



October 2021

### **IN NETWORK vs. OUT OF NETWORK**

Some of our providers are questioning whether or not they are in network with certain insurance carriers. It can be confusing. Many times a provider will receive payment which leads them to believe they are in network. Then, suddenly, some claims are denied as out of network. This is because some patients have out of network benefits, while others do not. Please make sure to verify each patient's insurance coverage and *your* eligibility to receive payment. Please note: some carriers are not enrolling new providers at this time, or the process is very delayed due to the ongoing problems with the pandemic.

### **BCBSM UPDATE**

Blue Cross Blue Shield of Michigan is "sundowning" its WEBDENIS tool, and moving to the Availity platform as of June 30, 2022. You will be able to have access to the same functions that you do now, but will be using a special BCBSM and BCN portal through Availity. Watch for the BCBSM November Record for more details.

Also, BCBSM has a representative shortage of 150 positions. This contributes to a slowdown in our obtaining assistance in claims and denial processing. PPR is doing our best to make sure that all your claims are paid on a timely basis, but insurance company slowdowns have become challenging.

### **FORWARD ALL CORRESPONDENCE**

Please make sure to forward all insurance company correspondence to PPR. Due to many carriers' shortage of personnel and other problems in claims processing, we need all the information possible to make sure that you're paid correctly and on time. Any insurance communication that you receive and forward to us can make the difference in whether you get paid or not.

### **2022 FEE SCHEDULE**

PPR staff will review your current fee schedule against the Medicare and BCBSM published rates for 2022. We will make recommendations that you raise any fees that we find where the Medicare and/or BCBSM rates are higher than your charged amount. You will see the updated fees on our procedure reports at the end of November.

And remember, we're here to help you. Don't hesitate to call at any time for any reason.