



Medical Policy and Clinical Utilization Management Guidelines Website Instructions

Please note, this communication applies to Healthy Blue + MedicareSM (HMO-POS D-SNP) offered by Blue Cross and Blue Shield of North Carolina [(Blue Cross NC)].

The purpose of this document is to direct Healthy Blue + Medicare providers to the appropriate section of the *Medical Policy* and *Clinical Utilization Management (UM) Guidelines* website in order to find the appropriate documentation that applies to Healthy Blue + Medicare.

The following step-by-step guide gives a quick overview of each section on this website and advises of the two resources that you may find most useful (steps 5 and 6).

Step	Action
1	Use the following link to access the <i>Medical Policy</i> and <i>Clinical (UM) Guidelines</i> website: https://medpol.providers.amerigroup.com/green-provider/medical-policies-and-clinical-guidelines
2	In the section titled <i>About Medical Policies & Clinical UM Guidelines</i> , you will find information regarding <i>Medical Policies</i> and <i>Clinical UM Guidelines</i> . Note: Do not use the link titled <i>Amerigroup Approved and Adopted Corporate Clinical UM Guidelines</i> to access <i>Medical Policies</i> and <i>Clinical UM Guidelines</i> . The appropriate resources are outlined below in steps 5 and 6.
3	In the section titled <i>Other Criteria</i> , you will find links to the customizations to MCG Care Guidelines and links to Carelon Medical Benefits Management, Inc. and CarelonRx, Inc. criteria
4	In the section titled <i>Associated Dates</i> , you find explanations of the Publish Date and Last Review Date that you will find on each <i>Medical Policy</i> and <i>Clinical UM Guidelines</i> .
5	To search for a specific <i>Medical Policy</i> or <i>Clinical UM Guideline</i> , use the Search by keyword of code function at the bottom of the page.


Note:

Carelon Medical Benefits Management, Inc. is an independent company providing utilization management services for Healthy Blue + Medicare providers on behalf of Blue Cross and Blue Shield of North Carolina
CarelonRx, Inc. is an independent company providing pharmacy benefit management services for Healthy Blue + Medicare providers on behalf of Blue Cross and Blue Shield of North Carolina.

<https://www.bluecrossnc.com/providers/networks-programs/blue-medicare/healthy-blue-medicare>

Blue Cross and Blue Shield of North Carolina Senior Health, DBA Blue Cross and Blue Shield of North Carolina, is an HMO-POS D-SNP plan with a Medicare contract and a NC State Medicaid Agency Contract (SMAC). Enrollment in Blue Cross and Blue Shield of North Carolina Senior Health depends upon contract renewal.

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	<p>Search by keyword or code</p> <div data-bbox="318 285 1300 361"><input type="text" value="Enter keyword or code"/> </div>
<p>6</p>	<p>If you prefer to review the full list of active <i>Medical Policies</i> and <i>Clinical UM Guidelines</i>, please use the following link: https://medpol.providers.amerigroup.com/green-provider/medical-policies-and-clinical-guidelines-full-list</p> <p>This link can also be accessed by selecting Full List Page at the bottom of the page located under the search bar.</p> <p>To see a list of all Medical Policies and Clinical UM Guidelines visit our Full List Page</p>