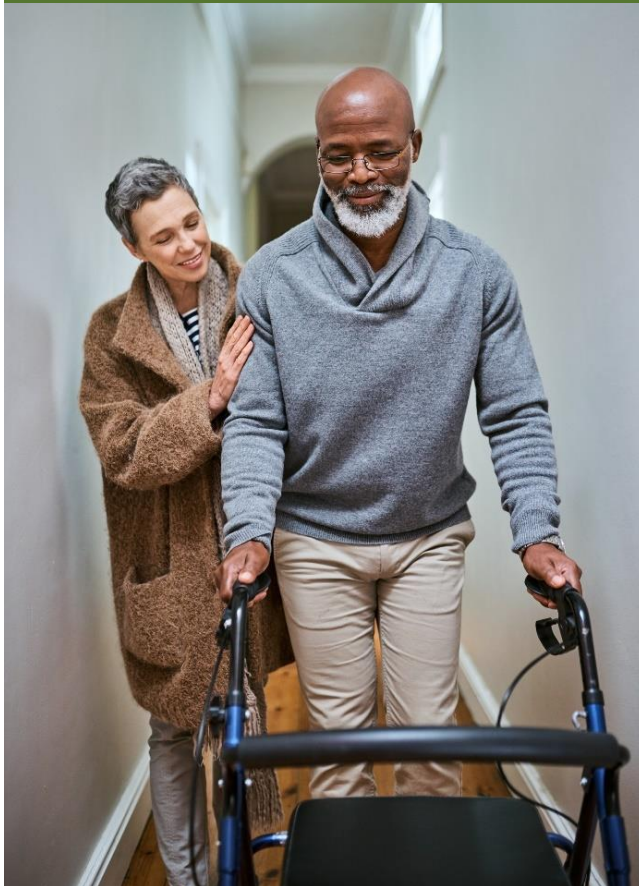


# Durable medical equipment and prosthetics and orthotics

## For authorization determinations

Revised November 2022

## UTILIZATION MANAGEMENT



Blue Cross Blue Shield of Michigan and BCN Care Network 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.

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.

### 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](http://ereferrals.bcbsm.com) to ensure you're viewing the most up-to-date information.*

# Durable medical equipment and prosthetics and orthotics

## For authorization determinations

Revised November 2022

## UTILIZATION MANAGEMENT

### J&B Medical Supply

J&B Medical manages diabetes supplies as follows:

Item	For these groups and individual members
Diabetes supplies <b>Excludes:</b> Diabetic shoes and inserts	<ul style="list-style-type: none"> <li>Medicare Plus Blue<sup>SM</sup> — All groups and all members with individual coverage<sup>1</sup></li> <li>BCN commercial — All fully insured groups, all self-funded groups* and all members with individual coverage</li> <li>BCN Advantage<sup>SM</sup> — All groups and all members with individual coverage</li> </ul>

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*

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

# Durable medical equipment and prosthetics and orthotics

## For authorization determinations

Revised November 2022

## 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"> <li>Fully insured groups<sup>1</sup></li> <li>Members with individual coverage<sup>1</sup></li> </ul>
DME/P&O <b>Includes:</b> Diabetic shoes and inserts <b>Excludes:</b> Diabetes supplies	<ul style="list-style-type: none"> <li>Medicare Plus Blue<sup>2</sup> — All groups and all members with individual coverage</li> <li>BCN commercial — All fully insured groups, all self-funded groups* and all members with individual coverage</li> <li>BCN Advantage<sup>SM</sup> — All groups and all members with individual coverage</li> </ul>

### Resources

[northwoodinc.com/northwood-providers](http://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*

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

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

# Durable medical equipment and prosthetics and orthotics

## For authorization determinations

Revised November 2022

## ADDITIONAL INFORMATION

### About this document

This document lists coverage exceptions for major groups.

It also provides links 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](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 *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](https://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.

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

J&B Medical is an independent company that manages both authorization approvals and a statewide network for outpatient diabetes supplies (except shoes and inserts) for Blue Cross Blue Shield of Michigan and Blue Care Network members who have Medicare Plus Blue, BCN commercial and BCN Advantage plans.

Northwood Inc. is an independent company that manages both authorizations and a supplier network for durable medical equipment, prosthetics and orthotics, and medical supplies (including diabetes supplies) for various Blue Cross Blue Shield of Michigan and Blue Care Network members.