

For biometric home monitoring and hypertension management and for procedures and services that require prior authorization

Revised October 2022

CARE MANAGEMENT AND UTILIZATION MANAGEMENT



Blue Cross and BCN offer care management programs to members. We also provide utilization management programs.

These programs vary based on member coverage and may be administered by Blue Cross or BCN staff or by contracted vendors.

- **Care management** programs provide patient support by identifying patients with health risks and working with them to improve or maintain their health.
- **Utilization management** programs 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.

Care management

- [AMC Health](#)
- [Livongo®](#)

Utilization management

- [BCN Utilization Management](#)
- [AIM Specialty Health® — For cardiology procedures](#)
- [AIM Specialty Health — For echocardiology procedures](#)

Keep reading to learn which members have access to or requirements under these programs. Programs may not apply to all members.

This document is subject to change. Access this document via ereferrals.bcbsm.com to ensure you're viewing the most up-to-date information.

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CARE MANAGEMENT

AMC Health

Provides home biometric monitoring for blood pressure, weight, oxygen saturation, glucose and temperature using remote monitoring technology for members with one or more of the following conditions: congestive heart failure, chronic obstructive pulmonary disease or uncontrolled hypertension.

AMC Health provides these services for the following groups and individual members:

- Medicare Plus BlueSM — Most groups and all members with individual coverage
- BCN AdvantageSM — Most groups and all members with individual coverage

Resources

[amchealth.com](https://www.amchealth.com)**

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CARE MANAGEMENT

Livongo®

Livongo offers diabetes and hypertension solutions that provide members with 24/7 remote monitoring and coaching by experts to help them understand how managing their conditions can have a positive effect on their overall health. These solutions provide additional support for members with chronic conditions and comorbidities, such as obesity, hypertension, high cholesterol and behavioral health conditions.

The solutions are:

- **Diabetes management:** A data-driven digital health program that removes hurdles to proper diabetes management, including disease education, a cellular connected glucometer and access to free testing supplies.
- **Prediabetes management:** Helps members achieve their health goals through sustainable lifestyle changes to reduce the risk of developing type 2 diabetes.
- **Hypertension management:** Helps members develop healthy habits and control their blood pressure to better manage and improve their health.

Livongo provides these solutions for the following groups and individual members:

- Blue Cross commercial — Select self-funded groups* and all members with individual coverage
- BCN commercial — Select self-funded groups* and all members with individual coverage

Resources

- [Blue Cross Diabetes Management Toolkit](#) for employers
- [livongo.com](https://www.livongo.com)**
- [Welcome to Livongo for Diabetes](#) member video**

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UTILIZATION MANAGEMENT

BCN Utilization Management

Makes authorization determinations for various cardiology services 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 — All groups and all members with individual coverage

Resources

- [BCN referral and authorization requirements for Michigan providers](#) PDF
- “Authorization criteria and preview questionnaires” section of the [BCN Authorization Requirements & Criteria](#) page on our [ereferrals.bcbsm.com](#) website
- [Utilization Management](#) chapter of the *BCN Provider Manual*

For BCN commercial only

- Our medical policies, which you can access through the [Medical Policy & Pre-Cert/Pre-Auth Router Home](#) page of the [bcbsm.com](#) website. To locate a medical policy, enter the procedure code in the *Policy/Topic Keyword* field and press ENTER. (You don’t need to choose a category.)

For BCN Advantage only

- “BCN Advantage utilization management program” section of the [BCN Advantage](#) chapter in the *BCN Provider Manual*
- For Medicare Advantage members, we apply the Medicare national coverage determinations (if available) or Medicare local coverage determinations (in the absence of national coverage determinations). If there is no Medicare national or local coverage determination, we use our medical policies.

Note: The “Government regulations” sections of our medical policies include the Medicare coverage determinations that were in effect when the policies were last reviewed. You can access the policies through the [Medical Policy & Pre-Cert/Pre-Auth Router Home](#) page of the [bcbsm.com](#) website. To locate a medical policy, enter the procedure code in the *Policy/Topic Keyword* field and press ENTER. (You don’t need to choose a category.)

