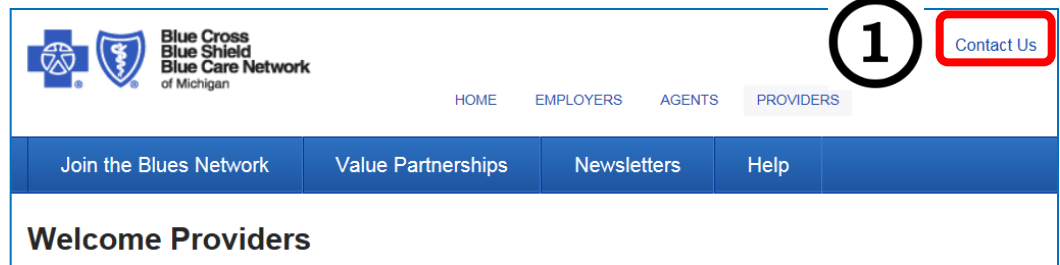


# Questions?

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 –
  - Individual (solo) practitioner: An individual who practices independent of a group (does not have a Type II organizational National Provider Identifier)
  - Group: Bills with a Type II organizational NPI in a professional group in which there is more than one practitioner
  - 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.
  - 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

The screenshot shows the website header with the logo and navigation menu. The 'PROVIDERS' link is highlighted. Below the navigation is a blue bar with links: 'Join the Blues Network', 'Value Partnerships', 'Newsletters', and 'Help'. The main content area features a 'Welcome Providers' heading and a large image of healthcare professionals. Overlaid on the image is the text 'Larger network better service better care' and a red-bordered button that says 'Join our network >'. A speech bubble points to the image with the text 'Visit bcbsm.com/providers.'.

Visit [bcbsm.com/providers](https://bcbsm.com/providers).

### 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.


Next

# 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** 

Previous Next

### 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

[Previous](#) [Next](#)

**C**

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

Is the Licensed Professional Counselor an incorporated individual? 

Yes  No

[Previous](#) [Next](#)

[Previous](#) [Next](#)





# Step 1 - Enroll

## Scenario A




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

#### 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.

 Sign and return    Save for your records    Completed

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 FAQ s \(PDF \)](#)
- [Photo Submission and Philosophy of Care Instructions](#)

2

 [Group Change Form \(PDF\)](#) 

- [Back to Enrollment and Changes](#)
- [Required Documents Checklist \(PDF\)](#)

**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

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

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

#### 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.



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

# Step 1 - Enroll

## Scenario B




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

#### 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.

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

 Sign and return    Save for your records    Completed

 [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 FAQ s \(PDF \)](#)
- [Photo Submission and Philosophy of Care Instructions](#)

- [Back to Enrollment and Changes](#)
- [Required Documents Checklist \(PDF\)](#)

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

[Section 8: Provider secured services – web-DENIS](#)

**CAQH application**

1

# Step 1 - Enroll

## Scenario B

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

#### Licensed Professional Counselor forms and documents

2

- [\[-\] 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 \(PDF\) ?](#)

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.

3

- [\[-\] 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 \(PDF\) ?](#)



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

# 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.

- [Back to Enrollment and Changes](#)
- [Required Documents Checklist \(PDF\)](#)

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.

 Sign and return    Save for your records    Completed

#### [New Mental Health Practitioner Enrollment Form \(PDF\)](#)

Reminder: All practitioners must complete a CAQH application within 14 calendar days of enrollment.

- [Find out more about the CAQH database at proview.caqh.org/pr](#)
- [CAQH FAQ s \(PDF \)](#)
- [Photo Submission and Philosophy of Care Instructions](#)

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

[Section 8: Provider secured services – web-DENIS](#)

CAQH application

1

2

 [New Group Enrollment Form \(PDF\)](#) 

# Step 1 - Enroll

## Scenario C

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

3

**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.

#### 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.

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

# 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](https://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.



# Keeping current

## Keep your information updated

- You must update your CAQH information every 120 days. Visit **[proview.caqh.org/pr](http://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

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*.

**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.

[Sign and return](#) [Save for your records](#) [Completed](#)

- [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 \[proview.caqh.org/pr\]\(http://proview.caqh.org/pr\)](#)
  - [CAQH FAQ s \(PDF\)](#)
  - [Photo Submission and Philosophy of Care In...](#)
- [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](#)

[Back to Enrollment and Changes](#)  
[Required Documents Checklist \(PDF\)](#)

# Sign up to use BCN's e-referral system

## How to sign up for e-referral

BCN providers use the e-referral system to submit requests to authorize services. To sign up, go to [ereferrals.bcbsm.com](http://ereferrals.bcbsm.com) and click [Sign Up or Change a User](#).

