

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

- [2nd.MD — For commercial members](#)
- [2nd.MD — For Medicare Advantage members](#)
- [Welvie](#)

Utilization management

- [Medicare Plus BlueSM and BCN Utilization Management](#)
- [AIM Specialty Health[®] — For cardiology procedures](#)
- [AIM — For echocardiology procedures](#)
- [AIM — For medical oncology](#)
- [AIM — For radiation oncology](#)
- [AIM — For radiology procedures \(high technology\)](#)
- [eviCore healthcare[®] — For PT, OT and ST](#)
- [eviCore — For radiation oncology](#)
- [TurningPoint Healthcare Solutions LLC](#)

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

2nd.MD — For commercial members

Provides a second-opinion service on treatment plans.

Blue Cross or BCN care managers or physician consultants:

- Identify member cases to refer to 2nd.MD
- Notify members that they're consulting with 2nd.MD about their care treatment plans.

In addition, some employer groups communicate with members about the 2nd.MD program.

2nd.MD provides expert medical opinions to eligible members and their families via video or phone consultations with medical experts.

Members have the option to text questions to 2nd.MD through 2nd.MD's secure mobile app. 2nd.MD replies to questions with written notes and recommendations from a specialist.

2nd.MD provides these services for the following groups:

- Blue Cross commercial
 - Most fully insured groups — **Exception:** Michigan Education Special Services Association
 - Select self-funded groups*
- BCN commercial — All fully insured groups

Resources

[2nd.md](#)**

2nd.MD — For Medicare Advantage members

Provides a second-opinion service on treatment plans.

Blue Cross or BCN care managers or physician consultants identify member cases to refer to 2nd.MD.

Blue Cross or BCN notifies members that they're consulting with 2nd.MD about their care treatment plans.

2nd.MD provides these services for the following groups and individual members:

- Medicare Plus BlueSM — Some groups and all members with individual coverage
- BCN AdvantageSM — Some groups and all members with individual coverage

Resources

[2nd.md](#)**

CARE MANAGEMENT

Welvie

Provides a self-service online treatment decision support program that includes:

- Pre- and postsurgical decision support
- Self-guided online tools to educate members about potential surgery and alternatives

Welvie provides this program for the following groups and individual members:

- Blue Cross commercial — For UAW Retiree Medical Benefits Trust non-Medicare members only
- Medicare Plus Blue — All groups and all members with individual coverage
- BCN Advantage — All groups and all members with individual coverage

Resources

[welvie.com](https://www.welvie.com)**

UTILIZATION MANAGEMENT

Medicare Plus BlueSM and BCN Utilization Management

Makes authorization determinations for various elective procedures and services for the following groups and individual members:

- Medicare Plus Blue — All 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

Medical necessity and coverage determination criteria

- For BCN commercial members, we use our authorization criteria to determine medical necessity for select elective procedures and services. In the absence of authorization criteria, we use our medical policies.
 - Authorization criteria is available on the [BCN Authorization Requirements & Criteria](#) page of [ereferrals.bcbsm.com](#).
 - Our medical policies are available through the [Medical Policy & Pre-Cert/Pre-Auth Router Home](#) page of the [bcbsm.com](#) website. Enter the procedure code in the *Policy/Topic Keyword* field and press ENTER. (You don't need to choose a category.)

- For Medicare Plus Blue and BCN Advantage members, we apply the Medicare national coverage determinations (if available) or Medicare local coverage determinations (in the absence of national coverage determinations). If there is no Medicare NCD/LCD, we apply our authorization criteria. In the absence of authorization criteria, we apply our medical policies.

Note: The “Government regulations” sections of our medical policies include the Medicare coverage determinations that were in effect when the policies were last reviewed. You can access the policies through the [Medical Policy & Pre-Cert/Pre-Auth Router Home](#) page of the [bcbsm.com](#) website. Enter the procedure code in the *Policy/Topic Keyword* field and press ENTER. (You don't need to choose a category.)

