



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

# Services reviewed by eviCore for Blue Cross and BCN

For Blue Cross' PPO (commercial), Medicare Plus Blue<sup>SM</sup> PPO, BCN HMO<sup>SM</sup> (commercial) and BCN Advantage<sup>SM</sup> members

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This document provides information about the services eviCore healthcare<sup>®</sup> reviews for Blue Cross Blue Shield of Michigan and Blue Care Network.

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## Services eviCore reviews for Blue Cross and BCN

### Blue Cross' PPO (commercial) members

eviCore manages these services for Blue Cross' PPO members:

- Lumbar spinal fusion surgery — eff. Jan. 1, 2018, through Dec. 31, 2020

Note: You can submit retrospective authorization requests to eviCore through April 30, 2021.

- Radiation therapy — eff. Jan. 1, 2018
- Interventional pain management procedures — eff. Jan. 1, 2018

Note: There are some exceptions. See the [Summary of utilization management programs for Michigan providers](#) document for details.

### Medicare Plus Blue<sup>®</sup> PPO members

eviCore manages these services for Medicare Plus Blue members:

- Physical and occupational therapy for non-autism diagnoses — eff. Jan. 1, 2017

Note: eviCore does not manage speech therapy services for Medicare Plus Blue PPO.

- Lumbar spinal fusion surgery — eff. Sept. 1, 2016, through Dec. 31, 2020

Note: You can submit retrospective authorization requests to eviCore through April 30, 2021.

- Radiation therapy — eff. Nov. 1, 2016
- Interventional pain management procedures — eff. Sept. 1, 2016, through Dec. 31, 2020

Note: You can submit retrospective authorization requests to eviCore through April 30, 2021.

### BCN HMO<sup>®</sup> (commercial) members

eviCore manages these services for BCN HMO members:

- Physical, occupational and speech therapy by therapists — eff. Aug. 1, 2008

Note: For non-autism diagnoses, eviCore manages these services for all ages. For autism diagnoses (codes F84.0, F84.5, F84.8 and F84.9), they manage these services for members 19 years of age and older.

- Physical medicine services by chiropractors — eff. Aug. 1, 2016

Note: For non-autism diagnoses, eviCore manages these services for all ages. For autism diagnoses (codes F84.0, F84.5, F84.8 and F84.9), they manage these services for members 19 years of age and older.

- Select radiation therapy procedures — eff. Oct. 1, 2015
- Select interventional pain management procedures — eff. Sept. 1, 2016, through Dec. 31, 2020

Note: You can submit retrospective authorization requests to eviCore through April 30, 2021.

- Physical medicine services by athletic trainers — eff. Jan. 1, 2021
- Note: For non-autism diagnoses, eviCore manages these services for all ages. For autism diagnoses (codes F84.0, F84.5, F84.8 and F84.9), they manage these services for members 19 years of age and older.

### **BCN Advantage<sup>®</sup> members**

eviCore manages these services for BCN Advantage members:

- Physical, occupational and speech therapy by therapists for non-autism diagnoses — eff. Aug. 1, 2008
- Select radiation therapy procedures — eff. Oct. 1, 2015
- Select interventional pain management procedures — eff. Sept. 1, 2016, through Dec. 31, 2020

Note: You can submit retrospective authorization requests to eviCore through April 30, 2021.

## **Initiating an authorization request**

You can initiate authorization requests online, by phone or by fax.

### **Online through Provider Secured Services**

1. Visit [bcbsm.com/providers](https://bcbsm.com/providers).
2. Log in to Provider Secured Services.
3. Click *web-DENIS*.
4. Click *Subscriber Info*.
5. Click *Eligibility/Coverage/COB*.
6. Enter the member's contract number.

7. Do one of the following:
  - a. **For Blue Cross' PPO and Medicare Plus Blue members**, click *BCBSM, Medicare Plus Blue Medicare ADV PFFS or Medicare Adv PPO*.
  - b. **For BCN HMO or BCN Advantage members**, click *Blue Care Network*.
8. Click *Enter*.
9. In the Eligibility/Coverage page, click the *Authorization and Referrals* button in the Prior Authorization column.
10. Enter the NPI number.
11. Click *Enter*.

You're now in the eviCore portal.

### Online through the eviCore portal (direct)

1. Go to [www.evicore.com](http://www.evicore.com).\*
2. Do one of the following.
  - a. Click *Providers* and log in.
  - b. Click *Login*.

### By phone

- **For Blue Cross' PPO and Medicare Plus Blue members:** Call 1-877-917-2583.
- **For BCN HMO and BCN Advantage members:** Call 1-855-774-1317.

### By fax

Fax to 1-800-540-2406.

## Procedure codes that require authorization by eviCore

To view a list of procedure codes for which eviCore manages authorizations, refer to the [Procedures that require authorization by eviCore](#) document, found on the eviCore-Managed Procedures page in the Blue Cross section of the [ereferrals.bcbsm.com](http://ereferrals.bcbsm.com) website.

For BCN HMO and BCN members, you can find additional information about PT/OT/ST by therapists (for BCN HMO and BCN Advantage) and physical medicine services by chiropractors (for BCN HMO only) in the [Utilization Management chapter](#) of the *BCN Provider Manual*. Look in the "Managing PT, OT and ST / Managing physical medicine services" section.

## Finding the eviCore fax forms for these services

The steps to locate eviCore fax forms vary based on the member's health plan. See the appropriate section below.

