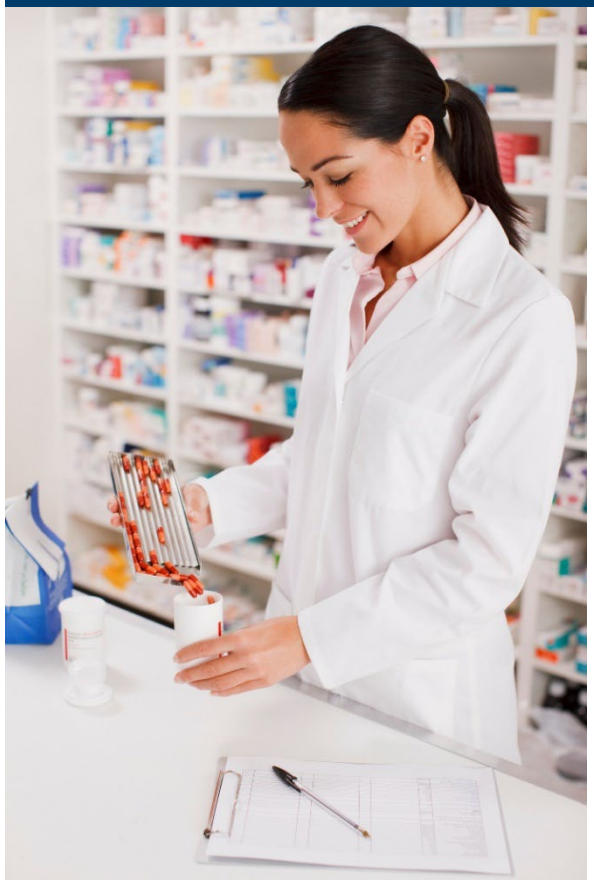
CARE MANAGEMENT AND UTILIZATION MANAGEMENT



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.

- **Care management** programs, including pharmacy adherence 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 vary based on member coverage and may be administered by Blue Cross or BCN staff or by independent companies, as specified below.

Care management and support services, including pharmacy adherence

- HelpScript enrollment service for manufacturer copay assistance
- High-cost drug discount optimization program, powered by PillarRx Consulting
- Drug adherence discount program, powered by Sempre Health
- Price Edge

Utilization management

- Blue Cross and BCN Pharmacy departments — medical benefit drugs
- Blue Cross and BCN Pharmacy departments — pharmacy benefit drugs
- Carelon Medical Benefits Management — oncology medical benefit drugs
- OncoHealth — oncology medical and pharmacy benefit drugs

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. To ensure you're viewing the most up-to-date information, access this document through the Care and utilization management programs: Overview for providers *link at the bottom of each page on authorizations.bcbsm.com; look in the Frequently Accessed Documents section.*

See also: Care management and utilization management programs: Overview for providers

CARE MANAGEMENT AND SUPPORT SERVICES

HelpScript enrollment service for manufacturer copay assistance

This support service applies to:

Blue Cross commercial | BCN commercial

Blue Cross and BCN work with HelpScript to coordinate member enrollment in manufacturer copay assistance programs for certain high-cost medical benefit drugs. Examples of the types of drugs for which assistance is available are oncology drugs, ophthalmology drugs to treat diseases such as macular degeneration, and drugs used to treat autoimmune diseases such as psoriatic arthritis, rheumatoid arthritis and multiple sclerosis.

Note: The HelpScript enrollment service is currently available only for members who receive treatments from professional providers.

HelpScript's goals are to:

- Make it easier for you, the health care provider, to receive full reimbursement for drugs that are part of the program
- Improve medication adherence and clinical outcomes
- Ensure access to certain drugs with little or no cost to the member

This service is available for Blue Cross or BCN commercial members who have:

- Coverage through fully insured groups
- Coverage through self-funded groups
- Individual coverage

Exceptions: This service won't be available to members who have any of the following benefits (1) a high-deductible plan with a health savings account; (2) a health reimbursement arrangement (3) coverage through a Flexlink® group (4) coverage through the Blue Cross and Blue Shield Federal Employee Program®; or (5) a Medicare or Medicaid product.

