

NPO PAAC Petoskey Meeting

**Blue Cross Blue Shield of Michigan and
Blue Care Network update**

September 11, 2018

Blue Cross Blue Shield of Michigan and Blue Care Network are separate corporations and independent members of the Blue Cross and Blue Shield Association.

Topics

- Provider Inquiry
- PARS
- Blue Cross and Medicare Advantage PPO news
- Medicare Advantage PPO Clinical Edit
- Blue Care Network and BCN Advantage news
- Authorizations
- Online tools
 - Clear Claim Connection upgrade
 - RC Claim Assist
 - Find a Doctor

Blue Cross Blue Shield of Michigan and Blue Care Network are separate corporations and independent members of the Blue Cross and Blue Shield Association.

Provider inquiry phone numbers

<u>For patients with this coverage:</u>	<u>Call this number:</u>
• Blue Cross Medicare Plus Blue SM PPO (Medicare Advantage PPO)	1-866-309-1719
• Federal Employee Program	1-800-840-4505
• All other coverage (commercial Blue Cross, BCN and BCN Advantage SM) for <i>professional</i> providers	1-800-344-8525
• All other coverage (commercial Blue Cross, BCN and BCN Advantage) for <i>facility</i> providers	1-800-249-5103
• All coverage for vision and hearing providers	1-800-482-4047

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Blue Care Network and BCN Advantage

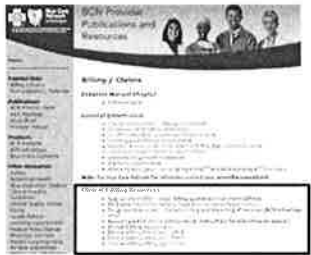
- BCN/BCN Advantage moving to AIM Specialty Health for certain cardiology and high-tech radiology effective Oct. 1, 2018.
- Register for AIM Specialty Health Prior Authorization Blue Care Network
Wednesday, Oct. 3, 2018, 10-11 a.m.
Thursday, Oct. 4, 2-3 p.m.

Blue Cross Blue Shield of Michigan and Blue Care Network are nonprofit corporations and independent business of the Blue Cross and Blue Shield Association.

Blue Care Network and BCN Advantage

Billing and Claim updates and reminders

- Clinical Edit Tips
[Claims and Billing](#)
- Clinical Edit Appeals
[EX Codes](#)



Blue Cross Blue Shield of Michigan and Blue Care Network are nonprofit corporations and independent business of the Blue Cross and Blue Shield Association.

ereferentials.bcbsm.com

Website and Resources contain the most current authorization information



Blue Cross Blue Shield of Michigan and Blue Care Network are nonprofit corporations and independent business of the Blue Cross and Blue Shield Association.

e-referral – BCBSM (continued)

eviCore Managed Procedures

- Click on the **Procedures that require authorization by eviCore healthcare** link to get a list of procedures
- Look for the products requiring authorizations:
 - Blue Cross PPO (commercial)
 - Blue Cross Medicare Plus Blue PPO
 - Blue Care Network HMO (commercial) and BCN Advantage

Procedures that require authorization by eviCore healthcare
For Blue Cross PPO (commercial), Blue Cross Medicare Plus Blue PPO, Blue Care Network HMO (commercial) and BCN Advantage

For Blue Care Network HMO (commercial) and BCN Advantage

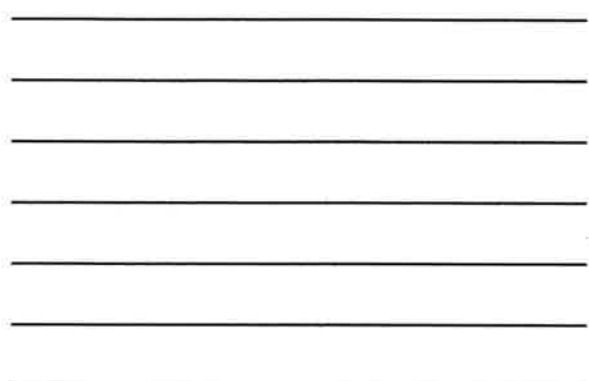
Cardiology procedures requiring authorization by eviCore

