

UTILIZATION MANAGEMENT



Blue Cross and BCN 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.

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.

Utilization management

- [Blue Cross and BCN Pharmacy departments — CAR-T cell therapy](#)
- [AIM Specialty Health® — medical oncology](#)
- [AIM Specialty Health — radiation oncology](#)
- [eviCore healthcare — radiation oncology](#)

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.

UTILIZATION MANAGEMENT

Blue Cross and BCN Pharmacy departments — CAR-T cell therapy

Makes prior authorization determinations for appropriateness of care for CAR-T cell therapy.

Submit authorization requests through the NovoLogix® online tool.

Note: AIM Specialty Health® makes authorization determinations for other medical oncology and supportive care drugs.

The pharmacy department provides these services for the following groups and individual members:

- Blue Cross commercial — All fully insured groups, all self-funded groups* and 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

- [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
- [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

AIM Specialty Health® — medical oncology

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

- [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 on our ereferrals.bcbsm.com website
- “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 on our ereferrals.bcbsm.com website
- “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
- “Drugs covered under the medical benefit” section of the Pharmacy chapter of the *BCN Provider Manual*

UTILIZATION MANAGEMENT

AIM — radiation oncology

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 — For 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

- aimspecialtyhealth.com**
- [Frequently asked questions about AIM: For cardiology, radiology \(high technology\) and sleep studies \(in lab\)](#)
- 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 website

UTILIZATION MANAGEMENT

eviCore healthcare — 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**
- [Procedures that require authorization by eviCore healthcare](#)

For Blue Cross commercial

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

For Medicare Plus Blue

- Utilization Management section of the [Medicare Plus Blue PPO Manual](#) — Look for the subsection titled “Preauthorization of outpatient radiation oncology services and outpatient physical and occupational therapy”
- [Blue Cross eviCore-Managed Procedures](#) page on our ereferrals.bcbsm.com website

For BCN commercial and BCN Advantage

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

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.

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. For more information, go to our ereferrals.bcbsm.com website.

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. For more information, go to our ereferrals.bcbsm.com website.

*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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