

UTILIZATION MANAGEMENT AND CARE 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

[Virtual Muscle and Joint Health program through Hinge Health](#)

Utilization management

[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 AND SUPPORT SERVICES

Virtual Muscle and Joint Health program through Hinge Health

Offers personalized virtual exercise therapy to adult members from their homes (in the U.S. only). The Virtual Muscle and Joint Health program is available as an option to large commercial self-funded employer groups.

This program is intended to complement care provided by in-person providers and physical therapists. It's designed to help members with musculoskeletal conditions to:

- Prevent or resolve minor musculoskeletal issues
- Expedite the healing process for acute injuries
- Provide pre- or post-surgical rehabilitation assistance
- Prevent or manage pain
- Increase pelvic floor strength

Member participation in this program is optional and there is no cost to members if their employer group offers it. Members don't need a referral or prior authorization. They can self-refer by downloading the Hinge Health™ app and completing an application.

Based on Hinge Health's assessment, the member may receive a customized virtual program from a dedicated team of physical therapists, orthopedic surgeons and board-certified health coaches. The program can include:

- Stretching and exercise sessions
- Condition-related education

- Motion-sensing technology to monitor and provide feedback on exercise form
- A care kit and Enso wearable device to manage pain, as needed

Your awareness and support for your patients is crucial. To make sure health care providers are aware of their patients' participation, Hinge Health asks each member to discuss this program with their in-person network provider after six virtual visits with a Hinge Health physical therapist.

If a patient tells you about their participation in this program, we ask that you talk to the patient about how the Virtual Muscle and Joint Health program can contribute to their overall plan of care. You don't need to provide formal documentation to the member or to Hinge Health about this discussion.

Important:

- To determine whether they're eligible for this program, your patients who have coverage through Blue Cross or BCN commercial plans can check their benefits or call the Customer Service phone number on the back of their ID cards.
- Participation in this program doesn't count toward any in-person benefit limits. Members can use the Virtual Muscle and Joint Health program along with traditional in-person physical therapy, physical medicine or osteopathic manipulation treatment.
- The virtual exercise therapy program has a 12-visit limit with an online Hinge Health physical therapist per year for each eligible member. The year begins when the member starts the program.

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Musculoskeletal services

For virtual exercise therapy and joint and spine care

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Members have access to the program when they have coverage through Blue Cross or BCN commercial self-funded groups that purchase the program.

Resources

- [Hinge Health Solutions Overview](#) video**
- hingehealth.com
- [Muscle and Joint Health](#) webpage for members on **bcbsm.com**

If you have questions about the program in general or regarding care for a specific patient, providers can call Hinge Health at 1-855-902-2777 from 9 a.m. to 9 p.m. Monday through Friday.

UTILIZATION MANAGEMENT

TurningPoint Healthcare Solutions LLC

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

TurningPoint provides services for the following groups and individual members:

Service	For these groups and individual members
Orthopedic procedures	<ul style="list-style-type: none"> Blue Cross commercial Most fully insured groups — Excludes MESSA members 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
Spinal procedures	

Service	For these groups and individual members
Pain management procedures	<ul style="list-style-type: none"> Blue Cross commercial <ul style="list-style-type: none"> Most fully insured groups — Excludes MESSA members Select self-funded groups* — Includes UAW Retiree Medical Benefits Trust non-Medicare members All members with individual coverage BCN commercial — All fully insured groups, all self-funded groups* and all members with individual coverage

Resources

- turningpoint-healthcare.com**
- [Procedure codes for which providers must request prior authorization](#) PDF
- [Musculoskeletal procedure authorizations: Frequently asked questions for providers](#) PDF

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Musculoskeletal services

For virtual exercise therapy and joint and spine care

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For Blue Cross commercial

- [Blue Cross Pain Management Services](#) page of the **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 Commercial Provider Manual*

For BCN commercial

- [BCN Pain Management Services](#) page of the **ereferrals.bcbsm.com** website
- “Procedures reviewed by TurningPoint Healthcare Solutions LLC 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. 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 (availity.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](#)
- For BCN commercial and BCN Advantage members: [Non-Michigan providers: BCN prior 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 *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.

**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.

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.

Hinge Health, Inc. is an independent company supporting Blue Cross Blue Shield of Michigan and Blue Care Network by providing virtual muscle and joint health services to individuals with musculoskeletal conditions.

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