ICD-9-CM	ICD-9-CM	ICD-9-CM	ICD-9-CM	ICD-9-CM	ICD-9-CM	ICD-9-CM
93.00	93.01	93.02	93.03	93.04	93.05	93.06
93.07	93.08	93.09	93.10	93.11	93.12	93.13
93.14	93.15	93.16	93.17	93.18	93.19	93.20
93.21	93.22	93.23	93.24	93.25	93.26	93.27
93.28	93.29	93.30	93.31	93.32	93.33	93.34
93.35	93.36	93.37	93.38	93.39	93.40	93.41
93.42	93.43	93.44	93.45	93.46	93.47	93.48
93.49	93.50	93.51	93.52	93.53	93.54	93.55
93.56	93.57	93.58	93.59	93.60	93.61	93.62
93.63	93.64	93.65	93.66	93.67	93.68	93.69
93.70	93.71	93.72	93.73	93.74	93.75	93.76
93.77	93.78	93.79	93.80	93.81	93.82	93.83
93.84	93.85	93.86	93.87	93.88	93.89	93.90
93.91	93.92	93.93	93.94	93.95	93.96	93.97
93.98	93.99	93.00	93.01	93.02	93.03	93.04

For Blue Care Network HMO (commercial) and BCN Advantage

Epidemiology and Public Health procedures requiring authorization by eviCore

ICD-9-CM	ICD-9-CM	ICD-9-CM	ICD-9-CM	ICD-9-CM	ICD-9-CM	ICD-9-CM
93.00	93.01	93.02	93.03	93.04	93.05	93.06
93.07	93.08	93.09	93.10	93.11	93.12	93.13
93.14	93.15	93.16	93.17	93.18	93.19	93.20
93.21	93.22	93.23	93.24	93.25	93.26	93.27
93.28	93.29	93.30	93.31	93.32	93.33	93.34
93.35	93.36	93.37	93.38	93.39	93.40	93.41
93.42	93.43	93.44	93.45	93.46	93.47	93.48
93.49	93.50	93.51	93.52	93.53	93.54	93.55
93.56	93.57	93.58	93.59	93.60	93.61	93.62
93.63	93.64	93.65	93.66	93.67	93.68	93.69
93.70	93.71	93.72	93.73	93.74	93.75	93.76
93.77	93.78	93.79	93.80	93.81	93.82	93.83
93.84	93.85	93.86	93.87	93.88	93.89	93.90
93.91	93.92	93.93	93.94	93.95	93.96	93.97
93.98	93.99	93.00	93.01	93.02	93.03	93.04



e-referral – BCN and BCN Advantage

BCN lab

Authorization Requirements and Criteria

Useful Links

- BCN Referral and Authorization Requirements (PDF)

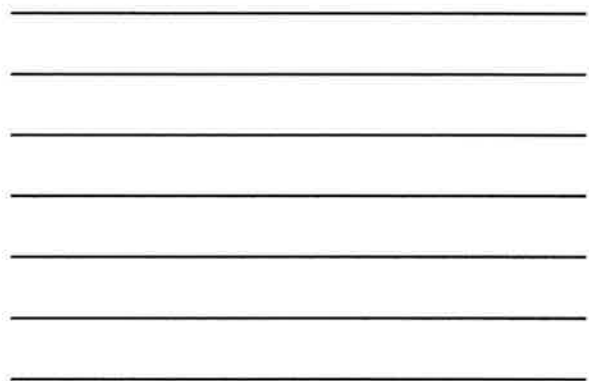
BCN Referral and Authorization Requirements

For Blue Cross PPO (commercial), Blue Cross Medicare Plus Blue PPO, Blue Care Network HMO (commercial) and BCN Advantage

For Blue Care Network HMO (commercial) and BCN Advantage

Epidemiology and Public Health procedures requiring authorization by eviCore

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93.21	93.22	93.23	93.24	93.25	93.26	93.27
93.28	93.29	93.30	93.31	93.32	93.33	93.34
93.35	93.36	93.37	93.38	93.39	93.40	93.41
93.42	93.43	93.44	93.45	93.46	93.47	93.48
93.49	93.50	93.51	93.52	93.53	93.54	93.55
93.56	93.57	93.58	93.59	93.60	93.61	93.62
93.63	93.64	93.65	93.66	93.67	93.68	93.69
93.70	93.71	93.72	93.73	93.74	93.75	93.76
93.77	93.78	93.79	93.80	93.81	93.82	93.83
93.84	93.85	93.86	93.87	93.88	93.89	93.90
93.91	93.92	93.93	93.94	93.95	93.96	93.97
93.98	93.99	93.00	93.01	93.02	93.03	93.04



