

Pain management

For non-hospice palliative care and for musculoskeletal-related pain management procedures

Revised June 2025

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 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

[Carelon 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.

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CARE MANAGEMENT AND SUPPORT SERVICES

Carelon Health

Provides members with non-hospice palliative care that focuses on symptom management, patient-family communication, advance care planning, medical crisis prevention and urgent response.

Care is delivered by community-based providers to members with life expectancies of fewer than 12 months. Medical care is provided by a multidisciplinary team that includes physicians, nurse practitioners, nurses and social workers. This program is available to members in specific geographic regions.

In addition, a telehealth palliative care program is available to members in some rural areas within Michigan that lack the population density to support home-based services.

Carelon Health provides these services for the following groups and products:

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

Resources

carelon.com/capabilities/palliative-care**

For Medicare Plus Blue

“Medical management and quality improvement” section of the [Medicare Plus Blue PPO Provider Manual](#), in the subsection titled “Palliative care”

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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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UTILIZATION MANAGEMENT

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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*

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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.

Carelon Health is an independent company that provides select care management services for Blue Cross Blue Shield of Michigan and Blue Care Network members who have Medicare Advantage plans.

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.