

PROVIDER QUICK POINTS

PROVIDER INFORMATION



August 12, 2020

Outlier Outpatient Therapy Management Program

Blue Cross and Blue Shield of Minnesota and Blue Plus (Blue Cross) remains dedicated to the health and well-being of our members. We continue to partner with our provider network to look for new options in reducing cost of care, maintaining medical appropriateness, and reducing administrative burden.

Over the past couple years, our strategy for chiropractic and outpatient physical therapy (PT), outpatient occupational therapy (OT) and outpatient speech therapy (ST) has been administratively heavy with varying prior authorization (PA) thresholds. Blue Cross removed the Commercial lines of business PA requirements last year and are moving to an outlier benchmark with audit methodology.

Beginning in August 2020, Blue Cross will implement an outpatient therapy outlier model program for facility-based PT/OT/ST providers. This program is designed to manage utilization and cost of high-volume services through provider education and performance data sharing.

Programs Goals include:

- Educate providers on benchmarks and how they compare to peers
- Ensure appropriate care for our members
- Assess provider variability and trend
- Review member and provider outliers for trend and medical necessity

Introduction of the program reporting will be scheduled for healthcare systems through the value-based team and individual facilities will be facilitated with the contract managers. In 2020, the program focus will be education and monitoring of the thresholds through performance reporting.

In 2021, the program will include outlier audit for medical necessity. Select member and provider claims will be reviewed for medical necessity. Any visits that are found to not be medically necessary will be reprocessed to deny as not medically necessary and any previous payments will be recouped.

Products Impacted

This change only applies to:

- Individual subscribers
- Fully-insured commercial subscribers
- Self-insured commercial subscribers (unless the group has a PA requirement)
- Medicare Advantage subscribers

Questions?

If you have questions, please contact provider services at **(651) 662-5200** or **1-800-262-0820**.