BCN AIM Authorizations (beginning Oct 1, 2018)

AIM Managed Procedures page (new)

- BCN and BCN Advantage will be transitioning high tech radiology and cardiology procedures from eviCore to AIM
- New link has info on codes for AIM and transition process

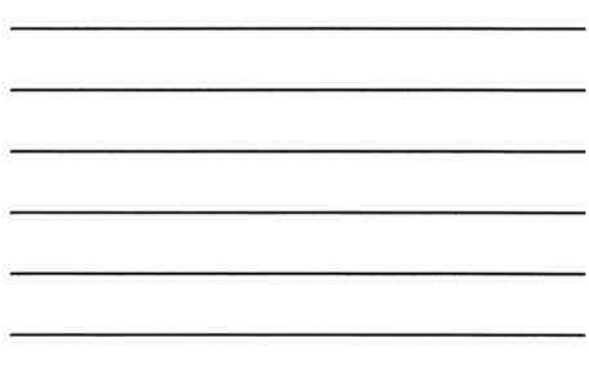
Procedures that require authorization by AIM Specialty Health

For Blue Cross PPO (commercial), Blue Cross Medicare Plus Blue PPO, Blue Care Network HMO (commercial) and BCN Advantage

For Blue Care Network HMO (commercial) and BCN Advantage

Epidemiology and Public Health procedures requiring authorization by eviCore

ICD-9-CM	ICD-9-CM	ICD-9-CM	ICD-9-CM	ICD-9-CM	ICD-9-CM	ICD-9-CM
93.00	93.01	93.02	93.03	93.04	93.05	93.06
93.07	93.08	93.09	93.10	93.11	93.12	93.13
93.14	93.15	93.16	93.17	93.18	93.19	93.20
93.21	93.22	93.23	93.24	93.25	93.26	93.27
93.28	93.29	93.30	93.31	93.32	93.33	93.34
93.35	93.36	93.37	93.38	93.39	93.40	93.41
93.42	93.43	93.44	93.45	93.46	93.47	93.48
93.49	93.50	93.51	93.52	93.53	93.54	93.55
93.56	93.57	93.58	93.59	93.60	93.61	93.62
93.63	93.64	93.65	93.66	93.67	93.68	93.69
93.70	93.71	93.72	93.73	93.74	93.75	93.76
93.77	93.78	93.79	93.80	93.81	93.82	93.83
93.84	93.85	93.86	93.87	93.88	93.89	93.90
93.91	93.92	93.93	93.94	93.95	93.96	93.97
93.98	93.99	93.00	93.01	93.02	93.03	93.04



Clear Claims Connection

Clear Claim Connection (C3) enables you to view significant claim edits and rationale on associated CPT® codes.

CPT codes, descriptions and base digit numeric modifiers are copyright 2017 American Medical Association. All rights reserved.

RC Claims Assist

- Located on ereferrals.bcbstm.com in Medical Drug Benefits
- RC Claims Assist is a free online resource to verify correct NDC coding, units and quantities.

RC Claims Assist

SEARCH

Enter number of HCPCS/CPT® units administered

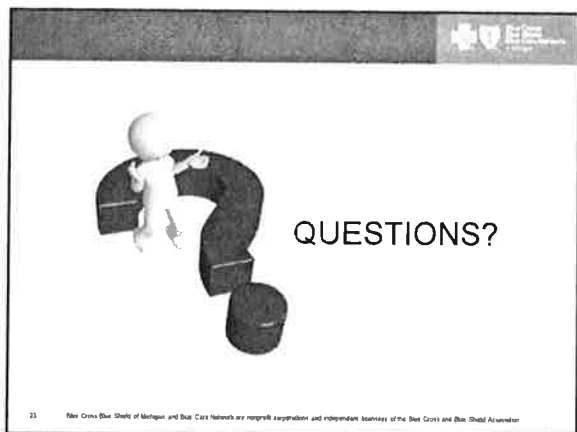
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Procedures managed by AIM Specialty Health® for dates of service on or after Oct. 1, 2018

For BCN HMOSM (commercial) and BCN AdvantageSM members only

Updated August 2018

For dates of service on or after Oct. 1, 2018, AIM Specialty Health manages authorizations for certain cardiology and high-tech radiology services for BCN HMO (commercial) and BCN Advantage members.