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UTILIZATION MANAGEMENT

AIM Specialty Health® — For cardiology procedures

Makes authorization determinations for the following groups and individual members:

- Medicare Plus Blue — All groups and all members with individual coverage
- BCN commercial — All fully insured groups, all self-funded groups* and all members with individual coverage
- BCN Advantage — All groups and all members with individual coverage

Resources

- [Procedures that require authorization by AIM Specialty Health](#) PDF
- [Frequently asked questions about AIM for cardiology, radiology \(high technology\) and sleep studies \(in lab\)](#) PDF
- aimspecialtyhealth.com/solutions/health-plans/clinical-solutions/cardiology/**

For Medicare Plus Blue

- Utilization Management section of the [Medicare Plus Blue PPO Provider Manual](#) — Look for the subsection titled “Preauthorization of high-technology radiology and cardiology services”
- [Blue Cross AIM-Managed Procedures](#) page on our ereferrals.bcbsm.com website

For BCN commercial and BCN Advantage

- [BCN AIM-Managed Procedures](#) page on our ereferrals.bcbsm.com website
- [Utilization Management chapter](#) of the *BCN Provider Manual*

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UTILIZATION MANAGEMENT

AIM Specialty Health — For echocardiology procedures

Makes authorization determinations for the following groups and individual members:

- Blue Cross commercial
 - All fully insured groups
 - Most self-funded groups*
Exceptions: UAW Retiree Medical Benefits Trust, Blue Cross and Blue Shield Federal Employee Program®, State of Michigan plans, and select Ascension Health groups.
 - All members with individual coverage
- Medicare Plus Blue — All groups and all members with individual coverage
- BCN commercial — All fully insured groups, all self-funded groups* and all members with individual coverage
- BCN Advantage — All groups and all members with individual coverage

Resources

- [Procedures that require authorization by AIM Specialty Health PDF](#)
- [Frequently asked questions about AIM for cardiology, radiology \(high technology\) and sleep studies \(in lab\) PDF](#)

- aimspecialtyhealth.com/solutions/health-plans/clinical-solutions/cardiology/**

For Blue Cross commercial

- The following chapters of the *Blue Cross Commercial Provider Manual*:
 - Preapproval of Services
 - Radiology Management Program Procedure Codes
- [Blue Cross AIM-Managed Procedures](#) page on our ereferrals.bcbsm.com website

For Medicare Plus Blue

- Utilization Management section of the [Medicare Plus Blue PPO Provider Manual](#) — Look for the subsection titled “Preauthorization of high-technology radiology and cardiology services”
- [Blue Cross AIM-Managed Procedures](#) page on ereferrals.bcbsm.com website

For BCN commercial and BCN Advantage

- [BCN AIM-managed procedures](#) page on ereferrals.bcbsm.com website

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ADDITIONAL INFORMATION

About this document

This document lists coverage exceptions for major groups.

It also refers to additional resources. For resources that are publicly available, we provide direct links. To access documents that aren't publicly available, including provider manual chapters:

1. Log in to our provider portal (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 *Secure Provider Resources (Blue Cross and BCN)*.

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, click *Resources*, scroll to the “Out-of-area prior authorization resources” section and click the *out-of-area router* link.

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 our provider portal, Benefit Explainer or Provider Inquiry and for 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.

AMC Health and Livongo are independent companies that provide select care management services for Blue Cross Blue Shield of Michigan and Blue Care Network members who have Medicare Advantage plans.

AIM Specialty Health is an independent company that contracts with Blue Cross Blue Shield of Michigan and Blue Care Network to manage authorizations for select services. For more information, go to our ereferrals.bcbsm.com website.

Availity is an independent company that contracts with Blue Cross Blue Shield of Michigan and Blue Care Network to offer provider portal services.



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Cardiology

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