

High Intensity Care Model: Working with Health Plan Care Managers

July 30, 2015

Agenda

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- BCNA Co-Management of HICM Patients
- Tools & Tips
- Alere
- Brochures
- Questions

BCNA Co-Management of HICM Patients

What is co-management?

Who is subject to co-management?

- Members who are identified as engaged and **are** currently in BCN's case management program
- Internal or External Referrals

What BCN departmental functions are impacted by Co-Management?

- All Members with inpatient admission are enrolled in short-term case management for up to 34-days post discharge.
- All Members who are eligible for long-term case management
- Members who are identified for HICM by the Provider Organization based on BCN's Add-on criteria.

What are the steps involved in the co-management process?

Who should you contact at BCN for concerns?

- DM Nurse Line: 800-392-4247 (preferred)
- Belinda Bolton, Manager: bbolton@bcbsm.com
- Camillya Christian-Smith, Supervisor: cchristian-smith@bcbsm.com
- Sue Sims, Supervisor: ssims@bcbsm.com

Tools & Tips

- If a member has a question about their benefits (i.e. Physical Therapy) we find it helpful to have the patient and nurse case manager or HICM care team member call customer service together. The number for customer service is on the back of the patients insurance card.
 - HICM providers should direct all BCBSM/BCN benefit questions to the Customer Service number on the back of the member's card.

- BCN Nurse Line phone number is 800-943-9744 and is available 8:30 a.m. - 5:00 p.m., Monday through Friday.

- BCN Nurse Advice Line Program is available 24 hours a day, seven days a week by calling 855-624-5214.

- BCBSM Engagement Center phone number is 800-775-2583 and is available 8:00 a.m. - 8:00 p.m., Monday through Saturday.

- BCBSM MA PPO 24 Hour Nurse Line is available 24 hours a day, seven days a week by calling:
 - MESSA Members 800-414-2014
 - All other members 800-775-2583 (Prompt #2 to speak with a RN).



Chronic Condition Management and Telemonitoring:

Who does BCBSM and BCN partner with to provide Chronic Condition Management and Telemonitoring?

BCBSM and BCN partnered with Alere to deliver reliable and actionable information:

- To help members learn more about managing their chronic condition.
- To help keep their doctors aware of how they are doing.
- To improve member health outcomes and to reduce utilization.
- Telemonitoring is also available with member's consent and PCP prescription/approval for BCBSM.

Who is eligible for the program?

Members eligible for the program include Medicare Advantage population with MA PPO or BCN Advantage coverage.

What Chronic Condition Management programs are available to Medicare Advantage members?

Programs	BCBSM	BCN
Heart Failure (HF)	Yes	Yes
Chronic Obstructive Pulmonary Disease (COPD)	Yes	Yes
Coronary Artery Disease	Yes	No
Diabetes	Yes	No



Chronic Condition Management and Telemonitoring: Continued

How can the HICM Care Manager directly refer a member to a specific program?

Health Plan	Contact Information	Phone Number	Hours
BCBSM	BCBSM Engagement Center	800-775-2583	8:00 a.m. - 8:00 p.m. Mon-Sat
BCN	BCN Nurse Call Line	800-943-9744	8:30 a.m. - 5:00 p.m. Mon-Fri

What can a member expect to receive as part of the program?

- A phone call to get started in the program.
- A welcome packet.
- A specified chronic condition management handbook to help with understanding and management of the condition.
- A toll free number to call with questions.
- For certain members, regular calls from a nurse to help manage the specified chronic condition. Alere nurse care managers provide individualized care plans, address open gaps in care, member education and empowerment, and improved medication compliance.
- Reports to the doctor on their progress. Members must provide their HICM provider information to their Alere nurse and state they wish their reports to be sent to this specific PCP/primary doctor.
- Newsletters and reminders about important information specific to the chronic condition being managed.



Chronic Condition Management and Telemonitoring: Continued

What remote telemonitoring programs are available to Medicare Advantage members?

Remote Monitoring Programs	BCBSM	BCN
Heart Failure (HF)	Yes	Yes
Chronic Obstructive Pulmonary Disease (COPD)	Yes	Yes
Diabetes	Yes	No

What can practitioners expect from the program?

- To know that their patients will receive high quality care.
- To have access to member data from Alere in the form of medication and health status alerts, diagnosis confirmations, and status reports.
- To know that the information they may have to act upon is accurate and timely.



Continued

REMINDER:

- The best way to ensure HICM providers receive their member data from Alere (in the form of medication and health status alerts, diagnosis confirmations, and status reports) is to have the member provide their HICM provider information to their Alere nurse and state they wish their reports to be sent to this specific PCP/primary doctor.