Note: eviCore will process all cardiology and radiology requests for dates of service prior to Oct. 1, including postservice requests.

These procedures fall into four categories:

- Category 1: Procedures that require authorization by eviCore healthcare for dates of service through Sept. 30, 2018, and will continue to require authorization by AIM for dates of service on or after Oct. 1, 2018
- Category 2: Procedures that require authorization by eviCore healthcare for dates of service through Sept. 30, 2018, but will not require authorization by AIM for dates of service on or after Oct. 1, 2018
- Category 3: A few procedures that require authorization by eviCore healthcare for dates of service through Sept. 30, 2018, will require authorization by BCN for dates of service on or after Oct. 1, 2018. Submit authorization requests for these procedures directly to BCN through the e-referral system. Don't submit them to AIM.
- Category 4: Procedures that do not require authorization by eviCore healthcare for dates of service through Sept. 30, 2018, but will require authorization by AIM for dates of service on or after Oct. 1, 2018

The table below shows which codes fall into each category.

Category	Procedure / HCPCS codes
1 Services for which: <ul style="list-style-type: none"> • eviCore DOES require authorization • AIM also DOES require authorization 	Cardiology <ul style="list-style-type: none"> • *75557 • *75572 • *78454 • *93306 • *93454 • *93459 • *75559 • *75573 • *78466 • *93307 • *93455 • *93460 • *75561 • *78451 • *78491 • *93308 • *93456 • *93461 • *75563 • *78452 • *93303 • *93350 • *93457 • *75571 • *78453 • *93304 • *93351 • *93458
	Radiology (high-tech) <ul style="list-style-type: none"> • *70336 • *70544 • *71555 • *72158 • *73222 • *74178 • *70450 • *70545 • *72125 • *72159 • *73223 • *74182 • *70460 • *70546 • *72126 • *72191 • *73225 • *74183 • *70470 • *70547 • *72127 • *72192 • *73700 • *74185 • *70480 • *70548 • *72128 • *72193 • *73701 • *74261 • *70481 • *70549 • *72129 • *72194 • *73702 • *74262 • *70482 • *70551 • *72130 • *72195 • *73706 • *74263 • *70486 • *70552 • *72131 • *72196 • *73718 • *76390 • *70487 • *70553 • *72132 • *72197 • *73719 • *78472 • *70488 • *70554 • *72133 • *72198 • *73720 • *78481 • *70490 • *70555 • *72141 • *73200 • *73721 • *78811 • *70491 • *71250 • *72142 • *73201 • *73722 • *78812 • *70492 • *71260 • *72146 • *73202 • *73723 • *78813 • *70496 • *71270 • *72147 • *73206 • *73725 • *78814 • *70498 • *71275 • *72148 • *73218 • *74174 • *78815 • *70540 • *71550 • *72149 • *73219 • *74175 • *78816 • *70542 • *71551 • *72156 • *73220 • *74176 • *70543 • *71552 • *72157 • *73221 • *74177



