

Nonprofit corporations and independent licensees of the Blue Cross and Blue Shield Association

Care management and utilization management programs

Overview for providers

Revised October 2025

Blue Cross Blue Shield of Michigan and Blue Care Network offer the following programs to members. Programs are provided by Blue Cross, BCN and the independent companies listed below. Click the links below to learn more about programs within each category.

CARE MANAGEMENT AND SUPPORT SERVICES — Provide patient support by identifying patients with health risks and working with them to improve or maintain their health and support patients through their health journeys.

Behavioral health

- Blue Cross and BCN
 Blue Cross and BCN
- Teladoc Health®* ◆◆

Blue Cross Coordinated CareSM Core

Cardiology

- AMC Health* * *
- Teladoc Health* ◆◆

Caregiver support

- Careforth* •
- OncoHealth®*

Decision support

2nd.MD* ◆◆

Diabetes

- Cecelia Health* ◆
- Omada Health* •
- Twin Health*

Drugs

- HelpScript* •
- PillarRx Consulting* * *
- Price Edge* ◆
- Sempre Health* **

Elective procedures and services

• 2nd.MD* ◆◆

Health Guide

Health assessments

Genex Services LLC* ◆◆

Home-based services

- Genex Services* ◆◆
- HarmonyCares* * *
- Homeward Health* **

Member lifestyle support ◆◆

Menopause

Maven* **

Musculoskeletal services

Hinge Health™* ◆◆

<u>Oncology</u>

OncoHealth* ◆◆

Pain management

Carelon Health* ◆◆

Palliative care

Carelon Health* * *

Pregnancy and parenting support

- Blue Cross and BCN **
- Mayen* ◆◆

PT, OT, ST and physical medicine services

Hinge Health* • •

Pulmonology

AMC Health* **

Surgeries

• 2nd.MD* • •

Well-being

- Catapult* •
- Teladoc Health* ◆◆
- Personify Health™* ◆ ◆ ◆ ◆

Acute inpatient medical and

Blue Cross and BCN
 STATE

surgical admissions

for Michigan providers document.

<u>Air ambulance</u> (non-emergency flights)

 Alacura Medical Transport Management*

Behavioral health

Blue Cross Behavioral HealthSM

Cardiology

- BCN **

Chiropractic services

- BCN ••
- EviCore by Evernorth^{®*} ◆

Cosmetic procedures

Blue Cross and BCN **

Diabetes

- Blue Cross and BCN **
- Northwood, Inc.* ◆◆◆◆

Drugs

Blue Cross and BCN ****

UTILIZATION MANAGEMENT — Through the prior authorization process, ensures that patients get the right

care at the right time in the right location. For more information, see the Summary of utilization management programs

- Carelon* ◆
- OncoHealth* * * * * *

<u>Durable medical equipment and prosthetics and orthotics</u>

Northwood* * * * * *

Elective procedures and services

- Blue Cross and BCN
- Independent companies listed under other utilization management categories

Home-based services

Blue Cross and BCN **

Laboratory

 Joint Venture Hospital Laboratories* **

Musculoskeletal services

 TurningPoint Healthcare Solutions LLC* ◆ ◆ ◆ ◆

Oncology

- Blue Cross and BCN ****
- Carelon* ◆
- EviCore* * * * * * *
- OncoHealth* ◆◆◆◆

Pain management

• TurningPoint* • • • •

Post-acute care (SNF, rehab, LTAC)

• Blue Cross and BCN ••

PT, OT, ST and physical medicine services

EviCore* **

Radiology procedures, high tech

Carelon* ****

Sleep studies

- BCN **
- Carelon* **

<u>Surgeries</u>

- Blue Cross and BCN ****
- TurningPoint* • •

Transplants

Blue Cross and BCN **