

Web-DENIS broadcast message

Category: Telehealth

Title: Telehealth overview guides available

Start Date: March 20, 2020

End Date: April 17, 2020

New [Telehealth for medical providers](#) and [Telehealth for behavioral health providers](#) guides are now available for providers seeking more information on this benefit. Telehealth allows members to consult with physicians from home using their computers, smartphones, tablets and telephones. This applies to all Blue Cross Blue Shield of Michigan and Blue Care Network members with an existing telehealth benefit.

The guides help define the differences between telemedicine services and online visits, how to use telehealth, billing requirements and more. **Any exceptions related to COVID-19 will be published in separate communications.** They can be found on the [Coronavirus information updates for providers](#) link on the *BCN Provider Publications and Resources* or *BCBSM Newsletters and Resources* web-DENIS pages.

In addition to telehealth services, providers can remind their patients about our 24-hour Nurse Line. This allows them to talk to a registered nurse day or night at no cost. Blue Cross PPO members can call 1-800-775-2583; BCN HMO members can call 1-855-624-5214.