Category	Procedure / HCPCS codes
<p>2 Services for which:</p> <ul style="list-style-type: none"> • eviCore DOES require authorization • AIM DOES NOT require authorization 	<p>Cardiology</p> <ul style="list-style-type: none"> • *33206 • *33214 • *33229 • *33262 • *78499 • C8923 • *33207 • *33221 • *33230 • *33263 • *93452 • C8924 • *33208 • *33224 • *33231 • *33264 • *93453 • C8928 • *33212 • *33227 • *33240 • *75574 • C8921 • C8929 • *33213 • *33228 • *33249 • *78445 • C8922 • C8930 <p>Radiology (high-tech)</p> <ul style="list-style-type: none"> • *0042T • *78071 • *78264 • *78608 • *78801 • C8912 • *0482T • *78072 • *78305 • *78609 • *78802 • C8913 • *74160 • *78075 • *78306 • *78610 • *78803 • C8914 • *74712 • *78099 • *78315 • *78630 • *78804 • C8918 • *76376 • *78102 • *78320 • *78635 • *78805 • C8919 • *76377 • *78103 • *78399 • *78645 • *78806 • C8920 • *76380 • *78104 • *78456 • *78647 • *78807 • C8931 • *76497 • *78185 • *78458 • *78650 • *78999 • C8932 • *76499 • *78195 • *78494 • *78660 • C8900 • C8933 • *77021 • *78199 • *78579 • *78699 • C8901 • C8934 • *77058 • *78206 • *78580 • *78700 • C8902 • C8935 • *77059 • *78215 • *78582 • *78701 • C8903 • C8936 • *77084 • *78216 • *78597 • *78707 • C8904 • G0219 • *78012 • *78227 • *78598 • *78708 • C8905 • G0235 • *78013 • *78230 • *78599 • *78709 • C8906 • G0252 • *78014 • *78231 • *78600 • *78710 • C8907 • G0297 • *78015 • *78232 • *78601 • *78740 • C8908 • S8032 • *78016 • *78258 • *78605 • *78761 • C8909 • S8037 • *78018 • *78261 • *78606 • *78799 • C8910 • S8085 • *78070 • *78262 • *78607 • *78800 • C8911
<p>3 Services for which:</p> <ul style="list-style-type: none"> • eviCore DOES require authorization • Authorization is required by BCN (not AIM) 	<p>Radiology (experimental and investigational)</p> <ul style="list-style-type: none"> • *0501T • *0503T • S8080 • *0502T • *0504T • S8092 <p>Note: For services associated with these procedure codes, submit authorization requests directly to BCN through the e-referral system. Don't submit these requests to AIM.</p>



**Blue Care
Network
of Michigan**

A nonprofit corporation and independent licensee
of the Blue Cross and Blue Shield Association

**Procedures managed by AIM Specialty Health®
for dates of service on or after Oct. 1, 2018**

For BCN HMOSM (commercial) and BCN AdvantageSM members only

Updated August 2018

Category		Procedure / HCPCS codes					
4	Services for which: <ul style="list-style-type: none"> • eviCore DOES NOT require authorization • AIM DOES require authorization 	Cardiology					
		• *92920	• *92937	• *93314	• *93880	• *93924	• *93931
		• *92924	• *92943	• *93315	• *93882	• *93925	• *93978
		• *92928	• *93312	• *93316	• *93922	• *93926	• *93979
		• *92933	• *93313	• *93317	• *93923	• *93930	
		Radiology (high-tech)					
		• *74150	• *75574	• *77078	• *78469	• *78494	
		• *74160	• *75635	• *77084	• *78473	• *78608	
		• *74170	• *77058	• *78459	• *78483	• *78609	
		• *74181	• *77059	• *78468	• *78492		



Procedures that require authorization by AIM Specialty Health®

For BCN HMOSM (commercial) and BCN AdvantageSM

August 2018

For dates of service on or after Oct. 1, 2018, AIM Specialty Health manages authorizations for certain cardiology and high-tech radiology services for BCN HMO (commercial) and BCN Advantage members of all ages.

Note: eviCore healthcare manages select cardiology (for adult members) and radiology requests (for members of all ages) for dates of service prior to Oct. 1, including postservice requests. Click [here](#) for a document comparing codes managed by AIM and by eviCore.

Providers must obtain authorization from AIM before these services are provided. To submit an authorization request to AIM, use one of the following methods:

- Log in to the AIM provider portal.
- Call AIM at 1-844-377-1278.

AIM Specialty Health is an independent company that manages authorizations of select services for Blue Cross Blue Shield of Michigan and Blue Care Network.

Note: The groupings of codes on this document are program based and are not arranged in strict accordance with the description of the code by the American Medical Association.