Resources

For Medicare Plus Blue

- [Services that require authorization: Authorization requirements for Michigan providers for members with Medicare Plus Blue coverage](#)
- “For Medicare Plus Blue PPO members” section of the [Blue Cross Authorization Requirements & Criteria](#) page on our [ereferrals.bcbsm.com](#) website.

For BCN commercial and BCN Advantage

- [BCN referral and authorization requirements for Michigan providers](#)
- “Authorization criteria and preview questionnaires” section of the [BCN Authorization Requirements & Criteria](#) page on our [ereferrals.bcbsm.com](#) website.

(Continued on next page)

UTILIZATION MANAGEMENT

Medicare Plus Blue and BCN Utilization Management, continued

Resources, continued

For BCN commercial and BCN Advantage, continued

- The [Utilization Management](#) chapter of the BCN Provider Manual

For BCN Advantage

- [BCN referral and authorization requirements for Michigan providers](#)
- “Authorization criteria and preview questionnaires” section of the [BCN Authorization Requirements & Criteria](#) page on our ereferrals.bcbsm.com website.
- [Utilization Management](#) chapter of the BCN Provider Manual
- “BCN Advantage utilization management program” section of the [BCN Advantage](#) chapter in the *BCN Provider Manual*

UTILIZATION MANAGEMENT

AIM Specialty Health — For cardiology procedures

Makes authorization determinations for the following groups and individual members:

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

Resources

- [Procedures that require authorization by AIM Specialty Health](#)
- [Frequently asked questions about AIM for cardiology, radiology \(high technology\) and sleep studies \(in lab\)](#)
- aimspecialtyhealth.com/solutions/health-plans/clinical-solutions/cardiology/**

For Medicare Plus Blue

- Utilization Management section of the [Medicare Plus Blue PPO Manual](#) — Look for the subsection titled “Prior authorization of advanced imaging, cardiology and in-lab sleep study services — AIM Specialty Health”
- [Blue Cross AIM-Managed Procedures](#) page on our ereferrals.bcbsm.com website

For BCN commercial and BCN Advantage members:

- [BCN AIM-Managed Procedures](#) page on our ereferrals.bcbsm.com website
- [Utilization Management chapter](#) of the *BCN Provider Manual*

UTILIZATION MANAGEMENT

AIM Specialty Health — For echocardiology procedures

Makes authorization determinations for the following groups and individual members:

- Blue Cross commercial
 - All fully insured groups
 - Most self-funded groups* — **Exceptions:** UAW Retiree Medical Benefits Trust, Michigan Blue Cross and Blue Shield Federal Employee Program®, State of Michigan plans, select Ascension Health groups and Dart Container of Michigan groups
 - All members with individual coverage
- Medicare Plus Blue — All groups and all members with individual coverage
- BCN commercial — All fully insured groups, all self-funded groups* and all members with individual coverage
- BCN Advantage — All groups and all members with individual coverage

Resources

- [Procedures that require authorization by AIM Specialty Health](#)
- [Frequently asked questions about AIM for cardiology, radiology \(high technology\) and sleep studies \(in lab\)](#)
- aimspecialtyhealth.com/solutions/health-plans/clinical-solutions/cardiology/**

For Blue Cross commercial members

- See the following chapters of the *Blue Cross PPO Provider Manual*:
 - Preapproval of Services
 - Radiology Management Program Procedure Codes
- [Blue Cross AIM-Managed Procedures](#) page on our ereferrals.bcbsm.com website

For Medicare Plus Blue members

- Utilization Management section of the [Medicare Plus Blue PPO Manual](#) — Look for the subsection titled “Prior authorization of advanced imaging, cardiology and in-lab sleep study services — AIM Specialty Health”
- [Blue Cross AIM-Managed Procedures](#) page on our ereferrals.bcbsm.com website

