

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.

These programs are provided by the independent company listed below.

Care management and support services

[Carelton Health](#)

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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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 members:

- 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.”

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*).
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.

*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.