

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 programs are provided by the departments and vendors listed below.

Care management

- [Sempre Health](#)

Utilization management

- [Blue Cross and BCN Pharmacy departments — Medical benefit drugs](#)
- [Blue Cross and BCN Pharmacy departments — Pharmacy benefit drugs](#)
- [AIM Specialty Health®](#)

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

Sempre Health¹

Offers a drug adherence discount program, which helps members save money by reducing their out-of-pocket costs when they fill prescriptions for select medications as prescribed.

To receive a list of your members who are eligible for this program, email RxQualityPrograms@bcbsm.com.

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

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

Notes

- This program applies to prescriptions that are filled at retail pharmacies. It doesn't apply to prescriptions that are filled through mail order services.
- Sempre Health doesn't provide services for Medicare Advantage members.

Resources

- semprehealth.com**
- [Save money on medicine for chronic conditions with our drug discount program](#) document
- [Members save money on prescriptions with Drug Adherence Discount Program](#) article

¹Pharmacy Services manages Blue Cross and BCN's contract with Sempre Health.

UTILIZATION MANAGEMENT

Blue Cross and BCN Pharmacy departments — Medical benefit drugs

For medical benefit drugs, the Blue Cross and BCN Pharmacy departments make prior authorization determinations for appropriateness of care and ensure that site-of-care requirements are met.

Submit prior authorization requests for these drugs through the NovoLogix® online tool.

Notes:

- This **includes** drugs for CAR-T cell therapy.
- This **excludes** medical oncology and supportive care drugs, for which AIM Specialty Health® makes authorization determinations.

The pharmacy departments provide these services for the following groups and individual members:

- Blue Cross commercial
 - All fully insured groups
 - Most self-funded groups* — **Exception:** For UAW Retiree Medical Benefits Trust non-Medicare members, prior authorization requests for some medical benefit drugs are managed by Accredo.
 - All members with individual coverage

- Medicare Plus BlueSM — Most groups and all members with individual coverage
- 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 Blue Cross [Medical Benefit Drugs](#) page on our [ereferrals.bcbsm.com](#) website — Includes links to drug lists for Blue Cross commercial and Medicare Plus Blue members
- The BCN [Medical Benefit Drugs](#) page on our [ereferrals.bcbsm.com](#) website — Includes links to drug lists for BCN commercial and BCN Advantage members

UTILIZATION MANAGEMENT

Blue Cross and BCN Pharmacy departments — Pharmacy benefit drugs

For pharmacy benefit drugs, the Blue Cross and BCN Pharmacy departments make prior authorization determinations.

Submit prior authorization requests for these drugs through CoverMyMeds® or another free ePA tool, such as Surescripts®.

The pharmacy departments provide these services for the following groups and individual members:

- Blue Cross commercial
 - All fully insured groups
 - Most self-funded groups* — **Exception:** Prior authorization requests are managed by Express Scripts® for some members who have coverage through UAW Retiree Medical Benefits Trust.
 - All members with individual coverage
 - Medicare Plus BlueSM — Most groups and all members with individual coverage. **Exceptions:**
 - Michigan Public School Employees' Retirement System: Prior authorization requests are managed by OptumRx.
 - State of Michigan: Prior authorization requests are managed by OptumRx.
 - UAW Retiree Medical Benefits Trust: Prior authorization requests are handled by Express Scripts.
- 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

- Blue Cross [Pharmacy Benefit Drugs](#) page on our ereferrals.bcbsm.com website — Includes links to drug lists for Blue Cross commercial and Medicare Plus Blue members
- BCN [Pharmacy Benefit Drugs](#) page on our ereferrals.bcbsm.com website — Includes links to drug lists for BCN commercial and BCN Advantage members
- [Save time and submit your prior authorization requests electronically for pharmacy benefit drugs](#) document

UTILIZATION MANAGEMENT

AIM Specialty Health®

Makes 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 AIM *ProviderPortal*.

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

AIM provides these services for:

- Blue Cross commercial
 - Most fully insured groups — **Exception:** Michigan Education Special Services Association
 - Select self-funded groups* — UAW Retiree Medical Benefits Trust non-Medicare members only
 - All members with individual coverage
- Medicare Plus BlueSM — All groups and all members with individual coverage
- BCN commercial — All fully insured groups, all self-funded groups* and members with individual coverage
- BCN AdvantageSM — All groups and members with individual coverage

Resources

- aimproviders.com/medoncology-bcbsm**
- [Oncology management program: FAQs for providers](#)

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 and Medicare Plus Blue members
- Blue Cross [AIM-managed procedures](#) page of our ereferrals.bcbsm.com website
- The “Medical Oncology Management Program” section in the Medical-Surgical Services chapter of the *Blue Cross PPO Provider Manual*

For Medicare Plus Blue

- Blue Cross [Medical Benefit Drugs](#) page on our ereferrals.bcbsm.com website — Includes links to drug lists for Blue Cross commercial and Medicare Plus Blue members
- Blue Cross [AIM-managed procedures](#) page of our ereferrals.bcbsm.com website
- The “Oncology Management Program” section of the [Medicare Plus Blue PPO 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
- BCN [AIM-managed procedures](#) page on our ereferrals.bcbsm.com website
- The “Drugs covered under the medical benefit” section of the Pharmacy 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, 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, 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, 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.

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