

### CARE MANAGEMENT AND UTILIZATION MANAGEMENT



Blue Cross and BCN offer care management services to members. We also provide utilization management services.

- **Care management** provides patient support by identifying patients with health risks and working with them to improve or maintain their health.
- **Utilization management** focuses 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 vendors listed below.

#### Care management

- [Cecelia Health \(formerly Fit4D\)](#)
- [Livongo](#)
- [Omada Health](#)
- [Solera Health](#)

#### Utilization management

- [Northwood, Inc.](#)

## CARE MANAGEMENT

### Cecelia Health (formerly Fit4D)

Provides education and coaching services for members with diabetes. These services help members:

- Learn and adopt self-management behaviors
- Comply with treatment and care plan recommendations and preventive service guidelines.

Cecelia Health provides these services to the following group:

- Blue Cross commercial self-funded groups\* — UAW Retiree Medical Benefits Trust only

### Resources

[ceceliahealth.com](http://ceceliahealth.com)\*\*

### Livongo

Provides a technology- and data-driven digital health program that removes hurdles to proper diabetes management through 24/7 remote monitoring. The program includes disease education and access to free diabetes supplies.

Livongo® provides these services to the following groups and individual members:

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

### Resources

[livongo.com](http://livongo.com)\*\*

## CARE MANAGEMENT

### Omada Health

Provides a digital health care program that helps people achieve their health goals through sustainable lifestyle changes to reduce the risk of developing type 2 diabetes.

Omada provides these services to the following groups:

- Blue Cross commercial — Select self-funded groups\*
- BCN commercial — Select self-funded groups\*

### Resources

[omadahealth.com](https://omadahealth.com)\*\*

### Solera Health

Works with Medicare Plus Blue and BCN Advantage members to determine whether they're qualified for the Medicare diabetes prevention program. Solera enrolls each qualified member in an MDPP program in the member's area.

Solera provides this service to members who qualify and have coverage through one of the following products:

- Medicare Plus Blue — All groups and all members with individual coverage
- BCN Advantage — All groups and all members with individual coverage

### Resources

- [solera4me.com/en/bcbsm](https://solera4me.com/en/bcbsm)\*\*
- [Solera Health - Medicare Diabetes Prevention Program Frequently Asked Questions](#) document

# UTILIZATION MANAGEMENT

## Northwood, Inc.

Northwood manages both authorizations and the supplier network for durable medical equipment and prosthetics and orthotics.

Northwood makes determinations on prior authorization requests submitted by their contracted suppliers as follows:

Item	For these groups and individual members
Diabetes supplies under the medical benefit	<ul style="list-style-type: none"> <li>• Blue Cross commercial               <ul style="list-style-type: none"> <li>• Fully insured groups</li> <li>• Members with individual coverage</li> </ul> </li> </ul>
DME, including diabetic shoes and inserts	<ul style="list-style-type: none"> <li>• Blue Cross commercial               <ul style="list-style-type: none"> <li>○ Fully insured groups</li> <li>○ Members with individual coverage</li> </ul> </li> <li>• Medicare Plus Blue<sup>SM</sup> — All groups and all members with individual coverage</li> <li>• BCN commercial — All fully insured groups, all self-funded groups* and all members with individual coverage</li> <li>• BCN Advantage<sup>SM</sup> — All groups and all members with individual coverage</li> </ul>

## Resources

[northwoodinc.com/northwood-providers\\*](http://northwoodinc.com/northwood-providers*)

### For Blue Cross commercial members

- See the [Frequently Asked Questions: Durable Medical Equipment, Prosthetics, Orthotics and Medical Supplies Management Program](#) document.
- See the [Northwood DMEPOS Management Program Procedure Codes Requiring Prior Authorization](#) document.
- See the Durable Medical Equipment, Medical Supplies, and Prosthetics and Orthotics Services chapter of the *Blue Cross PPO Provider Manual*.

### For Medicare Plus Blue members

- See the “Durable medical equipment, diabetic supplies, and prosthetic & orthotic” section of the [Medicare Plus Blue PPO Provider Manual](#).

### For BCN commercial and BCN Advantage members

- See the [Utilization Management](#) chapter of the *BCN Provider Manual*.
- See the [BCN Advantage](#) 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, some of which may be in provider manuals that aren't publicly available.

- To access chapters of the *Blue Cross PPO Provider Manual*, log in as a provider at [bcbsm.com](http://bcbsm.com), click the *Provider Manuals* link on the right and then click the *Blue Cross PPO Provider Manual* link.
- To access chapters of the *BCN Provider Manual*, log in as a provider at [bcbsm.com](http://bcbsm.com), click the *Provider Manuals* link on the right and then click the *BCN Provider Manual* link.

### 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](http://bcbsm.com/providers), click *Quick Links*, click *Out-of-state providers* and then click *Medical policy, precertification and preauthorization router*.

### 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 web-DENIS, Benefit Explainer or Provider Inquiry and for contacting vendors and 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.