How member enrollment works

When a patient enrolls for manufacturer copay assistance, a HelpScript patient advocate will contact your office to share enrollment details, including how you'll receive funds from the manufacturer. HelpScript will send a fax to your office to confirm the member's enrollment in manufacturer copay assistance.

Note: HelpScript may reach out to your office for help contacting your patients about enrollment or to obtain clinical documentation required by the manufacturer.

How the HelpScript billing process works

Provider offices must follow this process to receive reimbursement for certain high-cost medical benefit drugs through HelpScript:

1. Submit claims for the drugs to Blue Cross or BCN for primary payment.
2. Submit the Blue Cross or BCN remittance advice to the manufacturer's copay assistance program for the amount shown as "member owed" to receive direct payment from the manufacturer.

   Note: See the document titled Locating a voucher or remittance advice through our provider portal for more information.

(Continued on next page)

CARE MANAGEMENT AND SUPPORT SERVICES

(Continued from previous page)

If any remaining "member responsible" amount is owed to the provider office for a drug that's covered under the manufacturer copay assistance program after the steps above have been completed, HelpScript will automatically send payment directly to the provider office for that amount. HelpScript typically sends the payment within 14 to 21 business days after Blue Cross or BCN finalizes its payment.

Important: Providers cannot bill members for the member responsible amount.

When the billing process is complete, Blue Cross or BCN commercial members who have active coverage and are enrolled in a manufacturer copay assistance program will have a $0 out-of-pocket cost.

Additional information

For questions, your office's billing department can call HelpScript at 1-833-807-4776 from 8 a.m. to 8 p.m. Monday through Friday.

Notes:

- This service doesn't affect utilization management requirements for the medical benefit drugs that are part of the program. For example, drugs that have prior authorization, step therapy or site-of-care requirements will continue to have those requirements.
- If a member exhausts their manufacturer copay assistance funds, the drug will continue to be covered with no cost to the member, for as long as the member remains enrolled in the assistance program.

CARE MANAGEMENT AND SUPPORT SERVICES

High-Cost Drug Discount Optimization program, powered by PillarRx Consulting[1]

This support service applies to:

Blue Cross commercial | BCN commercial

The High-Cost Drug Discount Optimization program helps members find and take advantage of manufacturer copayment assistance programs that significantly lower out-of-pocket costs for select expensive medications.

The savings available through this program may help your patients afford their medicine, increase their adherence with their medication therapy and improve their health.

Blue Cross and BCN identify eligible members based on their claims history for drugs that are included in the program. PillarRx then contacts eligible members to enroll them and explain how the program works.

This service is available to eligible members who have coverage through:

- Blue Cross commercial — All fully insured groups, all self-funded groups* and all members with individual coverage
- BCN commercial — All fully insured groups, all self-funded groups* and all members with individual coverage

Notes:

- This program applies to prescriptions that are filled at retail and specialty pharmacies.
- Medicare Advantage members are excluded from this program.

Resources

- Save money on specialty and other high-cost drugs with our High-Cost Drug Discount Optimization program PDF
- For more information on this program, call PillarRx at 1-636-614-3126.

[1]Pharmacy Services manages Blue Cross and BCN's contract with PillarRx Consulting.

See also: Care management and utilization management programs: Overview for providers

CARE MANAGEMENT AND SUPPORT SERVICES

Drug Adherence Discount program, powered by Sempre Health[1]

This support service applies to:

Blue Cross commercial | BCN commercial

The Drug Adherence Discount program helps members save money by reducing their out-of-pocket costs when they fill prescriptions for select medications as prescribed.