Follow the instructions there.

The screenshot shows the e-referral system interface. At the top, it says "e-referral" and "The 'e' makes our referrals twice as easy." There is a "Login" button with a right-pointing arrow and a "Need Help?" link. A navigation menu on the left includes "Home", "e-referral Resources", "Provider Search", "Sign Up or Change a User" (highlighted with a red box), "Training Tools", "News Archive", "Care Management Resources", "Clinical Review & Criteria Charts", "Provider Manual Chapters", "Autism", "Bariatric Surgery", "Behavioral Health", "Centers of Excellence", "eviCore-Managed Procedures", "Forms", "Outpatient PT, OT, ST", "Sleep Management Program", "Spine Care Referral Program", "Additional Resources", and "Quick Guides". The main content area has a heading "Sign up for e-referral or change a user" and two sections: "To ensure continued access for current e-referral users" and "To sign up as a new e-referral user". The "To sign up as a new e-referral user" section contains two bullet points. The second bullet point is enclosed in a red box and lists three steps for professional providers: 1. Download the Professional Service Secured Access Application (PDF) and complete the required fields. 2. Download the Use and Protection Agreement (PDF) and complete the required fields. 3. Fax or mail the completed forms to the fax number or address listed on the forms.

**e-referral** The "e" makes our referrals twice as easy.

**Sign up for e-referral or change a user**

To ensure continued access for current e-referral users

You must login at least once every 180 days to keep your user ID active. If your user ID is not working, fax a request on company letterhead to 1-800-495-0812 asking for the ID to be reconnected. Include the user ID, your name and email address, and have it signed by the authorized individual in the office. For additional help, please call the Web Support Help Desk at 1-877-258-3932.

To sign up as a new e-referral user

Each prospective e-referral user must have a Provider Secured Services ID (sometimes referred to as a web-DENIS ID) and password to use the e-referral application.

- If your office has access to Provider Secured Services but not e-referral, complete the appropriate Secured Access Application below — either Facility or Professional — and fax or mail the completed form to the fax number or address listed on the form. You do not need to complete the Use and Protection Agreement, because you previously completed the agreement to obtain access to Provider Secured Services.
- If you don't currently have access to Provider Secured Services, follow the instructions below for your provider type to get access to e-referral:
  - Professional providers**
    1. Download the [Professional Service Secured Access Application \(PDF\)](#) and complete the required fields. Make sure you check the box on Page 2 in the "e-referral Access (BCN only)" column next to the name of each person requesting e-referral access.
    2. Download the [Use and Protection Agreement \(PDF\)](#) and complete the required fields.
    3. Fax or mail the completed forms to the fax number or address listed on the forms.

# Guide for using BCN's e-referral system

## How to use e-referral

At [ereferrals.bcbsm.com](http://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.

# Provider Secured Services

## Log in to Provider Secured Services

Both web-DENIS and BCN's e-referral system are part of Provider Secured Services.

Newsletters Help LOGIN ▾

Log in as a:

- Member
- Employer
- Provider**
- Agent

Username:

Password:


**LOGIN**

Once you have a Provider Secured Services user ID and password, visit [bcbsm.com/providers](http://bcbsm.com/providers) and log in as a provider.

# Opening the systems

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.

Provider Secured Services > Home



## Provider Secured Services

Welcome! You are logged in to the secured area of our site. You now have access to the following services:

- [web-DENIS](#)

With web-DENIS you can verify patient eligibility and benefits, track pending and finalized claims, and more.

  - [Go to web-DENIS.](#)
  - [web-DENIS sign-up information](#)
  - [e-learning training modules](#)
- [BCN e-referral](#)

Welcome to BCN's new e-referral system! Online training, an e-referral User Guide and an e-referral Quick Guide are available on the e-referral [Training Tools](#) page. If you need additional assistance, please contact your [provider consultant](#).

With BCN e-referral you can search and submit referrals and authorizations electronically for faster and more accurate processing.

  - [Go to BCN e-referral.](#)
  - [Visit the e-referral website for the latest news and updates including BCN Care Management, referral and authorization information.](#)
  - [For training and navigation support, contact your provider consultant or visit the e-referral website.](#)

**Information:**  
For access issues or a password reset, please call the Web Support Help Desk at 1-877-258-3932.



# QUESTIONS?