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This document provides information about the services EviCore by Evernorth® reviews for Blue Cross Blue Shield of Michigan and Blue Care Network.

Services EviCore reviews for Blue Cross and BCN

EviCore manages outpatient services for Blue Cross and BCN members as follows:

Members	Services
Blue Cross commercial	Radiation oncology Note: There are some exceptions. See the Summary of utilization management programs for Michigan providers document for details.
Medicare Plus Blue	Radiation oncology
BCN commercial	<ul style="list-style-type: none"> Physical, occupational and speech therapy by therapists¹ Physical medicine services by athletic trainers¹ Physical medicine services by chiropractors¹ Select radiation oncology procedures
BCN Advantage	<ul style="list-style-type: none"> Physical, occupational and speech therapy by therapists for non-autism diagnoses Select radiation oncology procedures

¹For dates of service before Jan. 1, 2024, EviCore manages prior authorizations for members ages 19 and older with an autism diagnosis (F84.0, F84.5, F84.8 and F84.9); for members with an autism diagnosis who are under 19,

prior authorization isn't needed. For dates of service on or after Jan. 1, 2024, prior authorization isn't required for any member for autism-related PT, OT, ST or physical medicine services.

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 technical 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 Michigan providers	<ol style="list-style-type: none"> 1. Log in to our provider portal (availability.com*). 2. Click <i>Payer Spaces</i> in the menu bar and then click the BCBSM and BCN logo. 3. Click the <i>EviCore Provider Portal</i> tile in the Applications tab. <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 non-Michigan providers who are registered with Availity	<ol style="list-style-type: none"> 1. Log in to our provider portal (availability.com*). 2. Enter the member's contract number from their ID card. Be sure to include the alpha prefix. Availity Essentials determines the member's plan and takes you to the Pre-Service Review for Out-of-Area and Local Members screen. 3. Click the <i>EviCore Provider Portal</i> link.
Through our provider portal — for non-Michigan providers who aren't registered with Availity	<ol style="list-style-type: none"> 1. Log in to your local plan's website. 2. Select an ID card prefix for Michigan. The Pre-Service Review for Out-of-Area and Local Members screen opens. 3. Click the <i>Outpatient Authorization</i> link.
Through the EviCore website	<ol style="list-style-type: none"> 1. Go to evicore.com*. 2. Do one of the following. <ul style="list-style-type: none"> ○ Click <i>Providers</i> and then click <i>Login</i>. ○ Enter the user ID and password and click <i>Login</i>.

Method of submission	Details
By phone	<ul style="list-style-type: none"> • For Blue Cross commercial and Medicare Plus Blue members: Call 1-877-917-2583.⁽¹⁾ • For BCN commercial and BCN Advantage members: Call 1-855-774-1317.⁽¹⁾
By fax	<ul style="list-style-type: none"> • Fax to 1-800-540-2406.⁽¹⁾

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

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

Procedure codes that require prior authorization by EviCore

To determine which procedure codes require prior authorization by EviCore, check the document titled [Procedure codes for which providers must request prior authorization](#). Look for EviCore in the “Requests managed by” column.

Settings the prior authorization requirement applies to

Prior authorization requirements apply as follows:

- **For Blue Cross commercial and Medicare Plus Blue** — The requirement applies to services provided in outpatient hospitals, ambulatory surgery centers and provider offices.
- **For BCN commercial and BCN Advantage** — The requirement applies to services provided in freestanding diagnostic facilities, outpatient hospitals, ambulatory surgery centers and provider offices.

Note: Physical medicine services provided by chiropractors and by athletic trainers are covered benefits only for BCN commercial members.

Finding the EviCore fax forms for these services

To locate EviCore fax forms:

1. Go to evicore.com*
2. Click either *Providers* or *Resources* at the upper right.
3. Click *Clinical Worksheets*.
4. Click the appropriate clinical area. For example, click *Radiation Oncology* (for any member) or click *Musculoskeletal: Therapies* (for BCN commercial and BCN Advantage members).
5. Do one of the following, depending on the member’s plan:

- For Blue Cross commercial and Medicare Plus Blue members, enter **BCBS MI** in the “Search by Health Plan...” field and then click *BCBS MI*.
 - For BCN commercial and BCN Advantage members, enter **Blue Care Network** in the “Search by Health Plan...” field and then click *Blue Care Network*.
6. Click the magnifying glass.
 7. Click a link to open a form.
 8. After completing the forms, upload them to the EviCore provider portal or fax them to 1-800-540-2406.

Finding the EviCore criteria and clinical guidelines for these services

To access EviCore’s criteria and clinical guidelines:

1. Go to evicore.com*.
2. Click either *Providers* or *Resources* at the upper right.
3. Click the *Clinical Guidelines* button.
4. Click the appropriate clinical area. For example, click *Radiation Oncology* (for any member) or click *Musculoskeletal: Therapies* (for BCN commercial and BCN Advantage members).
5. Do one of the following:
 - For Blue Cross commercial and Medicare Plus Blue members, enter **BCBS MI** in the “Search Health Plan...” field and then click *BCBS MI*.
 - For BCN commercial and BCN Advantage members, enter **Blue Care Network** in the “Search by Health Plan...” field and then click *Blue Care Network*.
6. Click the magnifying glass.
7. Scroll to the appropriate heading.
8. 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 and Medicare Plus Blue members

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

BCN commercial and BCN Advantage members

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

To access information about category assignments for physical and occupational therapists on the EviCore website:

1. Go to evicore.com*
2. Click either *Providers* or *Resources* at the upper right.
3. Click the *Provider Resources* button.
4. Select *Blue Care Network* in the “Select Health Plan” field.
5. Click the *Search* button.
6. Click the *Solution Resources* tab.
7. On the Blue Care Network Provider Resources page, click the *Musculoskeletal* button.
8. Click the link to open the desired document.

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

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 [Oncology Services](#) page on the ereferrals.bcbsm.com website.

BCN commercial and BCN Advantage members

See these resources:

- BCN’s [Oncology Services](#) page on ereferrals.bcbsm.com
- BCN’s [PT, OT, ST and Physical Medicine Services](#) page on ereferrals.bcbsm.com
- [Outpatient rehabilitation services: Frequently asked questions for rehab providers](#) document

*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 by Evernorth is an independent company that contracts with Blue Cross Blue Shield of Michigan and Blue Care Network to manage prior authorizations for select services.

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.