Blue Cross Blue Shield Blue Care Network of Michigan

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

Pain management

For non-hospice palliative care and for musculoskeletal-related pain management procedures

Revised August 2026

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 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

Carelon Health

Utilization management

TurningPoint Healthcare Solutions LLC

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.*

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CARE MANAGEMENT AND SUPPORT SERVICES

Carelon Health

This care management program applies to:

Medicare Plus Blue | BCN Advantage

Provides members with non-hospice palliative care that focuses on symptom management, patient-family communication, advance care planning, medical crisis prevention and urgent response.

Care is delivered by community-based providers to members with life expectancies of fewer than 12 months. Medical care is provided by a multidisciplinary team that includes physicians, nurse practitioners, nurses and social workers. This program is available to Medicare Plus Blue℠ and BCN Advantage℠ members in specific geographic regions.

In addition, a telehealth palliative care program is available to members in some rural areas within Michigan that lack the population density to support home-based services.

Carelon Health provides these services for the following groups and products:

- Medicare Plus Blue℠ — All groups and all members with individual coverage
- BCN Advantage℠ — All groups and all members with individual coverage

Resources

carelon.com/capabilities/palliative-care**

For Medicare Plus Blue

"Medical management and quality improvement" section of the Medicare Plus Blue PPO Provider Manual, in the subsection titled "Palliative care"

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UTILIZATION MANAGEMENT

TurningPoint Healthcare Solutions LLC

This utilization management program applies to:

Blue Cross commercial | BCN commercial

TurningPoint makes prior authorization determinations for procedures related to musculoskeletal conditions. This includes orthopedic surgical procedures, pain management procedures and spinal surgical procedures.

TurningPoint manages pain management services for the following groups and individual members:

- Blue Cross commercial
  - Most fully insured groups — Excludes MESSA members
  - Select self-funded groups* — Includes UAW Retiree Medical Benefits Trust non-Medicare members
  - All members with individual coverage
- BCN commercial — All fully insured groups, all self-funded groups* and all members with individual coverage

For information about orthopedic and spinal procedures managed by TurningPoint, see the Musculoskeletal Services: For virtual exercise therapy and joint and spine care PDF.

Resources

- Procedure codes for which providers must request prior authorization PDF
- Musculoskeletal procedure authorizations: Frequently asked questions for providers PDF
- Pain Management Services page on **authorizations.bcbsm.com**
- turningpoint-healthcare.com**

For Blue Cross commercial

"Prior authorization for pain management" section of the Hospital Services chapter or the Medical-Surgical Services chapter of the *Blue Cross Commercial Provider Manual*

For BCN commercial

"Procedures reviewed by TurningPoint Healthcare Solutions LLC for BCN" section of the Utilization Management chapter in the *BCN Provider Manual*

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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
- 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 Health is an independent company that provides Blue Cross Blue Shield of Michigan and Blue Care Network Medicare Advantage members with nonhospice palliative care.

TurningPoint Healthcare Solutions LLC is an independent company that manages prior authorizations for musculoskeletal surgical and related procedures for Blue Cross Blue Shield of Michigan and Blue Care Network.