

## 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 contracted vendors.

- **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 departments and vendors listed below.

### Care management and support services

- [2nd.MD](#)
- [Welvie](#)

### Utilization management

- [Medicare Plus Blue<sup>SM</sup> and BCN Utilization Management](#)
- [Other utilization management programs managed by various vendors](#)

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](http://ereferrals.bcbsm.com) to ensure you're viewing the most up-to-date information.*

## CARE MANAGEMENT AND SUPPORT SERVICES

### 2nd.MD

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](https://2nd.md)\*\*

### 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 group:

- Blue Cross commercial — For UAW Retiree Medical Benefits Trust non-Medicare members only

### Resources

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

## UTILIZATION MANAGEMENT

### Medicare Plus Blue<sup>SM</sup> 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 Advantage<sup>SM</sup> — 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 Router Search](#) 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 Router Search](#) 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](#) PDF
- “For Medicare Plus Blue members” section of the [Blue Cross Authorization Requirements & Criteria](#) page on our [ereferrals.bcbsm.com](#) website

#### For BCN commercial and BCN Advantage

- [BCN-managed procedure codes that require authorization for Michigan providers](#) PDF
- [BCN referral and authorization requirements for Michigan providers](#) PDF

(Continued on next page)

## UTILIZATION MANAGEMENT

### Medicare Plus Blue and BCN Utilization Management, continued

#### Resources

##### For BCN commercial and BCN Advantage, continued

- “Authorization criteria and preview questionnaires” section of the [BCN Authorization Requirements & Criteria](#) page on our [ereferrals.bcbsm.com](http://ereferrals.bcbsm.com) website
- The following chapters of the *BCN Provider Manual*:
  - [Utilization Management](#)
  - [BCN Advantage](#)

### Other utilization management programs managed by various vendors

To learn about other utilization management programs for elective procedures and services, see the Utilization management section of the document titled [Care management and utilization management programs: Overview for providers](#).

## 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](https://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 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](#) PDF
- For BCN commercial and BCN Advantage members: [Non-Michigan providers: BCN referral and 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](https://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.

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

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.

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