

# **Chiropractic services**

*For chiropractic manipulations and  
physical medicine services by chiropractors*

February 2021

## **UTILIZATION MANAGEMENT**



BCN provides utilization management services.

Utilization management focuses on ensuring that patients get the right care at the right time in the right location through the authorization process.

These services are provided by the departments and vendors listed below.

### **Utilization management**

- [BCN utilization management department](#)
- [eviCore healthcare®](#)

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## **UTILIZATION MANAGEMENT**

### **BCN utilization management department**

Makes authorization determinations for chiropractic procedures, such as spinal manipulations for the following groups and individual members:

- BCN commercial — All fully insured groups, all self-funded groups\* and all members with individual coverage
- BCN Advantage<sup>SM</sup> — All groups and all members with individual coverage

### **Resources**

- See the “BCN Advantage claims processing” section of the [BCN Advantage](#) chapter of the *BCN Provider Manual*.
- In section 1 of the [BCN Referral and Authorization Requirements](#) document, see the “Chiropractic services (spinal manipulations)” section.

### **eviCore healthcare<sup>®</sup>**

Makes authorization determinations for physical medicine services by chiropractors for the following groups and individual members:

- BCN commercial — All fully insured groups, all self-funded groups\* and all members with individual coverage

### **Resources**

- [www.evicore.com/provider/#i-want-to-learn-how-to](http://www.evicore.com/provider/#i-want-to-learn-how-to)\*\*
- [Procedures that require review by eviCore healthcare](#)
- [Outpatient rehabilitation services: Frequently asked questions for rehab providers](#)
- BCN [Outpatient PT, OT, ST](#) page on our referrals.bcbsm.com website

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## ADDITIONAL INFORMATION

### About this document

This document lists coverage exceptions for major groups.

It also provides links to additional resources, some of which may be in provider manuals that aren't publicly available.

- To access chapters of the *Blue Cross PPO Provider Manual*, log in as a provider at [bcbsm.com](http://bcbsm.com), click the *Provider Manuals* link on the right and then click the *Blue Cross PPO Provider Manual* link.
- To access chapters of the *BCN Provider Manual*, log in as a provider at [bcbsm.com](http://bcbsm.com), click the *Provider Manuals* link on the right and then click the *BCN Provider Manual* link.

### Information for out-of-state providers

See the following documents for referral and authorization requirements.

- For Blue Cross commercial and Medicare Plus Blue members: [Provider Preauthorization and Precertification Requirements](#)
- For BCN commercial and BCN Advantage members: [Non-Michigan providers: Referral and authorization requirements](#)

You can view these documents and our medical policies through the [Medical Policy & Pre-Cert/Pre-Auth Router](#). To access the router, go to [bcbsm.com/providers](http://bcbsm.com/providers), click *Quick Links*, click *Out-of-state providers* and then click *Medical policy, precertification and preauthorization router*.

### Reminder

As always, it's essential that providers check each member's eligibility and benefits prior to performing services.

Providers are responsible for identifying the need for authorization through web-DENIS, Benefit Explainer or Provider Inquiry and for contacting vendors and obtaining authorization for services, as needed.

\*For self-funded plans, the employer assumes the risk for claims costs and pays a fee for administrative services provided by Blue Cross or BCN.

\*\*Clicking this link means that you're leaving the Blue Cross Blue Shield of Michigan and Blue Care Network website. While we recommend this site, we're not responsible for its content.