

### CARE MANAGEMENT AND UTILIZATION MANAGEMENT



Blue Cross Blue Shield of Michigan and Blue Care Network offer care management programs and support services 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, including pharmacy adherence programs, provide patient support by identifying patients with health risks and working with them to improve or maintain their health, and **support services** provide support to members through their health journeys.
- **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 departments and vendors listed below.

#### Care management and support services, including pharmacy adherence

- [High-cost drug discount optimization program, powered by PillarRx Consulting](#)
- [Drug adherence discount program, powered by Sempre Health](#)

#### Utilization management

- [Blue Cross and BCN Pharmacy departments — Medical benefit drugs](#)
- [Blue Cross and BCN Pharmacy departments — Pharmacy benefit drugs](#)
- [AIM Specialty Health®](#)

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.*

## CARE MANAGEMENT AND SUPPORT SERVICES

### High-cost drug discount optimization program, powered by PillarRx Consulting<sup>1</sup>

This program helps members find and take advantage of manufacturer copayment assistance programs that significantly lower out-of-pocket costs for select expensive medications.

The savings available through this program may help your patients afford their medicine, increase their adherence with their medication therapy and improve their health.

Blue Cross and BCN identify eligible members based on their claims history for drugs that are included in the program. PillarRx then contacts eligible members to enroll them and explain how the program works.

This service is available to eligible members who have coverage through:

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

Notes:

- This program applies to prescriptions that are filled at retail and specialty pharmacies.
- Medicare Advantage members are excluded from this program.

### Resources

- [Save money on specialty and other high-cost drugs with our High-Cost Drug Discount Optimization program](#) PDF
- For more information on this program, call PillarRx at 1-636-614-3126.

<sup>1</sup>Pharmacy Services manages Blue Cross and BCN's contract with PillarRx Consulting.

## CARE MANAGEMENT AND SUPPORT SERVICES

### Drug adherence discount program, powered by Sempre Health<sup>1</sup>

This drug adherence discount program helps members save money by reducing their out-of-pocket costs when they fill prescriptions for select medications as prescribed.

Sempre Health provides these services to the following groups and individual members:

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

#### Notes

- This program applies to prescriptions that are filled at retail pharmacies or through mail order services.
- Medicare Advantage members are excluded from this program.

### Resources

[Save money on medicine for chronic conditions with our drug discount program](#) PDF

<sup>1</sup>Pharmacy Services manages Blue Cross and BCN's contract with Sempre Health.

## UTILIZATION MANAGEMENT

### Blue Cross and BCN Pharmacy departments — Medical benefit drugs

For medical benefit drugs, the Blue Cross and BCN Pharmacy departments make prior authorization determinations for appropriateness of care and ensure that site-of-care requirements are met.

Submit prior authorization requests for these drugs through the NovoLogix® online tool.

Notes:

- This **includes** drugs for CAR-T cell therapy.
- This **excludes** medical oncology and supportive care drugs, for which AIM Specialty Health® makes authorization determinations.

The pharmacy departments provide these services for the following groups and individual members:

- Blue Cross commercial
  - All fully insured groups
  - Most self-funded groups\*
  - All members with individual coverage
- Medicare Plus Blue<sup>SM</sup> — Most 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<sup>SM</sup> — All groups and all members with individual coverage

### Resources

- [Blue Cross Medical Benefit Drugs](#) page on our [ereferrals.bcbsm.com](#) website — Includes links to drug lists for Blue Cross commercial and Medicare Plus Blue members
- [BCN Medical Benefit Drugs](#) page on our [ereferrals.bcbsm.com](#) website — Includes links to drug lists for BCN commercial and BCN Advantage members

## UTILIZATION MANAGEMENT

### Blue Cross and BCN Pharmacy departments — Pharmacy benefit drugs

For pharmacy benefit drugs, the Blue Cross and BCN Pharmacy departments make prior authorization determinations.