Sempre Health provides these services to the following groups and individual members:

- Blue Cross commercial — All fully insured groups, all self-funded groups* and all members with individual coverage
- BCN commercial — All fully insured groups, all self-funded groups* and all members with individual coverage

Notes

- This program applies to prescriptions that are filled at retail pharmacies or through mail order services.
- Medicare Advantage members are excluded from this program.

Resources

Save money on medicine for chronic conditions with our drug discount program PDF

[1]Pharmacy Services manages Blue Cross and BCN's contract with Sempre Health.

CARE MANAGEMENT AND SUPPORT SERVICES

Price Edge

This support service applies to:

BCN commercial

Price Edge helps members get the lowest prescription drug price on select nonspecialty, generic drugs, regardless of whether the drug is covered under the pharmacy benefit.

When a member fills a prescription for an eligible drug at an in-network retail pharmacy, Price Edge automatically compares direct-to-consumer pricing that's available through drug discount cards to the pricing through the member's BCN pharmacy benefit. If there's a lower cost to the member through direct-to-consumer pricing, the member will pay the lower price.

Here's what happens depending on whether the drug is covered by the member's BCN pharmacy benefit:

- If the drug is covered by the pharmacy benefit, the price of the drug counts toward their deductible and out-of-pocket maximum.
- If the drug isn't covered by the pharmacy benefit, the cost of the drug doesn't count toward their deductible or out-of-pocket maximum.

Price Edge is available to the following groups and individual members when their pharmacy benefit is through BCN:

- BCN commercial — All fully insured groups, all self-funded groups* and all members with individual coverage

Notes:

- There are discounts for some over-the-counter drugs when the member has a prescription from a health care provider.
- Medicare Advantage members are excluded from this program.

UTILIZATION MANAGEMENT

Blue Cross and BCN Pharmacy departments — medical benefit drugs

This utilization management program applies to:

Blue Cross commercial | Medicare Plus Blue | BCN commercial | BCN Advantage

For most medical benefit drugs, the Blue Cross and BCN Pharmacy departments make prior authorization determinations for appropriateness of care and ensure that site-of-care requirements are met.

Submit prior authorization requests through the Medical and Pharmacy Drug PA Portal, which you can access by clicking the *Medical and Pharmacy Benefit Drug Prior Auth* tile in our provider portal (availity.com**).

Notes:

- This **includes** drugs for gene and cellular therapy.
- This **excludes** medical oncology and supportive care drugs. See the sections below for additional information.

The pharmacy departments provide these services for the following groups and individual members:

- Blue Cross commercial
  - All fully insured groups
  - Most self-funded groups* — To determine which self-funded groups participate in this program, see the Specialty Pharmacy Prior Authorization Master Opt-in/out Group list PDF
  - All members with individual coverage
- Medicare Plus Blue℠ — 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 Advantage — All groups and all members with individual coverage

Resources

Medical Benefit Drugs pages on **authorizations.bcbsm.com —** Pages include links to drug lists for commercial and Medicare Advantage members

UTILIZATION MANAGEMENT

Blue Cross and BCN Pharmacy departments — pharmacy benefit drugs

This utilization management program applies to:

Blue Cross commercial | Medicare Plus Blue | BCN commercial | BCN Advantage

For most pharmacy benefit drugs, the Blue Cross and BCN Pharmacy departments make prior authorization determinations.

Submit prior authorization requests through the Medical and Pharmacy Drug PA Portal, which you can access by clicking the *Medical and Pharmacy Benefit Drug Prior Auth* tile in our provider portal (availity.com**).[1]

Note: This **excludes** oncology pharmacy benefit drugs. See the OncoHealth section later in this document for more information.

The pharmacy departments provide these services for the following groups and individual members:

- Blue Cross commercial
  - All fully insured groups
  - Most self-funded groups* — **Exception:** Some members who have coverage through UAW Retiree Medical Benefits Trust
  - All members with individual coverage
- Medicare Plus Blue℠ — Most groups and all members with individual coverage.

