

CARE MANAGEMENT AND UTILIZATION MANAGEMENT



Blue Cross Blue Shield of Michigan and Blue Care Network 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 focus on ensuring that patients get the right care at the right time in the right location through the authorization process.

These programs are provided by the vendors listed below.

Care management

- [Cecelia Health \(formerly Fit4D\)](#)
- [Livongo® — traditional diabetes management solution](#)
- [Livongo — diabetes and hypertension solutions](#)
- [Omada Health](#)
- [Solera Health](#)

Utilization management

- [J&B Medical Supply](#)
- [Northwood, Inc.](#)

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.

CARE MANAGEMENT

Cecelia Health (formerly Fit4D)

Provides education and coaching services for members with diabetes. These services help members:

- Learn and adopt self-management behaviors
- Comply with treatment and care plan recommendations and preventive service guidelines.

Cecelia Health provides these services to the following group:

- Blue Cross commercial self-funded groups* — UAW Retiree Medical Benefits Trust only

Resources

ceceliahealth.com**

Livongo® — traditional diabetes management solution

Provides a technology- and data-driven digital health program that removes hurdles to proper diabetes management through 24/7 remote monitoring. The program includes disease education, a cellular connected glucometer and access to free diabetes supplies.

Livongo provides these services to the following groups and individual members:

- Blue Cross commercial — All fully insured groups
- Medicare Plus BlueSM — Most groups and all members with individual coverage
- BCN commercial — All fully insured groups
- BCN AdvantageSM — Most groups and all members with individual coverage

Resources

- [Take charge of your diabetes](#) member flyer
- livongo.com**
- [Livongo Experience for Multiple Conditions](#) video**

CARE MANAGEMENT

Livongo — diabetes and hypertension solutions

Livongo offers 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

- [Take charge of your diabetes](#) member flyer
- [livongo.com](https://www.livongo.com)**
- [Welcome to Livongo for Diabetes](#) video**

CARE MANAGEMENT

Omada Health

Provides a digital health care program that helps people achieve their health goals through sustainable lifestyle changes to reduce the risk of developing type 2 diabetes.

Omada provides these services to the following groups:

- Blue Cross commercial — Select self-funded groups*
- BCN commercial — Select self-funded groups*

Resources

- omadahealth.com**
- [Welcome to Omada](#) video**

Solera Health

Works with Medicare Plus Blue and BCN Advantage members to determine whether they're qualified for the Medicare Diabetes Prevention Program. Solera enrolls each qualified member in an MDPP program in the member's area.

Solera provides this service to members who qualify and have coverage through one of the following products:

- Medicare Plus Blue — All groups and all members with individual coverage
- BCN Advantage — All groups and all members with individual coverage

Resources

- solera4me.com/en/bcbsm**
- [Solera Health - Medicare Diabetes Prevention Program Frequently Asked Questions](#) document

UTILIZATION MANAGEMENT

J&B Medical Supply

J&B Medical manages diabetes supplies as follows:

Item	For these groups and individual members
Diabetes supplies Excludes: Diabetic shoes and inserts	<ul style="list-style-type: none"> Medicare Plus BlueSM — All groups and all members with individual coverage¹ BCN commercial — All fully insured groups, all self-funded groups* and all members with individual coverage BCN AdvantageSM — All groups and all members with individual coverage

Prior authorization is required only in certain circumstances, such as:

- When the request includes certain supplies, such as continuous glucose monitors, insulin pumps, ketone strips and replacement requests
- When quantity limits are exceeded
- When documentation is required
- When the supplier is outside of the J&B network
- For reasons of medical necessity outside of the Blue Cross Inclusionary Criteria or Medicare Local Coverage Determination.

In these instances, J&B will request authorization from Medicare Plus Blue or BCN.

Note: Diabetic shoes and inserts are handled by [Northwood](#).

Resources

For Medicare Plus Blue

- “Durable medical equipment, diabetic supplies, and prosthetic & orthotic” section of the [Medicare Plus Blue PPO Provider Manual](#)

For BCN commercial and BCN Advantage

- “Medical supplies, durable medical equipment, prosthetics and orthotics” section in the [Utilization Management](#) chapter of the *BCN Provider Manual*

¹J&B Medical is the preferred provider for all members who have Medicare Plus Blue plans.

UTILIZATION MANAGEMENT

Northwood, Inc.

Northwood manages both prior authorizations and the supplier network for durable medical equipment and prosthetics and orthotics, or P&O.

Northwood makes determinations on prior authorization requests submitted by their contracted suppliers as follows:

Item	For these groups and individual members
All DME/P&O, including diabetes supplies and diabetic shoes and inserts	Blue Cross commercial <ul style="list-style-type: none"> Fully insured groups¹ Members with individual coverage¹
DME/P&O Includes: Diabetic shoes and inserts Excludes: Diabetes supplies	<ul style="list-style-type: none"> Medicare Plus Blue² — 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 AdvantageSM — All groups and all members with individual coverage

Resources

northwoodinc.com/northwood-providers**

For Blue Cross commercial

- [Frequently Asked Questions: Durable Medical Equipment, Prosthetics, Orthotics and Medical Supplies Management Program](#) PDF
- [Northwood DMEPOS Management Program Procedure Codes Requiring Prior Authorization](#) PDF
- Durable Medical Equipment, Medical Supplies, and Prosthetics and Orthotics Services chapter of the *Blue Cross Commercial Provider Manual*

For Medicare Plus Blue

- “Durable medical equipment, diabetic supplies, and prosthetic & orthotic” section of the [Medicare Plus Blue PPO Provider Manual](#)

For BCN commercial

- [Utilization Management](#) chapter of the *BCN Provider Manual*

For BCN Advantage

- [Utilization Management](#) chapter of the *BCN Provider Manual*
- [BCN Advantage](#) chapter of the *BCN Provider Manual*

¹Northwood is the preferred provider for Blue Cross commercial members who reside in Michigan.

²Northwood is the provider for all Medicare Plus Blue members who live in Michigan.

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 (availity.com**).
2. Click *Payer Spaces* on the menu bar.
3. Click the BCBSM and BCN logo and then 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.

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

Cecelia Health, Livongo, Omada Health and Solera Health are independent companies that provide select care management services for Blue Cross Blue Shield of Michigan and Blue Care Network.

J&B Medical Supply and Northwood Inc. are independent companies that manage select services for various Blue Cross Blue Shield of Michigan and Blue Care Network members.

*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.

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