

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

- [Blue Cross and BCN Medicare Advantage Diabetes Management](#)
- [Cecelia Health](#)
- [Omada Health](#)
- [Sprinter Health](#)
- [Teladoc Health — Traditional Diabetes Management Program](#)
- [Teladoc Health — Condition Management Solutions](#)

To help your patients find Medicare Diabetes Prevention Program-certified providers in their area, see the [Medicare Diabetes Prevention Program](#) page on **medicare.gov**.**

Utilization management

- [Blue Cross and BCN](#)
- [Northwood, Inc.](#)

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.

CARE MANAGEMENT AND SUPPORT SERVICES

Blue Cross and BCN Medicare Advantage Chronic Disease Management program for diabetes

This care management program applies to:



Blue Cross and BCN offer a comprehensive Medicare Advantage Chronic Disease Management program for diabetes that includes health coaching, dietary support and nursing services.

The program is managed by registered nurses and health coaches who:

- Create customized plans to reduce members' A1c.
- Provide ongoing education and lifestyle coaching.
- Coordinate with primary care providers as needed.
- As needed, facilitate access to:
 - Nutrition coaching or referrals
 - Behavioral health screenings and support
 - Medication management support

The following members are eligible for this program when they have Type 1 or Type 2 diabetes and their HbA1c is ≥ 9 :

- Medicare Plus BlueSM — All groups and all members with individual coverage
- BCN AdvantageSM — All groups and all members with individual coverage

Through the BCBSM app, members who participate in the program can:

- Track their goals
- Access educational content
- Securely message nurses and health coaches

Blue Cross and BCN identify eligible members through claims and laboratory data.

Note: Some members are eligible for both Blue Cross Coordinated CareSM and the Blue Cross and BCN Medicare Advantage Chronic Disease Management program for diabetes. When this happens, only Blue Cross Coordinated Care will engage with these members to address their complex needs.

CARE MANAGEMENT AND SUPPORT SERVICES

Cecelia Health

This support service applies to:

Blue Cross
commercial

Cecelia Health provides education and coaching services for members with diabetes. These services help members:

- Learn and adopt self-management behaviors
- Comply with treatment and care plan recommendations and preventive service guidelines.

Cecelia Health provides these services to the following group:

- Blue Cross commercial self-funded groups* — UAW Retiree Medical Benefits Trust only

Resources

ceceliahealth.com**

Omada Health

This support service applies to:

Blue Cross
commercial

BCN
commercial

Omada Health provides a digital health care program that helps people achieve their health goals through sustainable lifestyle changes to reduce the risk of developing Type 2 diabetes.

Omada provides these services to the following groups:

- Blue Cross commercial — Select self-funded groups*
- BCN commercial — Select self-funded groups*

Resources

- omadahealth.com**
- [Welcome to Omada](#) video**

CARE MANAGEMENT AND SUPPORT SERVICES

Sprinter Health

This support service applies to:

Medicare
Plus Blue

BCN
Advantage

Sprinter Health offers eligible Medicare Advantage members the opportunity to schedule a no-cost in-home diabetic visit. To be eligible, members must be due for a retinal eye exam and reside in certain geographic areas.

Blue Cross and BCN identify eligible members and Sprinter Health reaches out to those members.

During the visit, members may be offered additional services as appropriate, such as:

- Assistance with scheduling mammogram appointments
- Blood pressure screenings
- Colorectal cancer screening kits
- Hemoglobin A1c testing
- Urine albumin-to-creatinine ratio (uACR) and/or estimated glomerular filtration rate (eGFR) testing

When eligible, this service is available to the following members:

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

After the visit, members will be encouraged to discuss screening results and test results with their primary care providers.

Members will be notified of results as follows:

- For negative results, Sprinter Health will:
 - Send a letter directing members to their online results.
 - Send a text message and email if the member provides the appropriate contact information.
 - Upon request, send a copy of the results to members' homes.
- For positive results, Sprint Health will make up to three phone calls to members to notify them of the results.

Primary care providers will be notified of both negative and positive results as follows:

- Results will be sent through Direct Trust as an attachment to the member's electronic medical record.
- If Direct Trust isn't available, Sprinter Health will call the PCP office to verify the fax number and then fax the results.

CARE MANAGEMENT AND SUPPORT SERVICES

Teladoc Health — Traditional Diabetes Management Program

This support service applies to:

Blue Cross
commercial

BCN
commercial

The Teladoc Health® Traditional Diabetes Management Program provides a technology- and data-driven digital health program that removes hurdles to proper diabetes management through 24/7 remote monitoring. The program includes disease education, a cellular connected glucometer and access to free diabetes supplies.

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

- Blue Cross commercial — Select self-funded groups*
- BCN commercial — Select self-funded groups*

Resources

- TeladocHealth.com/BCBSMI**
- [Welcome to Teladoc Health for Diabetes](#) video**
- [Jumpstart Your Diabetes Management Program](#) video**

CARE MANAGEMENT AND SUPPORT SERVICES

Teladoc Health — Condition Management Solutions

This support service applies to:

Blue Cross
commercial

BCN
commercial

Teladoc Health Condition Management Solutions include the programs listed on this page. The programs provide members with 24/7 remote monitoring and coaching by experts to help them understand how managing their conditions can have a positive effect on their overall health. They also provide additional support for members with chronic conditions and comorbidities, such as obesity, hypertension, high cholesterol and behavioral health conditions.