BCN BlueHealthConnection®



BlueHealthConnection®

Care Management programs:
Connecting you to care

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BCN Advantage™ 1840
BCN Advantage™ 1840-1000
Blue Cross of Michigan
Blue Shield of Michigan
Medicare and More



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BCN 24-Hour Nurse Advice Line



Have a health-related question? Call our 24-hour Nurse Advice Line



Adobe Acrobat
Document

BCBSM BlueHealthConnection®



Case Management makes a tough situation a little easier

Our Case Management program from BlueHealthConnection can help you get the support and resources you need when you're facing an illness.

Your dedicated nurse case manager continually:

- Reviews your changing health care needs
- Helps you understand your treatment options
- Stays in contact with you to discuss your progress between doctor visits

Your case manager can also work with your doctor to develop a care plan based on your needs.

We protect your privacy

The privacy and security of your health information is important to us. We follow strict policies designed to protect the confidentiality of your health information. We only use and disclose your health information as permitted by state and federal laws and as described in our *Notice of Privacy Practices*.



To take advantage of the Case Management program, please call or have your physician call 1-800-845-5982 between 8 a.m. and 5 p.m. Eastern time, Monday through Friday. TTY users call 1-800-696-8350.

To learn more about Case Management and other BlueHealthConnection programs, visit www.bcbsm.com/medicare.



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Medicare Plus BlueSM is a PPO plan with a Medicare contract. Enrollment in Medicare Plus Blue depends on contract renewal.

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Case Management

Ready when you need us most



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BCBSM 24-Hour Nurse Line

Don't feel well and want to discuss your symptoms with a nurse?
Just call.

Have general medical questions?
Pick up the phone.

Looking for information about a specific condition?
We can help.

PLEASE ...
Do not call the 24-Hour Nurse Line if you are experiencing a medical emergency. Call 911 or go to your nearest emergency room.



Ready to help ... 24/7.

Simply call BlueHealthConnection at 1-800-775-BLUE (2583) and follow the prompts. TTY users, call 1-800-240-3050.

This is not for emergencies. If you have a medical emergency, call 911 or go to the nearest emergency room.



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Medicare Plus Blue PPOSM is a health plan with a Medicare contract.

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CB 12480 MAY 13 R016705

Wouldn't it be nice to pick up the phone anytime and talk to a nurse?



24-Hour Nurse Line

Available all day. Every day.

It's free. It's confidential. And it's available to Medicare Plus Blue PPOSM members every hour of every day.



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Questions received so far...

1. How can we identify the BCBSM Care manager if the patient is not sure? [Contact the BCBSM Engagement Center at 800-775-2583](#) and [Contact the BCN DM/Nurse call line at 800-392-4247](#)
2. Is there a way the physician or HICM care coordinator can have access to the patient's chart? [Online access to the BCBSM/BCN patient's care plan is not available, but you can call and discuss the case with the BCBSM/BCN Health Plan Care Manager.](#)
3. Are there contacts for coordinating Alere? [To refer a BCBSM patient to Alere call the Engagement Center at 800-775-2583. Please see slide 8 for more information. For BCN contact the assigned BCN case manager. If the member is not in case management or you do not know the assigned BCN case manager, contact the BCN DM/Nurse call line at 800-392-4247.](#)
4. I have several HICM patients in the Alere program, none of my physicians have seen a report. How can the HICM care coordinators have access? [The Alere phone number for the BCN program is 1-888-302-3487. Physicians should ask for a Pre-Visit Report Fax. These faxes are typically shared with a provider prior to a scheduled office visit so that a provider may have updated information readily available during the clinic visit. For the BCBSM Alere CCM program, members must provide their HICM physician contact information to their Alere nurse as the member's PCP in order to receive reports automatically \(medication/health status alerts, diagnosis confirmations, and status reports\). Physicians listed within the member's case may obtain a Pre-Visit Report Fax by phoning Alere at 877-371-1513, prompt 4.](#)
5. Description of all CM services provided by BCBSM, e.g. Alere, TCM, etc. [This not possible since members have different benefits. The patient and nurse case manager or HICM care team member should call customer service together. The number for customer service is on the back of the patients insurance card.](#)

Questions received so far...continued

6. Directory of names and contact numbers for WCM care managers and HICM patients they are currently managing Please contact the BCBSM Engagement Center at 800-775-2583 and for BCN we ask that the PO's Contact the BCN DM/Nurse call line at 800-392-4247 for all inquires.
7. Coordination of "care transition calls" to avoid duplication of services For BCN ONLY - All Members with inpatient admission are enrolled in short-term case management for up to 30 days post discharge. If the transition team case manager identifies the member as a HICM member, she or he will inform the member that they will also be seen by a HICM case manager. For BCBSM, members who are 'accepted' for HICM will be targeted by CTH; however, if the member is or becomes engaged, BCBSM will close the CTH case.
8. Knowledge of communication to physicians re: MA quality programs, e.g. high risk medications? We need additional information to answer this question.
9. Overview of unique benefits for MA, e.g. transportation benefit for BCNA. The patient and nurse case manager or HICM care team member should call customer service together. The number for customer service is on the back of the patients insurance card.

Additional Questions?