

On Friday May 11, 2018, the MPTA met with the BCBSM Provider Relations group as a part of our regular and ongoing dialogue about BCBSM-related issues that impact the practice of physical therapy. BCBSM announced a change in its auditing structure and will now be moving to a vendor-based program for its PPO, similar to what is currently being used for its Plus Blue product, starting in June or July 2018.

- The auditing vendors have contingency-based incentives and will earn a percentage of the recovered funding. However, BCBSM stressed that this program is not being used as a utilization management tool. Rather, it is a tool for fiduciary responsibility to ensure that policies and procedures are being followed and will be equally implemented across all health care providers and settings.
- As such, it is MPTA's understanding that the audits are focused on compliance and billing, not on medical necessity. Providers will be selected for audit based on computerized algorithms. Thus, it is difficult to predict for a given practice whether audit risk will increase or decrease under this new system.
- BCBSM stated that the vendors employ PTs as part of the auditing process of PTs. There will be a two-step appeal process that is external to BCBSM. The first step is handled by the vendor. The second step is handled by an agency outside of the vendor. However, BCBSM stated that providers can contact BCBSM for concerns that arise regarding the appeal process to ensure accountability of the audit vendor.
- MPTA expressed concern about transparency and requested that the auditing criteria be made available to providers. BCBSM is following-up on that request.

With regard to eviCore and utilization management, MPTA was pleased with BCBSM's consideration of proposed changes and ideas outlined in the 4/24/18 MPTA letter to BCBSM. This dialogue was just a starting point for ongoing dialogue and discussion. No date for eviCore implementation for the PPO was announced.