



# ProgenyHealth Overview for Blue Cross and Blue Shield of Nebraska

*April 28, 2026*



# Agenda

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# Partnering to Deliver Healthy Outcomes

Supporting your patients'  
pregnancy and postpartum  
care journeys



<https://info.progenyhealth.com/progenyhealth-provider-education-video>

# ProgenyHealth

## *Introduction*

Beginning 05/04/2026 ProgenyHealth will assume Neonatal Care Management Services for BCBSNE.

- This program will apply to Commercial, ACA. ASO on a later date.
- This program will not include CHIP or Medicaid.



*BCBSNE is an independent licensee of the Blue Cross and Blue Shield Association*

# ProgenyHealth Contact Information

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



## Main Number:

1-888-832-2006

## UM Email:

BCBSNE-UM@ProgenyHealth.com

## Secure Fax for BCBSNE:

1- 800-540-9492

## CM Email:

BCBSNE-CM@ProgenyHealth.com

## ProgenyHealth Provider Website:

<https://www.progenyhealth.com/portal/bcbsne-providers/>

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# UM Notification & Determinations

## What You Need to Do:

The process for notifying BCBSNE of infant admissions to the NICU or a special care nursery is changing.

Starting 05/04/2026, NICU Notification of Admission should be faxed **directly to ProgenyHealth** at 800-540-9492 for all infants born/admitted on 05/04/2026, and after.

### **Please Include:**

- Mom Name, DOB and Subscriber ID
- Infant Name (if known) and ID (if known)
- Attending Physician NPI #
- Facility NPI #

For members managed by ProgenyHealth, all concurrent reviews, transfers, and discharge summaries should be sent to ProgenyHealth's secure fax number.

## What We Will Do:

- ProgenyHealth will follow BCBSNE timeframes for concurrent reviews and determinations.
- ProgenyHealth will be providing Level of Care determination utilizing InterQual 2025 Version 2

# Daily Determinations

## ProgenyHealth will fax facility-specific daily determination log

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



### Daily Determination Details (SAMPLE)

<b>Hospital:</b> <b>Hospital Phone:</b> <b>Hospital Fax:</b>	<b>Nurse:</b> ProgenyHealth Nurse <b>Nurse Phone:</b> 1-888-832-2006 <b>Progeny Fax:</b> 1-888-XXX-XXXX
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Patient Full Name	Admitted	Discharged	Description
<b>Baby A Test</b> DOB: 2/7/2024  <b>ProgenyHealth Case ID:</b> UM01  <b>Hospital Medical Record Number:</b> N/A  <b>Authorization Number:</b> N/A  <b>Next Review Date:</b> 2/15/2024 <b>Next Review Notes:</b> Please provide updates on weight, bed type, resp, FEN, meds, and social/discharge needs	2/7/2024		<b>Days Reviewed:</b> 2 02/07/2024 - 02/08/2024  <b>Requested Level of Care:</b> Level 4 <b>Approve:</b> As Requested <b>Reviewed Level of Care:</b> Level 4  <b>Days Reviewed:</b> 3 02/09/2024 - 02/11/2024  <b>Requested Level of Care:</b> Level 4 <b>Approve:</b> Per Physician Reviewer <b>Reviewed Level of Care:</b> Level 3



# UM Peer-to-Peer & Appeals

For adverse determination made by ProgenyHealth, the provider/representative will be offered 3 business days to request Peer-to-Peer (P2P) discussions.

Verbal notification of the P2P opportunity is provided during denial notification, followed by a faxed daily determination log; Denial letters will be mailed per health plan guidelines.

- P2P may be requested with a ProgenyHealth Medical Director by calling 1-888-832-2006 and following the Physician Advisor's prompt and directions.
- If P2P is declined or if the denial determination is upheld, providers would follow BCBSNE appeal process if not in agreement with the determination.



# Transfers & Readmissions



## Transfers

ProgenyHealth will manage infants transferred from the NICU to another acute care facility under the guidance of BCBSNE current rules for higher, lateral, and lower-level care transfers. The transportation authorization will remain with BCBSNE



## Readmission

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

## Example

Infant Smith admitted to NICU at birth, managed by ProgenyHealth and discharged to home after 60 days. Infant Smith must be admitted to PICU for RSV 10 days post D/C, notification of admit needs to be sent to ProgenyHealth

Infant Jones admitted to NICU at birth, managed by ProgenyHealth and discharged to home after 10 days. Infant Jones at 6 months of age needs to be admitted to Peds for GI. Notification of admit needs to be sent to ProgenyHealth

Infant Anderson admitted to NICU at birth, managed by ProgenyHealth and discharged to home after 5 days. Infant Anderson at 10 months of age needs to be admitted for flu. Notification of admit needs to be sent to ProgenyHealth

# UM Established Cases

- Infants receiving NICU LOC who were admitted before 05/04/2026, and remain inpatient post go-live, will be transitioned to ProgenyHealth for continued medical management.
- For established cases, all concurrent stay reviews and discharge summaries should be faxed directly to ProgenyHealth.
- Updated authorization number for transition cases noted here:

**Authorization Number:**

PGNBCNEXXXXXXX

**Next Review Date:** 5/15/26

**Next Review Notes:** Your Auth # is 1234567.

Your new Progeny Auth # is PGNBCNEXXXXX



# CM Program Overview

*Partnering with BCBSNE, we offer 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



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



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



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



Thank you!  
Questions?

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