

Welcome  
BlueCross BlueShield  
of South Carolina's  
Provider Partners

Delivering Healthy Outcomes

## ProgenyHealth Overview

September 19, 2023



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Progeny  
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Founded by a  
pediatrician  
Dr. Ellen Stang  
in 2003

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# ProgenyHealth Introduction

Beginning **October 9, 2023**, ProgenyHealth will assume Neonatal Care Management Services for **BlueCross®**

- This program will apply to BlueChoice® HealthPlan, fully insured businesses (major group, small group, and individual plans) and some self-insured plans.
- This program will not include state employees and retirees covered through South Carolina Public Employee Benefit Authority (PEBA), State Health Plan or Medicare Advantage.

*BlueCross BlueShield of South Carolina and BlueChoice HealthPlan are independent licensees of the Blue Cross Blue Shield Association.*



# ProgenyHealth Contact Information



**ProgenyHealth's  
Main Number:**  
[1-888-832-2006](tel:1-888-832-2006)



**Progeny's secure fax  
specific for BlueCross:**  
[1-888-522-7164](tel:1-888-522-7164)



**Website:**  
[ProgenyHealth.com](https://ProgenyHealth.com)



**UM Email:**  
[BCBSSC-UM@progenyhealth.com](mailto:BCBSSC-UM@progenyhealth.com)



**CM Email:**  
[BCBSSC-CM@progenyhealth.com](mailto:BCBSSC-CM@progenyhealth.com)

*Direct contact information for the ProgenyHealth  
UM and CM Nurses will be provided once assigned  
to a member admitted to your facility.*

# UM Notification and Determinations

## What you need to do:

- The process for notifying BlueCross of infant admissions to the NICU or a special care nursery is not changing. Continue to follow the existing process if you plan to admit an infant to the NICU or a special care nursery.
- All concurrent reviews, transfers, and discharges should be sent to ProgenyHealth's secure fax number: 1-888-522-7164 beginning 10/9/2023.
- ProgenyHealth will follow BlueCross timeframes for concurrent reviews and determinations.
  - *ProgenyHealth will provide approval and denial determinations to providers via faxed daily determination logs.*
  - *BlueCross will continue to send written notifications to members, providers, and facilities.*

# NICU Authorizations



ProgenyHealth manages NICU newborns born to members who are receiving care during their birth admission that would be billed under usual revenue codes 172 (Level 2), 173 (Level 3), or 174 (Level 4) as defined by the National Uniform Billing Committee.

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ProgenyHealth will review inpatient days using BlueCross Medical Policies <https://www.southcarolinablues.com/web/public/brands/medicalpolicy/external/> **and** MCG CareWeb Guidelines, 27<sup>th</sup> Edition.

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Authorization requests will be reviewed for medical necessity and approved or denied for the appropriate **level of care (LOC)** per plan policy or MCG criteria.

- All requests that do not meet medical necessity are reviewed by a ProgenyHealth Medical Director.
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All authorizations from ProgenyHealth will include Level of Care determinations.

# Daily Determinations

## ProgenyHealth will fax facility-specific daily determination log

- Days reviewed
- Levels of Care (LOC)  
*(example: Level 2, Level 3)*
- Next Review Date (NRD)
- Information needed with the next review to support continued inpatient stay
- BlueCross Authorization Number



### Daily Determination Details (SAMPLE)

If the treating physician would like to discuss their case with a physician reviewer for reconsideration of their original denial, the physician can call the Utilization Management department at 1-888-832-2006. Faxed authorizations are not a guarantee of payment and are subject to the member's benefit, plan provision and eligibility on the date the service is rendered.

Hospital: ABC Memorial Hospital  
Hospital Phone: 123-45-6789

Nurse: ProgenyHealth Nurse  
Phone: 1-888-832-2006  
Progeny Fax: 1-888-522-7164

Patient Full Name	Admitted	Discharged	Description
<b>Baby Test Example</b> DOB: 2/7/2023  ProgenyHealth Case ID: UM01  Hospital Medical Record Number: 11111100000  Client Authorization Number: 1234567890  Next Review Date: 2/15/2023 Next Review Notes: Please provide updates on weight, bed type, resp, FEN, meds, and social/discharge needs	2/7/2022		<b>Days Reviewed: 2</b> 02/07/23 - 02/08/23  <b>Requested Level of Care: None</b> Approve: Per Criteria <b>Reviewed Level of Care: Level 4</b>
			<b>Days Reviewed: 2</b> 02/09/23 - 02/11/23  <b>Requested Level of Care: Level 4</b> Approve: Per Physician Reviewer <b>Reviewed Level of Care: Level 3</b>



# UM Peer-to-Peer and Appeals



For any adverse determination made by ProgenyHealth, the provider will be offered 5 business days to request Peer-to-Peer (P2P) discussions.