Submit prior authorization requests for these drugs through CoverMyMeds® or another free ePA tool, such as Surescripts®.

The pharmacy departments provide these services for the following groups and individual members:

- Blue Cross commercial
  - All fully insured groups
  - Most self-funded groups\* — **Exception:** Prior authorization requests are managed by OptumRx® for some members who have coverage through UAW Retiree Medical Benefits Trust.
  - All members with individual coverage
- Medicare Plus Blue<sup>SM</sup> — Most groups and all members with individual coverage. **Exceptions:**
  - Michigan Public School Employees' Retirement System: Prior authorization requests are managed by OptumRx.
  - State of Michigan: Prior authorization requests are managed by OptumRx.
- 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

- [Blue Cross Pharmacy Benefit Drugs](#) page on our **ereferrals.bcbsm.com** website — Includes links to drug lists for Blue Cross commercial and Medicare Plus Blue members
- [BCN Pharmacy Benefit Drugs](#) page on our **ereferrals.bcbsm.com** website — Includes links to drug lists for BCN commercial and BCN Advantage members
- For Blue Cross commercial and BCN commercial: [Save time and submit your prior authorization requests electronically for pharmacy benefit drugs](#) PDF
- For Medicare Plus Blue and BCN Advantage: [Save time and submit your prior authorization requests electronically for pharmacy benefit drugs](#) PDF

## UTILIZATION MANAGEMENT

### AIM Specialty Health®

Makes authorization determinations for appropriateness of care for medical oncology and supportive care drugs that are covered under the medical benefit.

Submit prior authorization requests through the AIM *ProviderPortal*.

AIM provides these services for:

- Blue Cross commercial
  - All fully insured groups
  - Select self-funded groups\* — To determine which self-funded groups participate in this program, see the [AIM medical drug prior authorization opt-in list](#) PDF.
  - All members with individual coverage
- Medicare Plus Blue<sup>SM</sup> — 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<sup>SM</sup> — All groups and all members with individual coverage

### Resources

- [Oncology management program: FAQs for providers](#) PDF
- [aimproviders.com/medoncology-bcbsm](http://aimproviders.com/medoncology-bcbsm)\*\*

### For Blue Cross commercial

- Pages on our [ereferrals.bcbsm.com](http://ereferrals.bcbsm.com) website:
  - [Blue Cross Medical Benefit Drugs](#) — Includes links to drug lists for Blue Cross commercial members
  - [Blue Cross AIM-managed procedures](#)
- “Medical Oncology Management Program” section in the Medical-Surgical Services chapter of the *Blue Cross Commercial Provider Manual*

### For Medicare Plus Blue

- Pages on our [ereferrals.bcbsm.com](http://ereferrals.bcbsm.com) website:
  - [Blue Cross Medical Benefit Drugs](#) — Includes links to drug lists for Medicare Plus Blue members
  - [Blue Cross AIM-managed procedures](#)
- “Oncology Management Program” section of the [Medicare Plus Blue PPO Provider Manual](#)

### For BCN commercial and BCN Advantage

- Pages on our [ereferrals.bcbsm.com](http://ereferrals.bcbsm.com) website:
  - [BCN Medical Benefit Drugs](#) — Includes links to drug lists for BCN commercial and BCN Advantage members
  - [BCN AIM-managed procedures](#)
- “Drugs covered under the medical benefit” section of the Pharmacy chapter of the *BCN Provider Manual*

## 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 ([availity.com](https://availity.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](#) PDF
- For BCN commercial and BCN Advantage members: [Non-Michigan providers: Referral and authorization requirements](#) PDF

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.

PillarRx is an independent company providing Blue Cross Blue Shield of Michigan and Blue Care Network with a high-cost drug discount program.

Blue Cross Blue Shield of Michigan and Blue Care Network have contracted with Sempre Health, an independent company, to provide a drug discount program.

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](https://ereferrals.bcbsm.com) website.