

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.

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.
- **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 are provided by the departments and independent companies listed below.

Care management and support services

- [OncoHealth](#)

Utilization management

- [Blue Cross and BCN Pharmacy departments — gene and cellular therapy](#)
- [Carelon Medical Benefits Management — oncology medical benefit drugs](#)
- [Carelon — radiation oncology](#)
- [EviCore by Evernorth — radiation oncology](#)
- [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. Access this document via ereferrals.bcbsm.com to ensure you're viewing the most up-to-date information.

CARE MANAGEMENT AND SUPPORT SERVICES

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

UTILIZATION MANAGEMENT

Blue Cross and BCN Pharmacy departments — gene and cellular therapy

Makes prior authorization determinations for appropriateness of care for gene and cellular therapy.

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 (availability.com**).

Note: For other medical oncology and supportive care drugs, OncoHealth makes prior authorization determinations for most members. Carelon makes determinations for Blue Cross commercial UAW Retiree Medical Benefits Trust members. See the appropriate sections later in this document for more information.

The pharmacy department provides 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 BlueSM — 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 AdvantageSM — All groups and all members with individual coverage

Resources

- [Blue Cross Medical Benefit Drugs](#) page on our **ereferrals.bcbsm.com** website — Includes links to drug lists for Blue Cross commercial and Medicare Plus Blue members
- [BCN Medical Benefit Drugs](#) page on our **ereferrals.bcbsm.com** website — Includes links to drug lists for BCN commercial and BCN Advantage members

UTILIZATION MANAGEMENT

Carelon Medical Benefits Management — oncology medical benefit drugs

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 — oncology medical and pharmacy benefit drugs](#) 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](#)
- [Blue Cross Medical Benefit Drugs](#) page on our [ereferrals.bcbsm.com](#) website — Includes links to drug lists for Blue Cross commercial members
- “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

Carelon — radiation oncology

Makes prior authorization determinations for radiation oncology, including proton beam therapy.

Submit prior authorization requests through the Carelon provider portal.

Carelon provides these services to Blue Cross commercial members as follows:

- **For proton beam therapy**, Carelon makes prior authorization determinations for the following Blue Cross commercial groups:
 - Select fully insured groups — For Michigan Education Special Services Association, or MESSA, only
 - Most self-funded groups* — **Exceptions:** Select Ascension Health groups, Blue Cross and Blue Shield Federal Employee Program® and State of Michigan plans
- **For radiation oncology other than proton beam therapy**, Carelon makes prior authorization determinations for the following self-funded group members*: UAW Retiree Medical Benefits Trust non-Medicare

Exceptions: UAW Retiree Healthcare Trust (group 70605) and UAW International Union (group 71714)

Note: For information about radiation oncology services managed by EviCore, see the [EviCore by Evernorth — radiation oncology](#) section below.

Resources

- [Procedure codes for which providers must request prior authorization](#) PDF
- [Frequently asked questions about Carelon: For cardiology, radiology \(high technology\) and sleep studies \(in lab\)](#) PDF
- [Carelon Medical Benefits Management: Radiation Oncology Solution**](#) webpage
- The following chapters of the *Blue Cross Commercial Provider Manual*:
 - Radiology Management Program Procedure Codes
 - Utilization Management
 - PPO Policies
 - Hospital Services
- [Blue Cross Oncology Services](#) page on our erefferrals.bcbsm.com website

UTILIZATION MANAGEMENT

EviCore by Evernorth — radiation oncology

Makes prior authorization determinations for radiation oncology, including proton beam therapy.

Submit prior authorization requests through the EviCore portal.

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

- Blue Cross commercial
 - Most fully insured groups — **Exception:** Michigan Education Special Services Association, or MESSA
 - 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

Note: For information about radiation oncology services managed by Carelon, see the [Carelon — radiation oncology](#) section above.

Resources

- [Procedure codes for which providers must request prior authorization](#) PDF
- evicore.com/provider**

For Blue Cross commercial

- [Blue Cross Oncology Services](#) page on our ereferrals.bcbsm.com website
- The Radiology Management Program Procedure Codes chapter of the *Blue Cross Commercial Provider Manual*

For Medicare Plus Blue

- “Prior authorization of outpatient radiation oncology services — EviCore by Evernorth” section of the [Medicare Plus Blue PPO Provider Manual](#)
- [Blue Cross Oncology Services](#) page on our ereferrals.bcbsm.com website

For BCN commercial and BCN Advantage

- “Procedures reviewed by EviCore for BCN” section of the [Utilization Management](#) chapter of the *BCN Provider Manual*
- [BCN Oncology Services](#) page on our ereferrals.bcbsm.com website

UTILIZATION MANAGEMENT

OncoHealth — oncology medical and pharmacy benefit drugs

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 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 participation 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 — oncology medical benefit drugs](#) 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

For Blue Cross commercial

- [Blue Cross Medical Benefit Drugs](#) page on [ereferrals.bcbsm.com](#)
- The following chapters of the *Blue Cross Commercial Provider Manual*:
 - Medical-Surgical Services
 - Hospital Services

For Medicare Plus Blue

- [Blue Cross Medical Benefit Drugs](#) page on [ereferrals.bcbsm.com](#)
- “Oncology Value Management program” section of the [Medicare Plus Blue PPO Provider Manual](#) PDF

For BCN commercial and BCN Advantage

- [BCN Medical Benefit Drugs](#) on [ereferrals.bcbsm.com](#)
- “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 refers 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](#)
- For BCN commercial and BCN Advantage members: [Non-Michigan providers: BCN prior authorization requirements](#)

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 Medical Benefits Management is an independent company that contracts with Blue Cross Blue Shield of Michigan and Blue Care Network to manage prior authorizations for select services. For more information, go to our ereferrals.bcbsm.com website.

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. For more information, go to our ereferrals.bcbsm.com website.

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