

Task	Training and Resources	Notes
Working with Blue Cross Blue Shield of Michigan and Blue Care Network: Foundation	<ol style="list-style-type: none"> 1. Blue Cross 101 curriculum <ol style="list-style-type: none"> a. Narrated web presentations on basic topics b. Downloadable PDF* 2. Welcome new provider guide* 	Overview of how to work with Blue Cross Blue Shield of Michigan and Blue Care Network
Getting enrolled, accessing Provider Secured Services and online tools	<ol style="list-style-type: none"> 1. Welcome new provider guide* <ol style="list-style-type: none"> a. Credentialing: page 1 b. Signing up for provider portal: page 2 2. Blue Cross 101 Curriculum: Provider Enrollment and Signing up for Online Tools <ol style="list-style-type: none"> a. Narrated web presentation b. Downloadable PDF (pgs 22-30)* 3. Provider Enrollment and Change Self-Service tool training 	Getting credentialed and applying for tools needed
Sending claims electronically	<ol style="list-style-type: none"> 1. Welcome new provider guide, pg 3* 2. Using EDI (Electronic Data Interchange) to exchange information electronically 	Establishing appropriate access to start claims billing
Checking benefits and eligibility	<ol style="list-style-type: none"> 1. Narrated web presentation on Provider Secured Services – web-DENIS (slides 6-22) 2. e-referral eLearning module 1 	Using systems to verify patient's benefits and eligibility

*requires Provider Secured Services sign on

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Using the e-referral system	<ol style="list-style-type: none"> 1. Welcome new provider guide pg 2* 2. Narrated web presentation on Provider Secured Services – Using e-referral (slides 37 - 40) 3. e-referral User Guide 4. e-referral eLearning modules 	<ul style="list-style-type: none"> • BCN commercial members need referrals: review eLearning modules 1,2,3,4,5,6,9,10 • Only Blue Cross Personal Choice PPO members need referrals: Review eLearning modules 1,2,3,4,6,9,10
Using eviCore healthcare® for authorizations	<ul style="list-style-type: none"> • eviCore website • Procedures the require authorization by eviCore healthcare • eviCore FAQs 	<ul style="list-style-type: none"> • Athletic trainers also use eviCore for authorizations
Working with claims	<ol style="list-style-type: none"> 1. Using EDI (Electronic Data Interchange) to exchange information electronically 2. Claims Basics webinar: available Q1-2021 3. Claims Troubleshooting job aid for professional and facility providers* 4. Claims Troubleshooting <ol style="list-style-type: none"> a. Claim Troubleshooting webinar recording b. Downloadable PDF slides* 5. Claims Appeals training <ol style="list-style-type: none"> a. Claims Appeals webinar recording b. Downloadable PDF slides* 	<ul style="list-style-type: none"> • Submitting, troubleshooting and appealing claims • Athletic Trainers will only be eligible for payment when services are billed on a professional claim form

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Provider training and resources for athletic trainers

For Blue Cross commercial and Blue Care Network commercial members

January 2021

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<p>Additional support</p>	<ol style="list-style-type: none"> 1. Online resources <ol style="list-style-type: none"> a. Provider manuals* b. Provider newsletters c. Narrated web presentation on Provider Secured Services – all sections d. Narrated web presentation: Blue Cross 101 – Publications and Resources (slide 20) 2. Blue Cross and BCN contact information Webinar offerings throughout the year on various topics (information will be sent out in the newsletters) 	<p>Provider Inquiry information is included in the Blue Cross and BCN contact information</p>

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