

## Blue Cross and BCN contacting behavioral health providers regarding appointment access standards

To meet requirements of the different regulatory or accreditation bodies (e.g. National Committee for Quality Assurance, Centers for Medicare & Medicaid Services, State of Michigan), Blue Cross Blue Shield of Michigan and Blue Care Network are reaching out to professional behavioral health providers to review compliance with appointment access standards. Your office may receive a phone call. You can find these standards in our provider manuals. Here's how to find them:

1. Log in to our provider portal ([availability.com](https://availability.com)\*)
2. Click *Payer Spaces* on the menu bar and then click the BCBSM and BCN logo.
3. Click the *Resources* tab.
4. Click *Provider manuals*.

For the *Blue Cross Commercial Provider Manual*:

1. Click *Blue Cross commercial*.
2. Scroll down to the *PPO Policies (PDF)* chapter under *Quality Standards and Clinical Guidelines*.
3. Click *Access standards* in the table of contents.

For the *BCN Provider Manual*:

1. Click *BCN commercial and BCN Advantage<sup>SM</sup>*.
2. Scroll down to the *Access to Care (PDF)* chapter.
3. Click *Behavioral health appointment access standards* in the table of contents.

For the *Medicare Plus Blue<sup>SM</sup> PPO Provider Manual*:

1. Click *Medicare Plus Blue<sup>SM</sup> (PDF)*.
2. Click *Access to Care (PDF)* in the table of contents.

\*While Blue Cross Blue Shield of Michigan and Blue Care Network recommend this website and we're responsible for its Blue Cross and BCN-specific content, we don't own or control this website.

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