ProgenyHealth will schedule a time with a ProgenyHealth Medical Director and facility Provider to discuss inpatient cases as needed.



Verbal notification of the P2P opportunity is provided during denial notification, followed by a faxed daily determination log; BlueCross will mail denial letters.



If P2P is declined or if the denial determination is upheld, providers would follow BlueCross's appeal process if not in agreement with the determination.



P2P may be requested with a ProgenyHealth Medical Director by calling 1-888-832-2006 and following the Physician Advisor's prompt and directions.

# Transfers and Readmissions



- ProgenyHealth will manage infants transferred from the NICU to another acute care facility under the guidance of BlueCross's current rules for higher, lateral, and lower-level care transfers.



- ProgenyHealth will manage elective and emergent readmissions for all infants managed by ProgenyHealth for their initial NICU admission if readmitted within the first year (12 months) of life.

# CM Program Overview



## Partnering with BlueCross, ProgenyHealth offers caregivers telephonic CM services

- Families will have a Dedicated Case Manager who will provide support and education.
- Following notification of NICU admission, ProgenyHealth outreaches caregivers for early inpatient engagement to evaluate Social Determinants of Health and barriers to safe discharge home.
- ProgenyHealth Case Managers will continue to follow members for the first year of life.
- ProgenyHealth Case Managers, Social Workers, and Care Coordinators assist members with identifying support and utilizing national and local community resources.
  - *Identifying PCP*
  - *Behavioral health support*
  - *Lactation services/obtaining a breast pump*
  - *Transportation resources*

# CM Facility Collaboration



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ProgenyHealth will collaborate with facility CM for infants with anticipated discharge needs, complex medical care, or considerable social situations.



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ProgenyHealth encourages caregivers to utilize facility resources such as in-person lactation consultants, CM, or Social Work support available while the infant remains inpatient.



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Prior Authorizations will continue to be submitted to BlueCross for discharge needs. ProgenyHealth can assist facilities with identifying in-network Durable Medical Equipment, home care, and providers.

# Discharge Planning



The ProgenyHealth UM/CM team will monitor clinical reviews and discuss with caregivers' discharge planning needs.



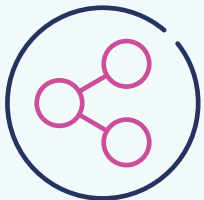
ProgenyHealth CM will ensure the facility discharge planner or servicing provider has the correct information on submitting the prior authorization to BlueCross.



ProgenyHealth CM will collaborate with facility discharge planners on any prior authorizations that are needed for the infant's discharge, as appropriate.



ProgenyHealth CM will communicate with BlueCross any identified issues or escalations by emailing.



ProgenyHealth CM will collaborate with the facility discharge planner to identify in-network providers for services requiring prior authorization.



ProgenyHealth CM will follow up with caregivers and facility discharge planner to confirm the outcome of prior authorization.

# ProgenyHealth: Solving Social Determinants of Health issues



## Shelter

Solve housing challenges, help apply for housing assistance and for infant Social Security Disability Income

## Health Literacy

Obtain vital resources like breast pump, car seat, and crib; lactation support, behavioral health resources, wellness rewards

## Food Insecurity

WIC benefits and food stamps, local food banks and faith-based programs

## Community

Integrated medical and social services are more effective than waiting for families to visit health services

## Transportation

Schedule transportation for initial and ongoing doctor's visits

## Emotional & Mental Health

Ongoing postpartum care visits, continued screening for signs of depression, connect to social workers

## Safety

Obtain authorization from state custody offices, monitor prescribed Medication-Assisted Treatment (MAT)

# Thank you! Questions?



ProgenyHealth.com