For BCN commercial and BCN Advantage members

- [BCN AIM-Managed Procedures](#) page on our ereferrals.bcbsm.com website

UTILIZATION MANAGEMENT

AIM — For medical oncology

AIM 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
 - All fully insured groups
 - Select self-funded groups* — To determine which self-funded groups participate in this program, see the [AIM medical drug prior authorization opt-in list](#).
 - 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 all members with individual coverage
- BCN AdvantageSM — All groups and all members with individual coverage

Resources

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

For Blue Cross commercial

- Pages on our ereferrals.bcbsm.com website:
 - [Blue Cross Medical Benefit Drugs](#) — Includes links to drug lists for Blue Cross commercial members
 - [Blue Cross AIM-Managed Procedures](#)
- “Medical Oncology Management Program” section in the Medical-Surgical Services chapter of the *Blue Cross PPO Provider Manual*

For Medicare Plus Blue

- Pages on our ereferrals.bcbsm.com website:
 - [Blue Cross Medical Benefit Drugs](#) — Includes links to drug lists for Medicare Plus Blue members
 - [Blue Cross AIM-Managed Procedures](#)
- “Oncology Management Program” section of the [Medicare Plus Blue PPO Manual](#)

For BCN commercial and BCN Advantage

- Pages on our ereferrals.bcbsm.com website:
 - [BCN Medical Benefit Drugs](#) — Includes links to drug lists for BCN commercial and BCN Advantage members
 - [BCN AIM-Managed Procedures](#)
- “Drugs covered under the medical benefit” section of the Pharmacy chapter of the *BCN Provider Manual*

UTILIZATION MANAGEMENT

AIM — For radiation oncology

AIM makes prior authorization determinations for radiation oncology, including proton beam therapy.

Submit authorization requests through the AIM *ProviderPortal*.

AIM provides these services to Blue Cross commercial members as follows:

- **For proton beam therapy**, AIM makes prior authorization determinations for the following Blue Cross commercial groups:
 - Select fully insured groups — Michigan Education Special Services Association, or MESSA, only
 - Most self-funded groups* — **Exceptions:** Select Ascension Health groups, Blue Cross and Blue Shield Federal Employee Program®, Dart Container of Michigan and State of Michigan plans
- **For radiation oncology other than proton beam therapy**, AIM makes prior authorization determinations for the following self-funded group members*: UAW Retiree Medical Benefits Trust non-Medicare.

Exceptions: UAW Retiree Healthcare Trust (group 70605) and UAW International Union (group 71714)

Resources

- [Procedures that require authorization by AIM Specialty Health](#)
- [Frequently asked questions about AIM: For cardiology, radiology \(high technology\) and sleep studies \(in lab\)](#)
- [aimspecialtyhealth.com](https://www.aimspecialtyhealth.com)**
- The following chapters of the *Blue Cross PPO Provider Manual*:
 - Radiology Management Program Procedure Codes
 - Preapproval of Services
 - PPO Policies
 - Hospital Services
- [Blue Cross AIM-Managed Procedures](#) page on our [ereferrals.bcbsm.com](https://www.ereferrals.bcbsm.com) website

UTILIZATION MANAGEMENT

AIM — For radiology procedures (high-tech imaging)

Makes authorization determinations for select high-tech imaging that will be performed in freestanding diagnostic facilities, outpatient hospital settings, ambulatory surgery centers or physician offices.

AIM makes these determinations for the following groups and products:

- Blue Cross commercial
 - All fully insured groups
 - Most self-funded groups,* including Blue Cross and Blue Shield Federal Employee Program® and UAW Retiree Medical Benefits Trust members with non-Medicare plans
Exceptions: UAW Retiree Healthcare Trust (group 70605), UAW International Union (group 71714), State of Michigan plans, select Ascension Health groups and Dart Container of Michigan groups
- 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 all members with individual coverage
- BCN AdvantageSM — All groups and all members with individual coverage

Resources

- [Procedures that require authorization by AIM Specialty Health](#)
- [Frequently asked questions about AIM: For cardiology, radiology \(high technology\) and sleep studies \(in lab\)](#)
- aimspecialtyhealth.com**

