

CARE MANAGEMENT AND UTILIZATION MANAGEMENT



Blue Cross and BCN offer care management programs 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.
- **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 services are provided by the departments and vendors listed below.

Care management

- [myStrength by Livongo®](#)
- [New Directions® Behavioral Health](#)

Utilization management

- [Blue Cross Medicare Plus BlueSM Behavioral Health](#)
- [BCN Behavioral Health](#)
- [New Directions](#)

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

myStrength by Livongo®

With more than 1,600 activities covering more than 30 life topics, myStrength 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.

myStrength 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

mystrength.com**

New Directions® Behavioral Health

New Directions behavioral health case management services help patients to access appropriate treatment and community resources. Through this phone-based service, New Directions 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 group and individual members:

- Blue Cross commercial fully insured groups
- Blue Cross commercial self-funded groups*
- Blue Cross commercial members with individual coverage

Exclusion: Blue Cross commercial fully insured and self-funded groups whose behavioral health benefits aren't managed by New Directions aren't eligible for this service. See the [Mental Health and Substance Use Disorder Carve-Out List](#).

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

Resource

[Case Management](#) page on the New Directions website**

UTILIZATION MANAGEMENT

Blue Cross Medicare Plus BlueSM Behavioral Health

Makes authorization determinations for:

- Initial inpatient or partial hospital
- Intensive outpatient treatment
- Subacute detox

for groups and individual members with Medicare Plus Blue coverage.

Note: Not all groups cover intensive outpatient treatment.

Resources

- [Blue Cross Behavioral Health](#) page on our ereferrals.bcbsm.com website
- In the Utilization Management section of the [Medicare Plus Blue PPO Manual](#), look for the subsection titled “Preauthorization of behavioral health services”

BCN Behavioral Health

Makes authorization determinations for

- Outpatient autism services (applied behavior analysis)
- Outpatient electroconvulsive therapy and neurofeedback
- Outpatient transcranial magnetic stimulation
- Initial inpatient, residential or partial hospital treatment

Note: BCN Advantage doesn’t have a residential mental health treatment benefit.

- Intensive outpatient treatment
- Subacute detox

for the following groups and individual members:

- 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

- The following pages on our ereferrals.bcbsm.com website:
 - [BCN Autism](#) page
 - [BCN Behavioral Health](#) page
- The [Behavioral Health](#) chapter of the *BCN Provider Manual*

UTILIZATION MANAGEMENT

New Directions

Makes authorization determinations for:

- Outpatient autism services (applied behavior analysis)
- Outpatient TMS
- Initial inpatient, residential or partial hospital
- Subacute detox

for the following groups and individual members:

- Blue Cross commercial fully insured groups
- Blue Cross commercial self-funded groups*
 - For outpatient autism services (applied behavior analysis), authorization is typically required for self-funded groups that opt into the standard Blue Cross autism program
 - For outpatient TMS, providers must obtain authorization if the self-funded group offers the TMS benefit
- Blue Cross commercial members with individual coverage

Exclusion: Blue Cross commercial fully insured and self-funded groups whose behavioral health benefits aren't managed by New Directions aren't eligible for this service. See the [Mental Health and Substance Use Disorder Carve-Out List](#).

Resources

- ndbh.com/providers/bcbsmi**
- [Blue Cross Behavioral Health](#) page on our ereferrals.bcbsm.com website
- See the following chapters of the *Blue Cross PPO Provider Manual*
 - Psychiatric Care Services chapter — “Autism spectrum disorder” section
 - Psychiatric Care Services chapter — “Preauthorization” section
 - Substance Use Disorder Treatment Services chapter

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.
3. Click the BCBSM and BCN logo.
4. Click the *Resources* tab.
5. 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.

myStrength by Livongo is an independent company that provides select care management services for Blue Cross Blue Shield of Michigan and Blue Care Network members who have commercial plans.

New Directions Behavioral Health is an independent company that provides behavioral health case management services and manages authorizations for behavioral health and autism services for Blue Cross Blue Shield of Michigan members who have commercial plans.

*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.