For Blue Care Network HMO (commercial) and BCN Advantage

Cardiology procedures requiring authorization by AIM							
Applies to BCN HMO and BCN Advantage members of all ages, effective for dates of service on or after Oct. 1, 2018.							
Note: eviCore healthcare manages authorization requests for select cardiology procedures for BCN HMO and BCN Advantage adult members for dates of service prior to Oct. 1, 2018, including postservice requests.							
*75557	78451	*92924	*93306	*93316	*93457	*93922	*93978
*75559	*78452	*92928	*93307	*93317	*93458	*93923	*93979
*75561	*78453	*92933	*93308	*93350	*93459	*93924	
*75563	*78454	*92937	*93312	*93351	*93460	*93925	
*75571	*78466	*92943	*93313	*93454	*93461	*93926	
*75572	*78491	*93303	*93314	*93455	*93880	*93930	
*75573	*92920	*93304	*93315	*93456	*93882	*93931	

Note: Cardiology services associated with procedure codes *0501T, *0502T, *0503T, *0504T, S8080 and S8092 require authorization by BCN, not AIM, for dates of service on or after Oct. 1, 2018, because these procedures are experimental and investigational. For these services, submit authorization requests to BCN through the e-referral system.

Procedures that require authorization by AIM Specialty Health®

For BCN HMOSM (commercial) and BCN AdvantageSM

August 2018

For Blue Care Network HMO (commercial) and BCN Advantage

Radiology procedures requiring authorization by AIM

Applies to BCN HMO and BCN Advantage members of all ages, effective for dates of service on or after Oct. 1, 2018.

Note: eviCore healthcare manages authorization requests for BCN HMO and BCN Advantage members of all ages for select radiology procedures for dates of service prior to Oct. 1, 2018, including postservice requests.

*70336	*70544	*71555	*72158	*73222	*74175	*78459
*70450	*70545	*72125	*72159	*73223	*74176	*78468
*70460	*70546	*72126	*72191	*73225	*74177	78469
*70470	*70547	*72127	*72192	*73700	*74178	78472
*70480	*70548	*72128	*72193	*73701	*74181	78473
*70481	*70549	*72129	*72194	*73702	*74182	78481
*70482	*70551	*72130	*72195	*73706	*74183	*78483
*70486	*70552	*72131	*72196	*73718	*74185	*78492
*70487	*70553	*72132	*72197	*73719	*74261	*78494
*70488	*70554	*72133	*72198	*73720	*74262	*78608
*70490	*70555	*72141	*73200	*73721	*74263	*78609
*70491	*71250	*72142	*73201	*73722	*75574	*78811
*70492	*71260	*72146	*73202	*73723	*75635	*78812
*70496	*71270	*72147	*73206	*73725	*76390	*78813
*70498	*71275	*72148	*73218	*74150	*77058	*78814
*70540	*71550	*72149	*73219	*74160	*77059	*78815
*70542	*71551	*72156	*73220	*74170	*77078	*78816
*70543	*71552	*72157	*73221	*74174	*77084	

Summary of utilization management programs for Michigan providers

For Blue Cross PPO (commercial), Blue Cross Medicare Plus BlueSM PPO,
BCN HMOSM (commercial) and BCN AdvantageSM

Revised August 2018

The tables that follow are not all-inclusive lists of procedures and services that require authorization. For more information, visit ereferrals.bcbsm.com. Look for the [Authorization Requirements & Criteria page](#) in the Blue Cross section and the [Authorization Requirements & Criteria page](#) in the BCN section of the website.

Behavioral health services (mental health and substance use disorders)

Procedure or service	Is authorization required? / Who makes the determinations?				
	Blue Cross PPO fully insured groups	Blue Cross PPO administrative services contract groups	Blue Cross Medicare Plus Blue PPO	BCN HMO	BCN Advantage
Routine outpatient therapy in clinic or provider office	No	No	No	No	No
Outpatient autism services (applied behavior analysis)	Yes New Directions	Yes, if the group opts into the standard BlueCross autism program New Directions	No	Yes BCN Behavioral Health	Yes BCN Behavioral Health
Outpatient ECT and neurofeedback	No	No	No	Yes BCN Behavioral Health	Yes BCN Behavioral Health
Outpatient TMS	Yes New Directions	Yes, if the group offers the TMS benefit New Directions	No	Yes BCN Behavioral Health	Yes BCN Behavioral Health
Initial inpatient, residential or partial hospital	Yes New Directions	Yes New Directions	Yes Blue Cross Behavioral Health	Yes BCN Behavioral Health	Yes* BCN Behavioral Health
Intensive outpatient treatment	No	No	Yes Blue Cross Behavioral Health	Yes BCN Behavioral Health	Yes BCN Behavioral Health
Subacute detox	Yes New Directions	Yes New Directions	Yes Blue Cross Behavioral Health	Yes BCN Behavioral Health	Yes BCN Behavioral Health
Physical, occupational and speech therapy with a diagnosis of autism	No	No	Not applicable	No	Not applicable

*Note: BCN Advantage does not have a residential mental health treatment benefit.

