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The information in this document applies to Blue Cross Blue Shield of Michigan commercial members and Blue Care Network commercial members admitted to post-acute care (to a skilled nursing facility, an inpatient rehabilitation facility or a long-term acute care hospital).

Note: For Medicare Plus Blue and BCN Advantage members admitted to post-acute care, Home & Community Care (formerly known as naviHealth Inc.) manages those authorizations. For those members, refer to the document [Post-acute care services: Frequently asked questions for providers](#).

## **How to submit post-acute care prior authorization requests**

For Blue Cross and BCN commercial members, complete the [SNF/acute IPR assessment form](#) or the [LTACH assessment form](#), as appropriate. Then follow the instructions on the form to submit the request.

For guidelines on how to attach documentation to the request, refer to the [e-referral User Guide](#). Look in the “Submit an inpatient authorization” section for how to “Create New (communication).”

When the e-referral system is unavailable, follow the instructions in the document titled [e-referral system maintenance times and what to do](#).

## **LTACH requests must include three SNF assessments**

Before placement in a long-term acute care setting can be considered, Blue Cross and BCN also require that the member be assessed by three skilled nursing facilities affiliated with Blue Cross or BCN, two of which must be facilities identified by Blue Cross or BCN as accepting members who require higher levels of care such as ventilators.

A determination must be made by these three facilities that they cannot provide the level of care the member needs. For information on higher-acuity skilled nursing facilities capable of doing these assessments, providers should call Blue Cross or BCN at:

- For Blue Cross: 1-877-399-1673
- For BCN: 1-800-392-2512

Note: If the member was placed on a ventilator during an inpatient admission and failed to wean during the inpatient stay, the member can be assessed for appropriateness for the long-term acute level of care by applying the criteria for long-term acute care rather than the criteria for skilled nursing care.

## How to access the forms

You can find the post-acute care forms for commercial members in the following locations:

- On the [For Providers: Forms and Documents](#) page at [bcbsm.com/providers](https://bcbsm.com/providers)
- On our [ereferrals.bcbsm.com](https://ereferrals.bcbsm.com) website, in these locations:
  - On the [Blue Cross Post-Acute Care](#) page
  - On the [BCN Post-Acute Care](#) page
- On our Provider Resources website, which is accessible through our provider portal ([availability.com](https://availability.com)\*). Click the Forms menu and then click *Assessment*.

## Utilization Management staff availability

The Blue Cross / BCN post-acute care utilization management staff are available as follows:

- Normal business hours are Monday through Saturday, 8 a.m. to 5 p.m. (Eastern time).
- The on-call nurse is available to assist with post-acute care admissions on Sundays and holidays and at other times outside of normal business hours. Fax the completed form along with the documentation to one of the numbers listed on the form. Then call the on-call nurse at 1-800-851-3904.

\*Clicking this link means that you're leaving the Blue Cross Blue Shield of Michigan and Blue Care Network website. While we recommend this site, we're not responsible for its content.

Availity is an independent company that contracts with Blue Cross Blue Shield of Michigan and Blue Care Network to offer provider portal and electronic data interchange services.

Home & Community Care is an independent company that manages prior authorizations for post-acute care services for Blue Cross Blue Shield of Michigan and Blue Care Network members who have Medicare Advantage plans.