

Outpatient Rehabilitation Management Program

THE RIGHT CARE AT THE RIGHT TIME

Our outpatient rehabilitation management program reviews treatment plans to help members with a Premera Blue Cross medical plan:

- Get the right care for their condition
- Avoid paying for services that don't help with recovery
- Have benefits available when they're needed

The program includes the review of physical therapy, occupational therapy, massage therapy, and some chiropractic services (except spinal manipulations).

Reviews are conducted by eviCore*, a national leader with more than 20 years of experience managing medical benefits. eviCore is accredited by the Utilization Review Accreditation Commission and the National Committee for Quality Assurance.



Premera is dedicated to helping our members get **the best care—and the right kind of care—** after an illness or injury.

HOW DOES THE REVIEW PROCESS WORK?



1
A member sees their therapist for an initial assessment of their condition. This visit, and the 6 following visits that occur within a 90 day period by the same therapist type to treat the same condition, must be medically necessary but do not need a review by eviCore.

2
If additional visits are needed beyond the initial 6 to treat the same condition, their therapist will submit a treatment plan for medical necessity review by eviCore. Their therapist tells eviCore about their condition, progress, and treatment goals, and gets authorization from eviCore for these additional visits.

3
eviCore's medical professionals review the plan for additional visits submitted by the member's therapist using medical best practices and clinical guidelines to determine medical necessity and best duration of care.

4
Once their treatment plan for additional visits is approved by eviCore, they can proceed with the next visit.
Most reviews are handled by eviCore in less than one day.**

What if a treatment plan is denied?

- The member and their therapist will be notified by letter.
- Our members have several options:
 - Their therapist can revise and resubmit the plan.
 - Their therapist can review the plan with an eviCore therapist or medical director.
 - They may appeal the decision.
(Details about how to appeal will be in the denial letter.)

Employer resource

Use Premera's online resource center, B'link, to tell your employees about the outpatient rehabilitation management program. B'link provides a customizable flyer, copy and share messages, and other simple tools. Visit the B'link website at blink.premera.com.



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BLUE CROSS

An Independent Licensee of the Blue Cross Blue Shield Association

*On behalf of Premera Blue Cross, eviCore is an independent company which provides medical benefits management services.
**Based on authorization transactional reports from eviCore for Premera's book of business.