

UTILIZATION MANAGEMENT



Blue Cross Blue Shield of Michigan and Blue Care Network provide utilization management programs.

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.

Utilization management

[Alacura Medical Transport Management](#)

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.

UTILIZATION MANAGEMENT

Alacura Medical Transport Management

This utilization management program applies to:

Blue Cross
commercial

BCN
commercial

Alacura makes prior authorization determinations for non-emergency flights for 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

Important! Be sure to submit prior authorization requests before takeoff for all non-emergency flights. This will help to ensure that the air ambulance provider is in network, which is critical for helping patients manage their costs and receive optimal care.

Resources

- [Non-emergency air ambulance prior authorization program: Overview for Michigan and non-Michigan providers](#) PDF
- [Air Ambulance Services](#) page on authorizations.bcbsm.com
- alacura.com/hospitals**

For Blue Cross commercial

- The following areas of the *Blue Cross Commercial Provider Manual*:
 - Ambulance Services chapter

- “Alacura Medical Transportation Management, LLC” section of the Blue Pages Directory chapter

For BCN commercial

- The “Air ambulance transport” section of the [Utilization Management](#) chapter of the *BCN Provider Manual*
- [Non-Michigan providers: BCN prior authorization requirements](#) PDF

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 (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)*.

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.

Alacura Medical Transport Management is an independent company that manages the prior authorization of non-emergency flights for Blue Cross Blue Shield of Michigan and Blue Care Network members who have commercial plans.

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.