Non-behavioral health services

Procedure or service	Is authorization required? / Who makes the determinations?				
	Blue Cross PPO fully insured groups	Blue Cross PPO administrative services contract groups	Blue Cross Medicare Plus Blue PPO	BCN HMO	BCN Advantage
Air ambulance	Yes Alacura Medical Transport Management, for non-emergency flights only	Yes Alacura Medical Transport Management, for non-emergency flights only	No	Yes Alacura Medical Transport Management, for non-emergency flights only	No



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

Summary of utilization management programs for Michigan providers

For Blue Cross PPO (commercial), Blue Cross Medicare Plus BlueSM PPO, BCN HMOSM (commercial) and BCN AdvantageSM

Revised August 2018

Non-behavioral health services (continued)

Procedure or service	Is authorization required? / Who makes the determinations?				
	Blue Cross PPO fully insured groups	Blue Cross PPO administrative services contract groups	Blue Cross Medicare Plus Blue PPO	BCN HMO	BCN Advantage
Cardiology	No	No	No	Yes AIM Specialty Health, for dates of service on or after Oct. 1, 2018 Note: eviCore healthcare handles for dates of service prior to Oct. 1, 2018, including postservice requests. Refer to the AIM-Managed Procedures page.	Yes AIM Specialty Health, for dates of service on or after Oct. 1, 2018 Note: eviCore healthcare handles for dates of service prior to Oct. 1, 2018, including postservice requests. Refer to the AIM-Managed Procedures page.
Chiropractic services	No	No	No	Yes BCN Utilization Management	Yes BCN Utilization Management
Durable medical equipment	No	No	No	Yes Northwood, Inc.	Yes Northwood, Inc.
Genetic testing	No	No	No	Yes Joint Venture Hospital Laboratories	Yes Joint Venture Hospital Laboratories
Inpatient admissions, acute care (hospitals)	Yes Blue Cross Utilization Management	Yes Blue Cross Utilization Management	Yes Blue Cross Utilization Management	Yes BCN Utilization Management	Yes BCN Utilization Management
Interventional pain management	Yes eviCore healthcare	No	Yes eviCore healthcare	Yes eviCore healthcare	Yes eviCore healthcare
Joint surgery (knee, hip, shoulder)	No	No	Yes Blue Cross Utilization Management	Yes BCN Utilization Management	Yes BCN Utilization Management
Physical and occupational therapy (non-autism)	No	No	Yes eviCore healthcare	Yes eviCore healthcare	Yes eviCore healthcare
Post-acute care (SNF, rehab, LTAC)	Yes (notification only) Blue Cross Utilization Management	Yes (notification only) Blue Cross Utilization Management	Yes eviCore healthcare	Yes BCN Utilization Management	Yes BCN Utilization Management
Proton beam therapy	Yes eviCore healthcare	Yes AIM Specialty Health	Yes eviCore healthcare	Yes eviCore healthcare	Yes eviCore healthcare
Radiation oncology	Yes eviCore healthcare	No	Yes eviCore healthcare	Yes eviCore healthcare	Yes eviCore healthcare

Summary of utilization management programs for Michigan providers

For Blue Cross PPO (commercial), Blue Cross Medicare Plus BlueSM PPO,
BCN HMOSM (commercial) and BCN AdvantageSM

Revised August 2018

Non-behavioral health services (continued)

