

## MPTA Update on eviCore

September 25, 2017

The MPTA has been working diligently over the past year on various strategies to address the BCBSM eviCore problem. Our goal is to have BCBSM discontinue the use of eviCore. However, BCBSM has expressed its commitment to continue using eviCore, and although MPTA will certainly work with BCBSM to improve processes and policies associated with eviCore, be assured that we will continue to work towards its discontinuation. MPTA views widespread use

Early in the eviCore implementation process, MPTA provided ongoing feedback to BCBSM about process and procedural problems, and we believe that BCBSM was faithful in attempting to improve and rectify those issues. We continue to meet with BCBSM to express these problems, and to push them toward a value-based approach that accounts for comorbidity, outcome, and patient satisfaction.

Other strategies we have employed include:

- Development of a patient portal to write letters to BCBSM. Upon BCBSM's request, we are no longer having patient letters addressed to BCBSM. We are now having those patient letters addressed to the Insurance Commissioner at the Department of Insurance and Financial Services (DIFS). We believe it is critical to give patients a voice to express their concerns.
- Submission of a complaint to the Insurance Commissioner on 9/15/17 facilitated by legal counsel and supported by member survey data about delays, denials, and administrative burden.
- Communication and coordination with MPTA members who contacted Senator Debbie Stabenow requesting that she send a letter of inquiry to the Centers for Medicare and Medicaid Services (CMS). We know that CMS did follow-up with BCBSM, but we believe that CMS was not aggressive enough in its follow-up with BCBSM. MPTA is currently working with Sen Stabenow's staff to follow-up with CMS using the MPTA member survey data.
- Collaboration with other groups to include the Michigan Association of Chiropractors. This collaboration is exploring options such as arranging a joint presentation before the MI House Insurance Committee, facilitating a follow-on complaint to the Insurance Commissioner, and working to educate employers on the impact that the eviCore program will have on their employees.
- Exploring partnerships with non-rehabilitation provider groups such as the Michigan Society of Interventional Pain Physicians who are also experiencing issues with eviCore.