

### 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 prior authorization process.

These programs are provided by the departments and vendors listed below.

#### Care management and support services

- [OncoHealth®](#)

#### Utilization management

- [Blue Cross and BCN Pharmacy departments — CAR-T cell therapy](#)
- [Carelton Medical Benefits Management — medical oncology](#)
- [Carelton — radiation oncology](#)
- [eviCore healthcare — radiation oncology](#)

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

### OncoHealth®

Provides a cancer support program for adult members ages 18 and older who have a cancer diagnosis or are cancer survivors. The platform for this program, Iris by OncoHealth, helps members navigate the emotional, physical and financial challenges caused by cancer diagnosis and treatment.

It also aims to lower the burden on health care providers and **complement** — not replace or interfere with — the care they provide. It's meant to provide supplemental support and education in between regularly scheduled, in-person appointments.

With permission from the member, this program is also available to his or her caregiver — regardless of the caregiver's health plan.

OncoHealth provides these services for the following groups and members:

- Blue Cross commercial
  - Fully insured groups and members with individual coverage
  - Self-funded groups\* that purchase the program
- BCN commercial
  - Fully insured groups and members with individual coverage
  - Self-funded groups\* that purchase the program

The program provides eligible members with access to:

- 24/7 support from oncology nurses
- Oncology-specific mental health support
- Registered dietitian nutritionists with cancer expertise
- Peer mentors
- Customized educational information
- A symptom tracker
- Advance care planning assistance
- Navigation to financial and community resources
- Interpreters

### Resources

- [Cancer Support program: Frequently asked questions for providers](#) (PDF)
- [Cancer Support program member flyer](#) (PDF)

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### Blue Cross and BCN Pharmacy departments — CAR-T cell therapy

Makes prior authorization determinations for appropriateness of care for CAR-T cell therapy.

Submit prior authorization requests through the NovoLogix® online tool.

Note: Carelon makes prior authorization determinations for other medical oncology and supportive care drugs.

The pharmacy department provides these services for the following groups and individual members:

- Blue Cross commercial — All fully insured groups, all self-funded groups\* and 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

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

## UTILIZATION MANAGEMENT

### Carelon Medical Benefits Management — medical oncology

Makes prior 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 Carelon ProviderPortal.

Note: The Blue Cross and BCN Pharmacy departments make prior authorization determinations for CAR-T cell therapy drugs.

Carelon 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 [Oncology value management program opt-in list](#).
  - 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](#)

- [Carelon oncology management program for Blue Cross and BCN\\*\\*](#) webpage

#### For Blue Cross commercial

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

#### For Medicare Plus Blue

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

#### For BCN commercial and BCN Advantage

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

## UTILIZATION MANAGEMENT

### Carelon — radiation oncology

Makes prior authorization determinations for radiation oncology, including proton beam therapy.

Submit prior authorization requests through the Carelon ProviderPortal.

Carelon provides these services to Blue Cross commercial members as follows:

- **For proton beam therapy**, Carelon makes prior authorization determinations for the following Blue Cross commercial groups:
  - Select fully insured groups — For Michigan Education Special Services Association, or MESSA, only
  - Most self-funded groups\* — **Exceptions:** Select Ascension Health groups, Blue Cross and Blue Shield Federal Employee Program® and State of Michigan plans
- **For radiation oncology other than proton beam therapy**, Carelon makes prior authorization determinations for the following self-funded group members\*: UAW Retiree Medical Benefits Trust non-Medicare.

**Exceptions:** UAW Retiree Healthcare Trust (group 70605) and UAW International Union (group 71714)

### Resources

- [Procedures that require authorization by Carelon](#) PDF
- [Frequently asked questions about Carelon: For cardiology, radiology \(high technology\) and sleep studies \(in lab\)](#) PDF

- [Carelon Medical benefits management: Specialty care](#)\*\* webpage
- The following chapters of the *Blue Cross Commercial Provider Manual*:
  - Radiology Management Program Procedure Codes
  - Preapproval of Services
  - PPO Policies
  - Hospital Services
- [Blue Cross Oncology Services](#) page on our [referrals.bcbsm.com](http://referrals.bcbsm.com) website

## UTILIZATION MANAGEMENT

### eviCore healthcare — radiation oncology

Makes prior authorization determinations for radiation oncology, including proton beam therapy.

Submit prior authorization requests through the eviCore portal.

eviCore provides these services for the following groups and individual members:

- Blue Cross commercial
  - Most fully insured groups — **Exception:** Michigan Education Special Services Association, or MESSA
  - 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

- [Procedure codes that require authorization by eviCore healthcare](#)
- [evicore.com/provider/#i-want-to-learn-how-to](https://www.evicore.com/provider/#i-want-to-learn-how-to)\*\*

### For Blue Cross commercial

- [Blue Cross Oncology Services](#) page on our [ereferrals.bcbsm.com](https://www.ereferrals.bcbsm.com) website
- The Radiology Management Program Procedure Codes chapter of the *Blue Cross Commercial Provider Manual*

### For Medicare Plus Blue

- “Prior authorization of outpatient radiation oncology services — eviCore healthcare” section of the [Medicare Plus Blue PPO Provider Manual](#)
- [Blue Cross Oncology Services](#) page on our [ereferrals.bcbsm.com](https://www.ereferrals.bcbsm.com) website

### For BCN commercial and BCN Advantage

- “Procedures reviewed by eviCore for BCN” section of the [Utilization Management](#) chapter of the *BCN Provider Manual*
- [BCN Oncology Services](#) page on our [ereferrals.bcbsm.com](https://www.ereferrals.bcbsm.com) website

## 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](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](#)
- For BCN commercial and BCN Advantage members: [Non-Michigan providers: BCN 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 prior authorization through our provider portal, Benefit Explainer or Provider Inquiry and for obtaining prior 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 and electronic data interchange services.

Carelon Medical Benefits Management 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.

eviCore healthcare 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.

OncoHealth is an independent company supporting Blue Cross Blue Shield of Michigan and Blue Care Network by providing cancer support services.