

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 programs are provided by the independent companies listed below.

Care management and support services

- [Cecelia Health](#)
- [Omada Health](#)
- [Teladoc Health — Traditional Diabetes Management Program](#)
- [Teladoc Health — Condition Management Solutions](#)
- [Twin Health](#)

To help your patients find Medicare Diabetes Prevention Program-certified providers in their area, see the [Medicare Diabetes Prevention Program](#) page on **medicare.gov**.**

Utilization management

- [Blue Cross and BCN](#)
- [Northwood, Inc.](#)

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

Cecelia Health

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**

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**
- [Welcome to Omada](#) video**

CARE MANAGEMENT AND SUPPORT SERVICES

Teladoc Health — Traditional Diabetes Management Program

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, a cellular connected glucometer and access to free diabetes supplies.

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

- Blue Cross commercial — Select self-funded groups*
- Medicare Plus BlueSM — Most groups and all members with individual coverage
- BCN commercial — Select self-funded groups*
- BCN AdvantageSM — Most groups and all members with individual coverage

Resources

- TeladocHealth.com/BCBSMI**
- [Welcome to Teladoc Health for Diabetes](#) video**
- [Jumpstart Your Diabetes Management Program](#) video**

CARE MANAGEMENT AND SUPPORT SERVICES

Teladoc Health — Condition Management Solutions

The Teladoc Health Condition Management Solutions include the programs listed below. The programs provide members with 24/7 remote monitoring and coaching by experts to help them understand how managing their conditions can have a positive effect on their overall health. They also provide additional support for members with chronic conditions and comorbidities, such as obesity, hypertension, high cholesterol and behavioral health conditions.

Diabetes management

This data-driven digital health program removes hurdles to proper diabetes management, including disease education, a cellular connected glucometer and access to free testing supplies.

Diabetes management is available to members who have coverage through Blue Cross and BCN commercial fully insured groups, through individual commercial plans or through commercial self-funded groups* that purchase Teladoc Health Condition Management Solutions.

Diabetes prevention

This program helps members achieve their health goals through sustainable lifestyle changes that help to reduce the risk of developing Type 2 diabetes.

Diabetes prevention is available to members who have coverage through Blue Cross and BCN commercial fully insured groups, through individual commercial plans or through commercial self-funded groups* that purchase Teladoc Health Condition Management Solutions.

Hypertension management

This program helps members develop healthy habits and control their blood pressure to better manage and improve their health.

Hypertension management is available to members who have coverage through Blue Cross and BCN commercial fully insured groups, through individual commercial plans or through commercial self-funded groups* that purchase Teladoc Health Condition Management Solutions.

Weight management

This program helps members to develop healthy habits and reduce their body mass index to better manage and improve their health.

Weight management is available to members who have coverage through Blue Cross and BCN commercial fully insured groups or through self-funded groups* that purchase Teladoc Health Condition Management Solutions.

Resources

- TeladocHealth.com/BCBSMI**
- [Teladoc Health Experience for Multiple Conditions](#) video**
- [Prediabetes and how to reduce your risk to prevent diabetes](#) video**
- [Jumpstart Your Diabetes Management Program](#) video**

CARE MANAGEMENT AND SUPPORT SERVICES

Twin Health

Helps members achieve and maintain a state of diabetes remission — as opposed to using traditional methods to treat and manage diabetes.

Twin Health does this by:

- Creating a “digital twin” of a member’s unique physiology using an artificial intelligence algorithm to provide customized, real-time guidance on nutrition, sleep and physical activity.
- Providing consultation services to members by phone and through a mobile app.

BCN commercial members who have coverage through fully insured groups and have Type 2 diabetes are evaluated for this program.

Twin Health will contact your practice if you have patients who have agreed to participate.

Resources

connect.twinhealth.com/bcn

Note: Twin Health services are intended to complement care provided by the member’s primary care provider.

UTILIZATION MANAGEMENT

Blue Cross and BCN

Medicare Plus Blue and BCN Advantage members must obtain continuous glucose monitor products through a participating network pharmacy. Prior authorization could be required in certain circumstances.

Exception: UAW Retiree Medical Benefits Trust members with Medicare Plus Blue or BCN Advantage plans are excluded from this change. These members should continue to obtain their CGM products through a DME supplier.

UTILIZATION MANAGEMENT

Northwood, Inc.

Manages both prior authorizations and the supplier network for durable medical equipment, prosthetics and orthotics (P&O) and medical and diabetes supplies.

Northwood makes determinations on prior authorization requests submitted by their contracted suppliers for the following groups and individual members:

- Blue Cross commercial — All fully insured groups and all members with individual coverage¹
- Medicare Plus Blue — All groups and all members with individual coverage²
- 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

Continuous glucose monitor, or CGM, products

Requirements and options for obtaining CGM products vary depending on the member's plan. For example, most Medicare Advantage members must obtain CGM products through a participating network pharmacy while some commercial members can obtain them from a DME supplier or from a participating network pharmacy. For more information, see the document titled [Continuous glucose monitor products: FAQs for prescribing providers](#).

Resources

- [Durable medical equipment, prosthetics, orthotics and medical supplies management program: FAQs for providers](#) PDF

- northwoodinc.com/northwood-providers**

For Blue Cross commercial

- [Blue Cross Diabetes Supplies](#) page on ereferrals.bcbsm.com
- Durable Medical Equipment, Medical Supplies, and Prosthetics and Orthotics Services chapter of the *Blue Cross Commercial Provider Manual*

For Medicare Plus Blue

- [Blue Cross Diabetes Supplies](#) page on ereferrals.bcbsm.com
- “Durable medical equipment, prosthetics & orthotics and diabetes supplies” section of the [Medicare Plus Blue PPO Provider Manual](#)

For BCN commercial

- [BCN Diabetes Supplies](#) page on ereferrals.bcbsm.com
- [Utilization Management](#) chapter of the *BCN Provider Manual*

For BCN Advantage

- [BCN Diabetes Supplies](#) page on ereferrals.bcbsm.com
- [Utilization Management](#) chapter of the *BCN Provider Manual*
- [BCN Advantage](#) chapter of the *BCN Provider Manual*

¹Northwood is the preferred provider for Blue Cross commercial members who reside in Michigan.

²Northwood is the preferred provider for all Medicare Plus Blue members who reside in Michigan.

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 (availability.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 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.

Cecelia Health, Omada Health, Teladoc Health and Twin Health are independent companies that provide select care management and support services for Blue Cross Blue Shield of Michigan and Blue Care Network.

Northwood Inc. is an independent company that manages both prior authorizations and a supplier network for durable medical equipment, prosthetics and orthotics, and medical supplies (including diabetes supplies) for Blue Cross Blue Shield of Michigan and Blue Care Network members.