Procedure or service	Is authorization required? / Who makes the determinations?				
	Blue Cross PPO fully insured groups	Blue Cross PPO administrative services contract groups	Blue Cross Medicare Plus Blue PPO	BCN HMO	BCN Advantage
Radiology procedures (high-tech imaging)	Yes AIM Specialty Health	Yes AIM Specialty Health	Yes AIM Specialty Health	Yes AIM Specialty Health, for dates of service on or after Oct. 1, 2018 Note: eviCore healthcare handles for dates of service prior to Oct. 1, 2018, including postservice requests. Refer to the AIM-Managed Procedures page.	Yes AIM Specialty Health, for dates of service on or after Oct. 1, 2018 Note: eviCore healthcare handles for dates of service prior to Oct. 1, 2018, including postservice requests. Refer to the AIM-Managed Procedures page.
Sleep studies	Yes AIM Specialty Health	Yes AIM Specialty Health	No	Yes BCN Utilization Management	Yes BCN Utilization Management
Spine surgery - cervical	No	No	No	Yes BCN Utilization Management	Yes BCN Utilization Management
Spine surgery - lumbar	Yes eviCore healthcare	No	Yes eviCore healthcare	Yes BCN Utilization Management	Yes BCN Utilization Management
Speech therapy (non-autism)	No	No	No	Yes eviCore healthcare	Yes eviCore healthcare
Transplants	Yes Blue Cross Utilization Management	Yes Blue Cross Utilization Management	No	Yes BCN Utilization Management	Yes BCN Utilization Management

QUESTIONS ABOUT THE TRANSITION TO AIM (continued)

Q: Do I need to submit a new request to AIM for an authorization request I submitted to eviCore for a date of service on or after Oct. 1, 2018?

A: No, BCN will honor the authorization request you submitted to eviCore.

Q: What happens if I submit an authorization request with the same date of service (on or after Oct. 1, 2018) to both eviCore and AIM?

A: BCN's claims payment system recognizes authorizations from eviCore and AIM. If the authorization is on file, the claim will be paid appropriately.

Q: Can I contact eviCore about a date of service after Oct. 1, 2018?

A: If you call eviCore or log into the eviCore portal about a date of service after Oct. 1, 2018, for select cardiology and radiology services, you'll be directed to BCN. BCN, in turn, will direct you to AIM.

Q: Can I submit retrospective authorization requests for BCN members? If so, for how far back?

A: Yes, you can submit retrospective authorization requests for up to 365 days after the date of service.

Q: How are retrospective authorization requests being handled during the transition?

A: eviCore will process retrospective requests with dates of service prior to Oct. 1, 2018. AIM will process retrospective requests with dates of service on or after Oct. 1, 2018.

Q: Who handles the appeals when an authorization request is denied?

A: Here's how appeals are handled:

- BCN handles:
 - All BCN HMO (commercial) and BCN Advantage member appeals
 - All BCN Advantage provider appeals
- AIM handles all BCN HMO (commercial) provider appeals.

We recommend that you follow the directions included in the denial letter.

QUESTIONS ABOUT THE TRANSITION TO AIM (continued)

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Please join Blue Care Network for a Webinar on the AIM Specialty Health® Authorization Program



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Network
of Michigan

Confidence comes with every card.®

For dates of service on or after Oct. 1, 2018, authorization requests for cardiology and high-tech radiology services for BCN members must be submitted to AIM Specialty Health instead of eviCore healthcare. This applies to both BCN HMOSM and BCN AdvantageSM members.

Sign up for a webinar to learn how to submit authorization requests to AIM. We'll show you how to access the AIM system and how the submission process works.

Your name:

Title:

Office name:

NPI:

Office phone:

Office fax:

Email address (required for follow up):

Please check one:

August 2018	September/October 2018
<input type="checkbox"/> Wednesday, Aug. 22, 10-11 a.m. RSVP by Monday, Aug. 20	<input type="checkbox"/> Wednesday, Sept. 5, 10-11 a.m. RSVP by Friday, Aug. 29
<input type="checkbox"/> Thursday, Aug. 23, 2-3 p.m. RSVP by Monday, Aug. 20	<input type="checkbox"/> Thursday, Sept. 6, 2-3 p.m. RSVP by Friday, Aug. 29
<input type="checkbox"/> Wednesday, Aug. 29, 10-11 a.m. RSVP by Monday, Aug. 27	<input type="checkbox"/> Wednesday, Oct. 3, 10-11 a.m. RSVP by Monday, Oct. 1
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