### Blue Cross' PPO and Medicare Plus Blue members

1. Go to [www.evicore.com](http://www.evicore.com).\*
2. Do one of the following:
  - Click *Providers* at the upper right.
  - Click *Resources* at the upper right.
3. Click *Clinical Worksheets*.
4. Do one of the following:
  - **For interventional pain management procedures, lumbar spinal fusion surgery (Blue Cross PPO and Medicare Plus Blue PPO) and PT/OT (Medicare Plus Blue PPO only):** Click *Musculoskeletal: Therapies*.
  - **For radiation therapy (Blue Cross PPO and Medicare Plus Blue PPO):** Click *Radiation oncology*.
5. Enter **BCBS MI** in the "Search by Health Plan..." field.
6. Click *BCBS MI*.
7. Scroll to the heading for the pertinent type of therapy.
8. Click a link to open a form.
9. After completing the forms, upload them to the portal or fax them to 1-800-540-2406.

### BCN HMO and BCN Advantage members

See the appropriate section below, based on the type of service.

### For PT/OT/ST (for BCN HMO and BCN Advantage) and physical medicine services by chiropractors (for BCN HMO only)

See the [Outpatient rehabilitation services: Frequently asked questions for rehab providers](#) document.

### For all other services

1. Go to [www.evicore.com](http://www.evicore.com).\*
2. Do one of the following:
  - Click *Providers* at the upper right.

- Click *Resources* at the upper right.
3. Click *Clinical Worksheets*.
4. Click the appropriate clinical area.
5. Enter **Blue Care Network** in the “Search by Health Plan...” field.
6. Click *Blue Care Network*.
7. Click the appropriate form.
8. After completing the forms, upload them to the portal or fax them to 1-800-540-2406.

## Finding the eviCore criteria and clinical guidelines for these services

The steps to locate eviCore fax forms vary based on the member's health plan. See the appropriate section below.

### Blue Cross' PPO and Medicare Plus Blue members

1. Go to [www.evicore.com](http://www.evicore.com).\*
2. Do one of the following:
  - Click *Providers* at the upper right.
  - Click *Resources* at the upper right.
3. Click the *Clinical Guidelines* button.
4. Do one of the following on the Clinical Guidelines page:
  - **For interventional pain management procedures, lumbar spinal fusion surgery (Blue Cross PPO and Medicare Plus Blue PPO) and PT/OT (Medicare Plus Blue PPO only):** Click *Musculoskeletal: Therapies* on the Clinical Guidelines page.
  - **For radiation therapy (for Blue Cross PPO and Medicare Plus Blue PPO):** Click *Radiation Oncology* on the Clinical Guidelines page.
5. Enter **BCBS MI** in the “Search Health Plan...” field.
6. Click *BCBS MI*.
7. Click the magnifying glass.
8. Scroll to the heading for the pertinent type of therapy.
9. Click a link to open the appropriate guideline.

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### BCN HMO and BCN Advantage members

1. Go to [www.evicore.com](http://www.evicore.com).\*
2. Do one of the following:
  - Click *Providers* at the upper right.
  - Click *Resources* at the upper right.
3. Click the *Clinical Guidelines* button.
4. Click the appropriate clinical area. For example, click *Musculoskeletal: Therapies for interventional pain management procedures*.
5. Enter **Blue Care Network** in the "Search Health Plan..." field.
6. Click *Blue Care Network*.
7. Click the magnifying glass.
8. Click the link to open the appropriate guideline.

## Clinical review requirements for practitioners providing physical, occupational and speech therapy and physical medicine services

See the appropriate section below based on the member's health plan.

### Blue Cross' PPO members

Not applicable. The following services don't require authorization for Blue Cross' PPO members:

- PT, OT and ST
- Physical medicine services by chiropractors
- Physical medicine services by athletic trainers

### Medicare Plus Blue members

Clinical review requirements may depend on the category to which eviCore assigns a provider.

For information about category assignments for physical and occupational therapists, see the [Musculoskeletal Specialized Therapy Program](#) document on the eviCore website.\*

Providers may view their category assignments in the eviCore provider portal.

For more information, refer to the following sections of the [Medicare Plus Blue PPO Manual](#):

- "Outpatient physical and occupational therapy prior authorization process -corePath"

- “Categorization of outpatient physical and occupational therapy providers”

### **BCN HMO and BCN Advantage members**

Clinical review requirements may depend on the category to which eviCore assigns a provider.

For information about category assignments for physical and occupational therapists, see the [Musculoskeletal Specialized Therapy Program](#) document on the eviCore website.\*

Providers may view their category assignments in the eviCore provider portal.

For more information, see the [Utilization Management chapter](#) of the BCN Provider Manual. Look for the “Managing PT, OT and ST / Managing physical medicine services” section.

### **Additional resources**

See the appropriate section below based on the member’s health plan.

#### **Blue Cross’ PPO and Medicare Plus Blue members**

See the [eviCore-Managed Procedures page](#) on the [ereferrals.bcbsm.com](#) website.

#### **BCN HMO and BCN Advantage members**

See these resources:

- [eviCore-Managed Procedures page](#) of the [ereferrals.bcbsm.com](#) website
- [Outpatient rehabilitation services: Frequently asked questions for rehab providers](#) document
- [Outpatient PT, OT, ST](#) page of the [ereferrals.bcbsm.com](#) website

\*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 required to let you know we're not responsible for its content.

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