

## CARE MANAGEMENT AND SUPPORT SERVICES



Blue Cross Blue Shield of Michigan and Blue Care Network offer care management programs and support services to members.

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.

In addition to the health assessments that are available from the independent company listed below, there's also a health assessment that's sent to Medicare Advantage members. The results of these assessments are shared with members when there are day-to-day health concerns that need to be addressed.

An additional health assessment program is provided by the independent company listed below.

### Care management and support services

#### [Genex Services 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](https://ereferrals.bcbsm.com) to ensure you're viewing the most up-to-date information.*

## CARE MANAGEMENT AND SUPPORT SERVICES

### Genex Services LLC

Provides in-home assessments for members with complex medical conditions who are at high risk for inpatient admissions or emergency department visits. The in-home assessment includes a medication reconciliation and an environmental risk assessment.

Genex also provides these programs:

- **Catastrophic care management:** Provides support for members with high acuity and complex needs.
- **Life care plan:** Estimates the projected lifelong cost of care.

To be eligible for these services, members must be engaged in the Blue Cross Coordinated Care<sup>SM</sup> program.

Genex provides these services for the following groups and individual members, when they're referred by Blue Cross Coordinated Care staff:

- Blue Cross commercial
  - Most fully insured groups — **Exception:** MESSA
  - Most self-funded groups\* — **Exceptions:** GM Connected Care, FCA bargaining employees, select Flexlink groups and UAW Retiree Medical Benefits Trust
  - All members with individual coverage
- BCN commercial — All fully insured groups, all self-funded groups\* and all members with individual coverage

### Resources

- [genexservices.com](https://genexservices.com)\*\*
- [genex-catastrophic-injury-management](#)\*\*

## ADDITIONAL INFORMATION

### About this document

This document lists coverage exceptions for major groups.

It also provides links 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)*.

### 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.

\*\*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.

Availability® 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.

Genex Services LLC is an independent company that provides select care management services for Blue Cross Blue Shield of Michigan and Blue Care Network members who have commercial plans.