For Blue Cross commercial

- [Blue Cross AIM-Managed Procedures](#) page on our ereferrals.bcbsm.com website
- The following chapters of the *Blue Cross PPO Provider Manual*:
 - Preapproval of Services
 - PPO Policies
 - Hospital Services
 - Radiology Management Program Procedures Codes — See the section titled “AIM Specialty Health”

For Medicare Plus Blue

- [Blue Cross AIM-Managed Procedures](#) page on our ereferrals.bcbsm.com website
- “Preauthorization of advanced imaging, cardiology and in-lab sleep study services — AIM Specialty Health®” section in the [Medicare Plus Blue PPO Manual](#)

For BCN commercial and BCN Advantage

- [BCN AIM-Managed Procedures](#) page on our ereferrals.bcbsm.com website
- [Utilization Management](#) chapter of the *BCN Provider Manual*

UTILIZATION MANAGEMENT

AIM — For sleep studies

Makes authorization determinations for in-lab sleep studies that are performed in freestanding diagnostic facilities, outpatient hospital settings, ambulatory surgery centers or physician offices.

AIM makes these determinations for the following groups and products:

- Blue Cross commercial
 - All fully insured groups
 - Most self-funded groups

Exceptions: UAW Retiree Healthcare Trust (group 70605), UAW International Union (group 71714), Blue Cross and Blue Shield Federal Employee Program, State of Michigan plans, select Ascension Health groups and Dart Container of Michigan groups

- All members with individual coverage
- Medicare Plus BlueSM — All groups and all members with individual coverage

Resources

- [Procedures that require authorization by AIM Specialty Health](#)
- [Blue Cross AIM-Managed Procedures](#) page on our ereferrals.bcbsm.com website
- aimspecialtyhealth.com/resources/clinical-guidelines/sleep/**

For Blue Cross commercial

- The following chapters and section of the *Blue Cross PPO Provider Manual*:
 - Medical-Surgical Services — See the section titled “Polysomnography and other sleep testing”
 - Hospital Services — See the section titled “Polysomnography and other sleep testing”
 - PPO Policies

For Medicare Plus Blue

“Preauthorization of advanced imaging, cardiology and in-lab sleep study services — AIM Specialty Health” section of the [Medicare Plus Blue PPO Manual](#)

UTILIZATION MANAGEMENT

eviCore healthcare® — For PT, OT and ST

eviCore manages authorizations for physical, occupational and speech therapy and for radiation oncology.

Service	For these groups and individual members
Physical and occupational therapy	<ul style="list-style-type: none"> Medicare Plus BlueSM — All groups and members BCN commercial — All fully insured groups, all self-funded groups* and all members with individual coverage BCN AdvantageSM — All groups and members
Speech therapy	<ul style="list-style-type: none"> BCN commercial — All fully insured groups, all self-funded groups* and all members with individual coverage BCN AdvantageSM — All groups and members
PT, OT and ST with a diagnosis of autism	<p>BCN commercial — All fully insured groups, all self-funded groups* and all members with individual coverage</p> <p>Note: eviCore manages these services for members age 19 and older.</p>
Physical medicine services by chiropractors	BCN commercial — All fully insured groups, all self-funded groups* and all members with individual coverage

Service	For these groups and individual members
Physical medicine services by athletic trainers	BCN commercial — All fully insured groups, all self-funded groups* and all members with individual coverage

Resources

- www.evicore.com/provider/#i-want-to-learn-how-to**
- [Procedures that require authorization by eviCore healthcare](#)

For Medicare Plus Blue

- [Blue Cross eviCore-Managed Procedures](#) page on our ereferrals.bcbsm.com website
- “Prior authorization of outpatient radiation oncology services and outpatient physical and occupational therapy — eviCore healthcare” section of the [Medicare Plus Blue PPO Provider Manual](#)

For BCN commercial and BCN Advantage

- [Outpatient rehabilitation services: Frequently asked questions for rehab providers](#)
- [BCN Outpatient PT, OT, ST](#) page on our ereferrals.bcbsm.com website
- “Procedures reviewed by eviCore for BCN” section of the [Utilization Management](#) chapter of the *BCN Provider Manual*

UTILIZATION MANAGEMENT

eviCore healthcare — For radiation oncology

Makes authorization determinations for radiation oncology, including proton beam therapy.

