

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 independent companies.

- **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 services are provided by the departments and independent companies listed below.

Care management and support services

- [Blue Cross and BCN — case management](#)
- [Teladoc Health — Mental Health Self-Guided Support](#)
- [Behavioral health specialty services](#)

Utilization management

- [Blue Cross Behavioral HealthSM](#)

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.

Behavioral health

For mental health and substance use disorders

Revised June 2025

CARE MANAGEMENT AND SUPPORT SERVICES

Blue Cross and BCN — case management

Behavioral health case management services help patients to access appropriate treatment and community resources. Through this phone-based service, case managers assist patients to meet goals related to improving their health by:

- Coordinating their health care services
- Assessing their needs and helping to establish goals
- Connecting them with providers, support systems and community resources
- As needed, monitoring their progress on goals and addressing barriers to care

This no-cost service is available to the following groups and individual members:

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

Exceptions: Blue Cross commercial self-funded groups whose behavioral health benefits aren't managed by Blue Cross Behavioral HealthSM aren't eligible for this service. See the [Blue Cross Behavioral Health Utilization Management and Care Management Opt-outs](#) PDF.

- Medicare Plus BlueSM — All groups and all members with individual coverage
- BCN commercial — All fully insured groups, most self-funded groups* and all members with individual coverage
- BCN AdvantageSM — All groups and all members with individual coverage

To learn more about this service, members can call the number on the back of their ID cards.

Resources

Members can find additional resources:

- At bcbsm.com/behavioral-mental-health
- Through their BCBSM member accounts, on the Live and Work Well site

Exceptions: Members who have coverage through the Blue Cross and Blue Shield Federal Employee Plan[®] or through MESSA have access to resources through their FEP or MESSA account.

CARE MANAGEMENT AND SUPPORT SERVICES

Teladoc Health — Mental Health Self-Guided Support

With more than 1,600 activities covering more than 30 life topics, Mental Health Self-Guided Support provides members with virtual self-help content focused on these core areas: depression, anxiety, sleep, substance use disorders, chronic pain, opioid/medication-assisted treatment, stress, mindfulness, balancing emotions, pregnancy and early parenting, nicotine and trauma. Blue Cross and BCN work with Teladoc Health® to offer this program.

Mental Health Self-Guided Support provides these services for the following groups and individual members:

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

Resources

teladochealth.com**

Behavioral health specialty services

Behavioral health specialty services are available in many communities through our provider partners. For more information, see the following documents:

- [Mobile crisis services](#)
- [Adult intensive services and child intensive services](#)
- [Eating and feeding disorder treatment centers](#)
- [Crisis stabilization unit](#)
- [First-episode psychosis program](#)
- [Crisis and psychiatric residential treatment](#)
- [Psychiatric urgent care](#)

UTILIZATION MANAGEMENT

Blue Cross Behavioral HealthSM

Makes prior authorization determinations for the following services:

Line of business	Services
Blue Cross commercial — All fully insured groups, select self-funded groups* and all members with individual coverage For exceptions, see the Blue Cross Behavioral Health Utilization Management and Care Management Opt-outs PDF	<ul style="list-style-type: none"> • Outpatient autism services (applied behavior analysis) • Outpatient transcranial magnetic stimulation • Inpatient, residential or partial hospital programs • Inpatient subacute detox
Medicare Plus Blue — All groups and all members with individual coverage	<ul style="list-style-type: none"> • Outpatient autism services (ABA) • Inpatient or partial hospital programs • Inpatient subacute detox
<ul style="list-style-type: none"> • BCN commercial — All fully insured groups, select self-funded groups* and all members with individual coverage • BCN Advantage — All groups and all members with individual coverage 	<ul style="list-style-type: none"> • Outpatient autism services (ABA) • Outpatient TMS • Inpatient or partial hospital programs • Residential programs (BCN commercial only) • Inpatient subacute detox

Resources

[Blue Cross Behavioral Health: Frequently asked questions for providers](#) PDF

Blue Cross commercial

- These pages on [ereferrals.bcbsm.com](#):
 - [Blue Cross Autism Services](#)
 - [Blue Cross Behavioral Health](#)
- These chapters of the *Blue Cross Commercial Provider Manual*:
 - Psychiatric Care Services chapter — “Autism spectrum disorder” section and “Prior authorization” sections
 - Substance Use Disorder Treatment Services chapter

Medicare Plus Blue

- These pages on [ereferrals.bcbsm.com](#):
 - [Blue Cross Autism Services](#)
 - [Blue Cross Behavioral Health](#)
- In the Utilization Management section of the [Medicare Plus Blue PPO Provider Manual](#), look for the subsection titled “Prior authorization of behavioral health services”

BCN commercial and BCN Advantage

- These pages on [ereferrals.bcbsm.com](#):
 - [BCN Autism Services](#)
 - [BCN Behavioral Health](#)
- [Behavioral Health](#) chapter of the *BCN Provider Manual*

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:

1. Log in to our provider portal (availity.com**).
2. Click *Payer Spaces* on the Availity 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 non-Michigan providers

See the following documents for prior authorization requirements.

- For Blue Cross commercial and Medicare Plus Blue members: [Prior authorization requirements for Michigan and non-Michigan providers](#) PDF
- For BCN commercial and BCN Advantage members: [Non-Michigan providers: BCN prior 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, 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.

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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.

Teladoc Health is an independent company that provides select care management services for Blue Cross Blue Shield of Michigan and Blue Care Network.