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This document provides information about the services eviCore healthcare® reviews for Blue Cross Blue Shield of Michigan and Blue Care Network.

## Services eviCore reviews for Blue Cross and BCN

eviCore manages services for Blue Cross and BCN members as follows:

Members	Services
Blue Cross commercial	Radiation oncology Note: There are some exceptions. See the <a href="#">Summary of utilization management programs for Michigan providers</a> document for details.
Medicare Plus Blue	Radiation oncology

Members	Services
BCN commercial	<ul style="list-style-type: none"> <li>• Outpatient physical, occupational and speech therapy by therapists<sup>1</sup></li> <li>• Physical medicine services by chiropractors<sup>1</sup></li> <li>• Select radiation oncology procedures</li> <li>• Physical medicine services by athletic trainers<sup>1</sup></li> </ul>
BCN Advantage	<ul style="list-style-type: none"> <li>• Outpatient physical, occupational and speech therapy by therapists for non-autism diagnoses</li> <li>• Select radiation oncology procedures</li> </ul>

<sup>1</sup>For non-autism diagnoses, eviCore manages these services for all ages. For autism diagnoses (codes F84.0, F84.5, F84.8 and F84.9), they manage these services for members 19 years of age and older.

## Submitting prior authorization requests

Submit prior authorization requests to eviCore as follows:

- For commercial members, [Michigan's prior authorization law](#)\* requires health care providers to submit prior authorization requests electronically. Alternate submission methods (phone or fax) are allowed in the case of temporary technological problems, such as power or internet outages.
- For Medicare Advantage members, submit requests using any of the methods outlined in this section.

Note: For additional information about the steps to take once you're in the eviCore provider portal, see the [eviCore authorization: Quick reference guide](#).

Method of submission	Details
Through our provider portal — for <b>Michigan</b> providers	<ol style="list-style-type: none"> <li>1. Log in to our provider portal (<a href="#">availity.com</a>*).</li> <li>2. Click <i>Payer Spaces</i> in the menu bar and then click the BCBSM and BCN logo.</li> <li>3. Click the <i>eviCore Provider Portal</i> tile in the Applications tab.</li> </ol> <p>If you're having trouble accessing the eviCore Provider Portal using this process, contact Availity® Client Services at 1-800-AVAILITY (282-4548).</p>
Through our provider portal — for <b>non-Michigan</b> providers who <b>are</b> registered with Availity	<ol style="list-style-type: none"> <li>1. Log in to our provider portal (<a href="#">availity.com</a>*).</li> <li>2. Enter the member's contract number from their ID card. Be sure to include the alpha prefix.  Availity determines the member's plan and takes you to the Pre-Service Review for Out-of-Area and Local Members screen.</li> <li>3. Click the <i>eviCore Provider Portal</i> link.</li> </ol>

Method of submission	Details
Through our provider portal — for <b>non-Michigan</b> providers who <b>aren't</b> registered with Availity	<ol style="list-style-type: none"> <li>1. Log in to your local plan's website.</li> <li>2. Select an ID card prefix for Michigan. The Pre-Service Review for Out-of-Area and Local Members screen opens.</li> <li>3. Click the <i>Outpatient Authorization</i> link.</li> </ol>
Through the eviCore website	<ol style="list-style-type: none"> <li>1. Go to <a href="http://evicore.com">evicore.com</a>*.</li> <li>2. Do one of the following. <ul style="list-style-type: none"> <li>○ Click <i>Providers</i> and log in.</li> <li>○ Click <i>Login</i>.</li> </ul> </li> </ol>
By phone	<ul style="list-style-type: none"> <li>• <b>For Blue Cross commercial and Medicare Plus Blue members:</b> Call 1-877-917-2583.<sup>(1)</sup></li> <li>• <b>For BCN commercial and BCN Advantage members:</b> Call 1-855-774-1317.<sup>(1)</sup></li> </ul>
By fax	<ul style="list-style-type: none"> <li>• Fax to 1-800-540-2406.<sup>(1)</sup></li> </ul>

<sup>(1)</sup>For commercial members, [Michigan's prior authorization law](#)\* allows this submission method only in the case of temporary technological problems, such as power or internet outages.

Note: You can view all authorization requests — whether completed or in process — in the eviCore portal.

## Procedure codes that require authorization by eviCore

To view a list of procedure codes for which eviCore manages authorizations, refer to the [Procedure codes that require authorization by eviCore](#) document, found on the eviCore-Managed Procedures pages in the Blue Cross and BCN sections of the [ereferrals.bcbsm.com](http://ereferrals.bcbsm.com) website.

For BCN commercial and BCN Advantage members, you can find additional information about PT/OT/ST by therapists (for BCN commercial and BCN Advantage) and physical medicine services by chiropractors and athletic trainers (for BCN commercial) in the following resources:

- [BCN's Outpatient PT, OT, ST](#) page of the [ereferrals.bcbsm.com](http://ereferrals.bcbsm.com) website.
- [Utilization Management chapter](#) of the *BCN Provider Manual*. Look in the “Managing PT, OT and ST / Managing physical medicine services” section.

## Finding the eviCore fax forms for these services

The steps to locate eviCore fax forms vary based on the member's health plan. See the appropriate section below.