Submit authorization requests through the eviCore portal.

eviCore provides these services for the following groups and individual members:

- Blue Cross commercial
 - Most fully insured groups — **Exception:** Michigan Education Special Services Association
 - All members with individual coverage
- Medicare Plus Blue — All groups and all members with individual coverage
- BCN commercial — All fully insured groups, all self-funded groups* and all members with individual coverage
- BCN Advantage — All groups and all members with individual coverage

Resources

- www.evicore.com/provider/#i-want-to-learn-how-to**
- [Procedures that require authorization by eviCore healthcare](#)

For Blue Cross commercial

- [Blue Cross eviCore-managed procedures](#) page on our ereferrals.bcbsm.com website
- These chapters of the Blue Cross PPO Provider Manual:
 - Medical-Surgical Services
 - Radiology Management Procedure Codes

For Medicare Plus Blue

- “Prior authorization of outpatient radiation oncology services and outpatient physical and occupational therapy — eviCore healthcare” section of the [Medicare Plus Blue Manual](#)
- [Blue Cross eviCore-Managed Procedures](#) page on our ereferrals.bcbsm.com website

For BCN commercial and BCN Advantage

- [Utilization Management](#) chapter of the BCN Provider Manual — See the section titled “Procedures reviewed by eviCore for BCN”
- [BCN eviCore-Managed Procedures](#) page on our ereferrals.bcbsm.com website

UTILIZATION MANAGEMENT

TurningPoint Healthcare Solutions LLC

Makes authorization determinations for surgical procedures related to musculoskeletal conditions. This includes orthopedic surgical procedures, pain management procedures and spinal surgical procedures.

TurningPoint provides service for the following groups and individual members:

- Blue Cross commercial
 - All fully insured groups
 - Select self-funded groups* — Includes UAW Retiree Medical Benefits Trust non-Medicare members
 - 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 all members with individual coverage
- BCN AdvantageSM — All groups and all members with individual coverage

Resources

- tpshealth.com**
- [Musculoskeletal procedure codes that require authorization by TurningPoint](#)
- [Musculoskeletal procedure authorizations: Frequently asked questions for providers](#)

For Blue Cross commercial

- [Blue Cross Musculoskeletal Services](#) page on our ereferrals.bcbsm.com website
- “Prior authorization for pain management” section of the Hospital Services chapter or the Medical-Surgical Services chapter of the *Blue Cross PPO Provider Manual*

For Medicare Plus Blue

- [Blue Cross Musculoskeletal Services](#) page on our ereferrals.bcbsm.com website
- “Prior authorization of musculoskeletal surgical procedures, including orthopedic, pain management and spinal procedures – TurningPoint” subsection within the Utilization management section of the [Medicare Plus Blue PPO Manual](#)

For BCN commercial and BCN Advantage

- [BCN Musculoskeletal Services](#) page on our ereferrals.bcbsm.com website
- “Procedures reviewed by TurningPoint Healthcare Solutions for BCN” section of the [Utilization Management](#) chapter in 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.

2nd.MD and Welvie are independent companies that provide select care management services for Blue Cross Blue Shield of Michigan and Blue Care Network.

AIM Specialty Health is an independent company that contracts with Blue Cross Blue Shield of Michigan and Blue Care Network to manage authorizations for select services.

eviCore healthcare is an independent company that contracts with Blue Cross Blue Shield of Michigan and Blue Care Network to manage authorizations for select services.

TurningPoint Healthcare Solutions LLC is an independent company that manages authorizations for musculoskeletal surgical and other related procedures for Blue Cross Blue Shield of Michigan and Blue Care Network.

*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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