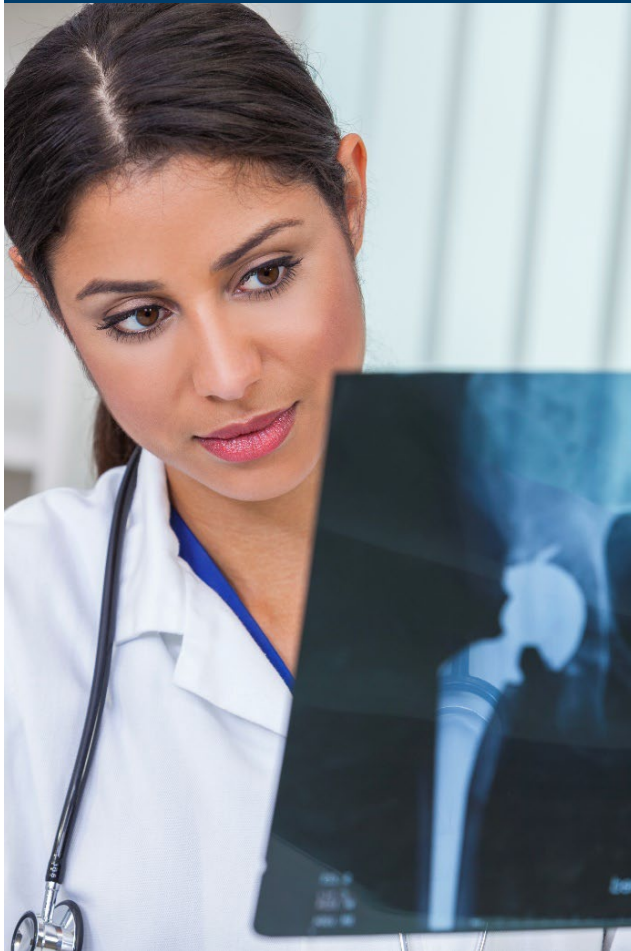


CARE MANAGEMENT AND UTILIZATION MANAGEMENT



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 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 vendor listed below.

Care management and support services

[TurningPoint Healthcare Solutions LLC](#)

Utilization management

[TurningPoint](#)

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 AND SUPPORT SERVICES

TurningPoint Healthcare Solutions LLC

The TurningPoint digital joint and spine program aims to help:

- Improve patient outcomes through early intervention before surgery and steer candidates to more conservative treatment options.
- Enhance the member experience by directing members to the next best step in their musculoskeletal care and, when needed, helping them determine where to seek care.

This pilot program is available to Blue Cross commercial members. Blue Cross identifies members who are candidates for this program, and TurningPoint reaches out to those members to encourage them to register for the program.

Members who engage with the program will complete an assessment through the *TurningPoint Digital: Joint and Spine* mobile app. Through their responses, TurningPoint will get an understanding of each member's current treatment path or stage of treatment, which will enable TurningPoint to recommend next steps. In addition, the mobile app includes a library of physical therapy exercises that are developed by clinical experts and can help relieve members' pain.

When a member who is engaged in this program requires a musculoskeletal procedure, less clinical review will be required because TurningPoint has already been working with the member.

There is no cost to members for this program.

UTILIZATION MANAGEMENT

TurningPoint

Makes authorization determinations for surgical procedures related to musculoskeletal conditions. This includes orthopedic surgical procedures, pain management procedures and spinal surgical procedures.

TurningPoint provides service for the following groups and individual members:

- Blue Cross commercial
 - All fully insured groups
 - Select self-funded groups* — Includes UAW Retiree Medical Benefits Trust non-Medicare members
 - All members with individual coverage
- Medicare Plus BlueSM — 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

- [Musculoskeletal procedure codes that require authorization by TurningPoint](#) PDF
- [Musculoskeletal procedure authorizations: Frequently asked questions for providers](#) PDF
- [tpshealth.com](#)**

For Blue Cross commercial

- [Blue Cross Musculoskeletal Services](#) page of the [ereferrals.bcbsm.com](#) website
- “Prior authorization for pain management” section of the Hospital Services chapter or the Medical-Surgical Services chapter of the *Blue Cross Commercial Provider Manual*

For Medicare Plus Blue

- [Blue Cross Musculoskeletal Services](#) page of the [ereferrals.bcbsm.com](#) website
- “Authorization of musculoskeletal surgical procedures, including orthopedic, pain management and spinal procedures – TurningPoint” subsection within the Utilization management section of the [Medicare Plus Blue PPO Provider Manual](#)

For BCN commercial and BCN Advantage

- [BCN Musculoskeletal Services](#) page of the [ereferrals.bcbsm.com](#) website
- “Procedures reviewed by TurningPoint Healthcare Solutions for BCN” section of the [Utilization Management](#) chapter in 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**).
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.

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

TurningPoint Healthcare Solutions LLC is an independent company that manages authorizations for musculoskeletal surgical and related procedures for Blue Cross Blue Shield of Michigan and Blue Care Network.