

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 services are provided by the independent companies listed below.

Care management and support services

- [Careforth](#)
- [OncoHealth](#)

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.

CARE MANAGEMENT AND SUPPORT SERVICES

Careforth (formerly known as Seniorlink)

Through a mobile app, provides caregivers with access to coaching, education and support related to:

- Managing stress
- Accessing resources such as home health assistance or transportation
- Home safety improvements
- Preventing falls
- Advance care planning

Careforth provides these services for the following groups and individual members:

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

In addition to having coverage that includes Careforth, one of the following must be true for a member to be eligible for these services:

- The member is engaged in Blue Cross Coordinated Care
- The member has a diagnosis of dementia or a condition that's similar to dementia

Resources

careforth.com**

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OncoHealth

Provides a cancer support program for adult members ages 18 and older who have a cancer diagnosis or are cancer survivors. The platform for this program, Iris by OncoHealth, helps members navigate the emotional, physical and financial challenges caused by cancer diagnosis and treatment.

It also aims to lower the burden on health care providers and **complement** — not replace or interfere with — the care they provide. It's meant to provide supplemental support and education in between regularly scheduled, in-person appointments.

With permission from the member, this program is also available to his or her caregiver — regardless of the caregiver's health plan.

OncoHealth provides these services for the following groups and members:

- Blue Cross commercial
 - Fully insured groups and members with individual coverage
 - Self-funded groups* that purchase the program
- BCN commercial
 - Fully insured groups and members with individual coverage
 - Self-funded groups* that purchase the program

The program provides eligible members with access to:

- 24/7 support from oncology nurses
- Oncology-specific mental health support
- Registered dietitian nutritionists with cancer expertise
- Peer mentors
- Customized educational information
- A symptom tracker
- Advance care planning assistance
- Navigation to financial and community resources
- Interpreters

Resources

- [Cancer Support program: Frequently asked questions for providers](#) (PDF)
- [Cancer Support program member flyer](#) (PDF)

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.

*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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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.

Careforth 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.

OncoHealth is an independent company supporting Blue Cross Blue Shield of Michigan and Blue Care Network by providing cancer support services.