

# Provider Collaboration



**BlueCross BlueShield  
of Montana**



Blue Cross and Blue Shield of Montana (BCBSMT) offers innovative solutions to meet today's health care challenges.

Blue Care Connection® (BCC) is a portfolio of integrated care management programs designed to meet the diverse health care needs of our members. The goal of BCC is to help members achieve an optimal level of health and wellness. An important component of BCC is our Provider Collaboration program.

The Provider Collaboration program encourages providers to manage BCBSMT members according to nationally recognized clinical practice guidelines. This includes monitoring clinical metrics and determining treatment opportunities as stated in these guidelines.

BCC leverages Blue Care Advisors<sup>SM</sup> (BCAs), registered nurses and other health care professionals, who work with providers to

provide education, coaching and monitoring for members who are at risk for or already have a chronic condition. BCAs may reach out to providers to obtain clinical metrics that are integral to helping close gaps in care.

This process focuses primarily on gap closure related to five chronic conditions — diabetes, asthma, chronic obstructive pulmonary disease, coronary artery disease, and congestive heart failure.

In addition to managing these conditions, BCC helps members who want to quit smoking and lose weight. BCAs will partner with providers to encourage members to participate in our Weight Management and Tobacco Cessation programs that provide resources, guidance and support to achieve their health goals.



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**Condition specific gaps in care include the following:**

**Diabetes**

- No HbA1C in the past 12 months
- No physician office visit in the past 6 months
- No LDL level in the past 12 months
- No test for microalbuminuria in the past 12 months

**Asthma**

- Not on controller medication

**Chronic Obstructive Pulmonary Disease**

- Bronchodilator adherence

**Coronary Artery Disease**

- No LDL level in the past 12 months

**Congestive Heart Failure**

- No physician office visit in the past 6 months

A BCA makes outbound calls to the provider's office and may speak to an office representative to:

- Alert them of a member's gap in care
- Obtain information necessary to close a gap in care
- Check that the gap was actually closed

BCBSMT's provider network contracts allow the provider's office to provide information on behalf of our members for the purpose of BCBSMT health care clinical operations and quality initiatives.

BCC resources can help members better manage their health, but they do not replace the care of a provider. Provider Collaboration is designed to strengthen the relationship between providers and our members.

Provider engagement is integral to the success of the BCC program.

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**Please contact your Provider Network Representative at 406-437-6100 if you have any questions.**

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