Diabetes Management program

This data-driven digital health program removes hurdles to proper diabetes management, including disease education, a cellular connected glucometer and access to free testing supplies. It's available to commercial members who have coverage through:

- Fully insured groups
- Individual plans
- Self-funded groups* that purchase the Diabetes Management program

Diabetes Prevention program

This program helps members achieve their health goals through sustainable lifestyle changes that help to reduce the risk of developing Type 2 diabetes. It's available to commercial members who have coverage through:

- Fully insured groups
- Individual plans
- Self-funded groups* that purchase Diabetes Prevention program

Hypertension Management program

This program helps members develop healthy habits and control their blood pressure to better manage and improve their health. It's available to members who have coverage through:

- Fully insured groups
- Individual plans
- Self-funded groups* that purchase the Hypertension Management program

Weight Management program

This program helps members develop healthy habits and reduce their body mass index to better manage and improve their health. It's available to members who have coverage through:

- Fully insured groups
- Self-funded groups* — Groups that purchase the Diabetes Prevention program are eligible to purchase the Weight Management program

Resources

- [TeladocHealth.com/BCBSMI](https://teladochealth.com/BCBSMI)**
- [Teladoc Health Experience for Multiple Conditions](#) video**
- [Prediabetes and how to reduce your risk to prevent diabetes](#) video**
- [Jumpstart Your Diabetes Management Program](#) video**

UTILIZATION MANAGEMENT

Blue Cross and BCN

This utilization management information applies to:

Medicare
Plus Blue

BCN
Advantage

Medicare Plus Blue and BCN Advantage members must obtain continuous glucose monitor products through a participating network pharmacy. Prior authorization could be required in certain circumstances.

Exception: UAW Retiree Medical Benefits Trust members with Medicare Plus Blue or BCN Advantage plans are excluded from this change. These members should continue to obtain their CGM products through a DME supplier.

Resources

[Continuous glucose monitor products: Frequently asked questions for prescribing providers](#) PDF

UTILIZATION MANAGEMENT

Northwood, Inc.

This utilization management program applies to:



Northwood manages both prior authorizations and the supplier network for durable medical equipment, prosthetics and orthotics (P&O) and medical and diabetes supplies.

Northwood makes determinations on prior authorization requests submitted by their contracted suppliers for the following groups and individual members:

- Blue Cross commercial — All fully insured groups and all members with individual coverage¹
- Medicare Plus Blue — All groups and all members with individual coverage¹
- BCN commercial — All fully insured groups, all self-funded groups* and all members with individual coverage²
- BCN AdvantageSM — All groups and all members with individual coverage²

Continuous glucose monitor, or CGM, products

Requirements and options for obtaining CGM products vary depending on the member's plan. For example, most Medicare Advantage members must obtain CGM products through a participating network pharmacy while some commercial members can obtain them from a DME supplier or from a participating network pharmacy. For more information, see the document titled [Continuous glucose monitor products: FAQs for prescribing providers](#).

Resources

- [Durable medical equipment, prosthetics, orthotics and medical supplies management program: FAQs for providers](#) PDF
- [Diabetes Supplies](#) page on [authorizations.bcbsm.com](#)
- [northwoodinc.com/northwood-providers](#)**

For Blue Cross commercial

Durable Medical Equipment, Medical Supplies, and Prosthetics and Orthotics Services chapter of the *Blue Cross Commercial Provider Manual*

For Medicare Plus Blue

"Durable medical equipment, prosthetics & orthotics and diabetes supplies" section of the [Medicare Plus Blue PPO Provider Manual](#)

For BCN commercial

- [Utilization Management](#) chapter of the *BCN Provider Manual*

For BCN Advantage

- [Utilization Management](#) chapter of the *BCN Provider Manual*
- [BCN Advantage](#) chapter of the *BCN Provider Manual*

¹Northwood is the preferred DME provider for Blue Cross commercial and Medicare Plus Blue members who reside in Michigan.

²Northwood is the exclusive DME provider for BCN commercial and BCN Advantage members who reside in Michigan.

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](#) 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.

Cecelia Health is an independent company that provides coaching and education services for Blue Cross Blue Shield of Michigan commercial URMPT members.

Northwood Inc. is an independent company that manages both prior authorizations and a supplier network for durable medical equipment, prosthetics and orthotics, and medical supplies (including diabetes supplies) for Blue Cross Blue Shield of Michigan and Blue Care Network members.

Omada Health is an independent company that helps select Blue Cross Blue Shield of Michigan and Blue Care Network commercial members to reduce the risk of developing Type 2 diabetes.

Sprinter Health is an independent company that offers in-home diabetic visits to some Blue Cross Blue Shield of Michigan and Blue Care Network members.

Teladoc Health is an independent company that provides select care management services for Blue Cross Blue Shield of Michigan and Blue Care Network.

Twin Health is an independent company that provides a diabetes remission program for select Blue Care Network members.