### Blue Cross commercial and Medicare Plus Blue members

1. Go to [evicore.com](https://evicore.com)\*
2. Do one of the following:
  - Click *Providers* at the upper right.
  - Click *Resources* at the upper right.
3. Click *Clinical Worksheets*.
4. Do one of the following:
  - **For PT/OT (Medicare Plus Blue):** Click *Musculoskeletal: Therapies*. This applies for dates of service prior to April 1, 2022. For dates of service on or after April 1, 2022, prior authorization isn't required for outpatient PT and OT services for Medicare Plus Blue members.
  - **For radiation oncology (Blue Cross commercial and Medicare Plus Blue):** Click *Radiation oncology*.
5. Enter **BCBS MI** in the "Search by Health Plan..." field.
6. Click *BCBS MI*.
7. Click the magnifying glass.
8. Click a link to open a form.
9. After completing the forms, upload them to the portal or fax them to 1-800-540-2406.

### BCN commercial and BCN Advantage members

See the appropriate section below, based on the type of service.

#### For PT/OT/ST (for BCN commercial and BCN Advantage) and physical medicine services by chiropractors (for BCN commercial)

See the [Outpatient rehabilitation services: Frequently asked questions for rehab providers](#) document.

#### For all other services

1. Go to [evicore.com](https://evicore.com)\*
2. Do one of the following:
  - Click *Providers* at the upper right.

- Click *Resources* at the upper right.
3. Click *Clinical Worksheets*.
4. Click the appropriate clinical area.
5. Enter **Blue Care Network** in the “Search by Health Plan...” field.
6. Click *Blue Care Network*.
7. Click the magnifying glass.
8. Click the appropriate form.
9. After completing the forms, upload them to the portal or fax them to 1-800-540-2406.

## Finding the eviCore criteria and clinical guidelines for these services

The steps to locate eviCore fax forms vary based on the member’s health plan. See the appropriate section below.

### Blue Cross commercial and Medicare Plus Blue members

1. Go to [evicore.com](http://evicore.com)\*
2. Do one of the following:
  - Click *Providers* at the upper right.
  - Click *Resources* at the upper right.
3. Click the *Clinical Guidelines* button.
4. Do one of the following on the Clinical Guidelines page:
  - **For PT/OT (Medicare Plus Blue):** Click *Musculoskeletal: Therapies* on the Clinical Guidelines page. This applies for dates of service prior to April 1, 2022. For dates of service on or after April 1, 2022, prior authorization isn’t required for outpatient PT and OT services for Medicare Plus Blue members.
  - **For radiation oncology (for Blue Cross commercial and Medicare Plus Blue):** Click *Radiation Oncology* on the Clinical Guidelines page.
5. Enter **BCBS MI** in the “Search Health Plan...” field.
6. Click *BCBS MI*.
7. Click the magnifying glass.
8. Scroll to the appropriate heading.

9. Click a link to open the appropriate guideline.

### BCN commercial and BCN Advantage members

1. Go to [evicore.com](https://evicore.com)\*
2. Do one of the following:
  - Click *Providers* at the upper right.
  - Click *Resources* at the upper right.
3. Click the *Clinical Guidelines* button.
4. Click the appropriate clinical area. For example, click *Musculoskeletal: Therapies*.
5. Enter **Blue Care Network** in the “Search Health Plan...” field.
6. Click *Blue Care Network*.
7. Click the magnifying glass.
8. Scroll to the appropriate heading.
9. Click the link to open the appropriate guideline.

## Clinical review requirements for practitioners providing physical, occupational and speech therapy and physical medicine services

See the appropriate section below based on the member’s health plan.

### Blue Cross commercial members

Not applicable. The following services don’t require authorization for Blue Cross commercial members: PT, OT and ST, physical medicine services by chiropractors, and physical medicine services by athletic trainers.

### Medicare Plus Blue members

**Note:** This information applies for dates of service prior to April 1, 2022.

Clinical review requirements may depend on the category to which eviCore assigns a provider.

For information about category assignments for physical and occupational therapists, see the [Musculoskeletal Specialized Therapy Program](#) document on the eviCore website.\*

Providers may view their category assignments in the eviCore provider portal.

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### **BCN commercial and BCN Advantage members**

Clinical review requirements may depend on the category to which eviCore assigns a provider.

For information about category assignments for physical and occupational therapists, see the [Musculoskeletal Specialized Therapy Program](#) document on the eviCore website.\*

Providers may view their category assignments in the eviCore provider portal.

For more information, see the [Utilization Management chapter](#) of the BCN Provider Manual. Look for the “Managing PT, OT and ST / Managing physical medicine services” section.

### **Additional resources**

See the appropriate section below based on the member’s health plan.

### **Blue Cross commercial and Medicare Plus Blue members**

See the [Blue Cross eviCore-Managed Procedures](#) page on the [ereferrals.bcbsm.com](#) website.

### **BCN commercial and BCN Advantage members**

See these resources:

- [BCN’s eviCore-Managed Procedures](#) page of the [ereferrals.bcbsm.com](#) website
- [Outpatient rehabilitation services: Frequently asked questions for rehab providers](#) document
- [BCN’s Outpatient PT, OT, ST](#) page of the [ereferrals.bcbsm.com](#) website

\*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.

eviCore is an independent company that manages authorizations of select services for Blue Cross Blue Shield of Michigan and Blue Care Network.

Availity<sup>®</sup> 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.