  Exceptions: Members who have coverage through Michigan Public School Employees' Retirement System, the State of Michigan or UAW Retiree Medical Benefits Trust
- BCN commercial — All fully insured groups, all self-funded groups* and all members with individual coverage
- BCN Advantage℠ — All groups and all members with individual coverage

Resources

Pharmacy Benefit Drugs pages on **authorizations.bcbsm.com —** Pages include links to drug lists for commercial and Medicare Advantage members

[1]Alternately, providers can submit prior authorization requests through CoverMyMeds or other electronic prior authorization, or ePA, tools.

UTILIZATION MANAGEMENT

Carelon Medical Benefits Management — oncology medical benefit drugs

This utilization management program applies to:

Blue Cross commercial

Through the Oncology Value Management program, Carelon makes prior authorization determinations for appropriateness of care for medical oncology and supportive care drugs that are covered under the medical benefit.

Carelon provides this service for members who have coverage through **Blue Cross commercial PPO UAW Retiree Medical Benefits Trust plans**.

Submit prior authorization requests through the Carelon provider portal.

Note: For information about the Oncology Value Management program through OncoHealth, which applies to most members, see the OncoHealth section below.

Resources

- Oncology Value Management program prior authorization list for UAW Retiree Medical Benefits Trust PPO non-Medicare members PDF
- Oncology Value Management program through Carelon: FAQs for providers PDF
- Medical Benefit Drugs pages on **authorizations.bcbsm.com**
- "Oncology Value Management program" section in the Medical-Surgical Services chapter or the Hospital Services chapter of the *Blue Cross Commercial Provider Manual*

UTILIZATION MANAGEMENT

OncoHealth — oncology medical and pharmacy benefit drugs

This utilization management program applies to:

Blue Cross commercial | Medicare Plus Blue | BCN commercial | BCN Advantage

Through the Oncology Value Management program, OncoHealth makes prior authorization determinations for appropriateness of care for oncology and supportive care drugs. OncoHealth does this for drugs covered under the medical benefit (including therapeutic radiopharmaceuticals) and for drugs covered under the pharmacy benefit.

Submit prior authorization requests through the OncoHealth OneUM™ portal.

OncoHealth provides these services for:

- Blue Cross and BCN commercial
  - All fully insured groups and all members with individual coverage
  - Most self-funded groups* — To determine which self-funded groups have requirements under the program, see the Oncology Value Management program opt-out list for self-funded groups PDF.

    Note: Although Blue Cross commercial UAW Retiree Medical Benefits Trust plans participate in the Oncology Value Management program, prior authorizations for those members are managed by Carelon. See the Carelon Medical Benefits Management section earlier in this document for more information.
- Medicare Plus Blue and BCN Advantage — All groups and all members with individual coverage

Resources

- Oncology Value Management program through OncoHealth: FAQs for providers PDF
- Medical and Pharmacy Benefit Drugs pages on **authorizations.bcbsm.com**

For Blue Cross commercial

"Oncology Value Management program" section in the Medical-Surgical Services chapter or the Hospital Services chapter of the *Blue Cross Commercial Provider Manual*

For Medicare Plus Blue

"Oncology Value Management program" section of the Medicare Plus Blue PPO Provider Manual PDF

For BCN commercial and BCN Advantage

"Oncology Value Management program" section of the Pharmacy chapter of the *BCN Provider Manual*

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 PDF
- For BCN commercial and BCN Advantage members: Non-Michigan providers: BCN prior authorization requirements PDF

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

HelpScript is an independent company coordinating member enrollment in copay assistance programs for provider-administered drugs on behalf of Blue Cross Blue Shield of Michigan and Blue Care Network.

PillarRx is an independent company providing Blue Cross Blue Shield of Michigan and Blue Care Network with a high-cost drug discount program.

Blue Cross Blue Shield of Michigan and Blue Care Network have contracted with Sempre Health, an independent company, to provide a drug discount program.

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