



April 30, 2009

Access management program for fully insured members

The Integrated Health Management division of Blue Cross and Blue Shield of Minnesota and Blue Plus is implementing a new utilization management program called Access Management. The program only applies to fully insured members with commercial Managed care (Blue Plus) and preferred provider (Aware) coverage who are using services at a higher frequency than their known medical conditions would normally warrant.

Program details

Members that meet the Access Management program criteria will be assigned to a specific physician for their primary care needs who, in turn, will coordinate all their care and medication needs. The member will also be assigned to a single pharmacy and a single hospital. Access to specialty care may be discussed with the Blue Cross access manager assigned to the member. Assignment to the Access Management program is for 24 months.

Eligibility

If you are not the assigned physician, pharmacy or hospital for a member in this program, it may affect claims payment should you provide services to a member enrolled in this program. If we have received claims from you within 12 months prior to the member being placed in this program, you will be notified by telephone and/or letter of the member's placement.

Eligible services provided to a member in the Access Management program will only be reimbursed when one of the following criteria is met:

- The service is provided by the member's assigned provider
- The service is of a provider type or type of service that is not listed as needing Access Management. This includes Durable Medical Equipment (DME), home care, ambulance services, mental health or chemical health services.

Additional information

This program will begin June 1, 2009, for Blue Plus members. Blue Cross members business will start August 1, 2009. If one of your patients is enrolled in this program, you will be notified by letter by the access manager. As the primary provider, you will be coordinating the identified member's care with the Blue Cross access manager.

If you have a patient covered by fully insured commercial coverage who you believe would benefit from the Access Management program, contact Cathryn Bashore, manager, at **(651) 662-0733** or Jennifer Jaynes, director, at **(651) 662-2346**.

Questions?

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