



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



Home infusion therapy and ambulatory infusion suite provider network management

Frequently asked questions

For Blue Cross commercial and Blue Care Network commercial

Revised January 2022

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Overview

Since we began adding site-of-care requirements for medical benefit drugs, Blue Cross Blue Shield of Michigan and Blue Care Network have moved thousands of members to lower-cost settings for treatment of chronic, complex disease states that can be safely treated in the home or in an ambulatory care setting. We also continue to grow the list of drugs that have site-of-care requirements.

To better manage these sites of care and to help lower costs for our members, Blue Cross and BCN delegated management of the in-state, independent home infusion therapy and ambulatory infusion suite provider network to CareCentrix® for commercial members. (AISs are a subset of ambulatory infusion centers, or AICs.)

Effective Jan. 1, 2022, CareCentrix:

- Manages the network of independent HIT and AIS providers
- Acts as the liaison with Blue Cross and BCN
- Manages claims submitted by independent HIT and AIS providers

Here are the key details:

- Independent HIT and AIS providers who provide services to Blue Cross commercial and BCN commercial members in Michigan must contract with CareCentrix to provide services to those members as in-network providers. (It doesn't affect HIT and AIS providers who are affiliated with a hospital system or who provide services to members outside of Michigan.)
- Blue Cross and BCN independent HIT and AIS participating provider agreements ended Dec. 31, 2021.
- Independent HIT and AIS providers must submit claims to CareCentrix for services provided to Blue Cross commercial and BCN commercial members.

Notes

- Providers should continue to bill Blue Cross and BCN for services that aren't related to HIT or AIS services, such as durable medical equipment.
- Providers should continue to bill Blue Cross and BCN for services provided to Medicare Plus BlueSM and BCN AdvantageSM members.
- The process for requesting prior authorization isn't changing. For information about requesting prior authorization from Blue Cross or BCN, see these pages of the ereferrals.bcbsm.com website:
 - [Blue Cross Medical Benefit Drugs](#)
 - [BCN Medical Benefit Drugs](#)

For more information, see the [Home Infusion page of the CareCentrix website](#)* or email CareCentrix at homeinfusion@carecentrix.com.

General questions

Which members must receive HIT and AIS services from CareCentrix-contracted providers for the provider to be considered in network?

Members with Blue Cross commercial or BCN commercial coverage who receive HIT or AIS services in Michigan must receive services from providers who are contracted with CareCentrix for the provider to be considered in network. This includes members who have coverage through:

- Fully insured groups or self-funded groups, including:
 - Blue Cross and Blue Shield Federal Employee Program®
 - UAW Retiree Medical Benefits Trust (non-Medicare members)
 - Michigan Education Special Services Association, or MESSA
 - Flexlink groups
- Individual plans

The following members don't need to receive HIT and AIS services from CareCentrix-contracted providers for the providers to be considered in network:

- Commercial members who receive services outside of Michigan
- Any members with Medicare Advantage coverage (Medicare Plus Blue or BCN Advantage)

Why do I need to contract with CareCentrix?

We strongly encourage independent providers to contract with CareCentrix before providing services to Blue Cross commercial and BCN commercial members. Contracting with CareCentrix allows you to provide services to these members as an in-network provider.

For information about other options, call Provider Enrollment and Data Management at 1-800-822-2761.

Which services are payable?

See the CareCentrix provider fee schedule to determine which services are payable.

To view the fee schedule, log in to the [CareCentrix Provider Portal](#), go to the Education Center and see the frequently asked questions document (under BCBSM Home Infusion Reference Materials).

How does contracting with CareCentrix benefit providers?

Here are some benefits to contracting with CareCentrix:

- **More efficient payment process.** CareCentrix collects the member cost sharing for approved HIT and AIS services from Blue Cross commercial and BCN commercial members.
- **“Member first” approach.** CareCentrix adheres to the highest standards of quality and member care.

- **Coordination of care.** CareCentrix assists referral sources to coordinate care with the most appropriate in-network provider.
- **Proactive drug review.** CareCentrix monitors changes in the marketplace by proactively evaluating new-to-market drugs and their ability to be safely dispensed at home or in an ambulatory care setting.

How does CareCentrix interact with members?

CareCentrix interacts with members in the following ways:

- Outreaches directly to members to confirm that services were initiated as expected
- Notifies members about manufacturer copay programs

Ordering physician and primary care provider questions

How is information shared between the HIT or AIS provider and the primary care provider?

The HIT or AIS provider will share patient information through electronic medical records.

Claims questions

What is the claims process for independent HIT and AIS providers?

For dates of service on or after Jan. 1, 2022, independent HIT and AIS providers must bill CareCentrix for infusion services delivered to Blue Cross commercial and BCN commercial members in Michigan.

Note: Independent HIT and AIS providers should continue to bill Blue Cross and BCN for services provided to Medicare Advantage members and for other services, such as providing durable medical equipment and supplies.

Where can providers view claims that are processed by CareCentrix?

Independent HIT and AIS providers can view claims for the services they provide within the CareCentrix HomeBridge portal.



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Whom should providers contact if they have questions about reimbursement?

All provider questions about claims reimbursement for HIT and AIS services delivered in Michigan to commercial members by independent providers on or after Jan. 1, 2022, are handled by CareCentrix.

CareCentrix is an independent company that manages the in-state, independent home infusion services and ambulatory infusion center provider network for Blue Cross Blue Shield of Michigan and Blue Care Network members who have commercial plans.

*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.