

Holiday closures: How to submit authorization requests for inpatient admissions

For Blue Cross' PPO (commercial), Medicare Plus BlueSM PPO,
BCN HMOSM (commercial) and BCN AdvantageSM members

August 2020

See below for instructions on submitting inpatient authorization requests during holiday closures. Note that all times are Eastern time.

Type of request	What to do
Acute inpatient admissions and continued stays	<p>For non-urgent requests, submit requests 24/7 through the e-referral system. If the e-referral system is unavailable:</p> <ul style="list-style-type: none"> • Blue Cross' PPO: Fax to 1-800-482-1713. • Medicare Plus Blue PPO: Fax to 1-866-464-8223. • BCN HMO: Fax to 1-866-313-8433. • BCN Advantage: Fax to 1-866-526-1326. <p>Note: You can also submit requests through the X12N 278 <i>Health Care Services Review — Request for Review and Response</i> electronic standard transaction.</p> <p>For urgent requests, call the after-hours number 1-800-851-3904 at any time.</p>
Sick newborns	<ul style="list-style-type: none"> • Blue Cross' PPO: Fax to 1-800-482-1713. • BCN HMO: Fax to 1-866-313-8433.
Post-acute care admissions managed by Blue Cross or BCN	<p>For non-urgent requests:</p> <ul style="list-style-type: none"> • Blue Cross' PPO: <ul style="list-style-type: none"> ○ For UAW retiree contracts, fax to 1-866-915-9811. ○ For other members, fax to 1-866-411-2573. • BCN HMO: Fax to 1-866-534-9994. Refer to the document Post-acute care admissions: Submitting authorization requests to BCN. <p>For urgent requests, call the after-hours number 1-800-851-3904 at any time.</p>
Post-acute care admissions managed by naviHealth	<p>For urgent and non-urgent requests, for Medicare Plus Blue and BCN Advantage: naviHealth manages these authorizations. Refer to the document Post-acute care services: Frequently asked questions for providers.</p>
Behavioral health admissions not managed by vendors	<p>For non-urgent requests, submit requests 24/7 through the e-referral system. If the e-referral system is not available, call the appropriate number below.</p> <p>For urgent requests, call the appropriate number:</p> <ul style="list-style-type: none"> • BCN HMO: Call 1-800-482-5982 anytime. • Medicare Plus Blue: Call 1-888-803-4960 anytime. • BCN Advantage: Call 1-800-431-1059 anytime.

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Behavioral health admissions managed by vendors	<ul style="list-style-type: none"> • For Blue Cross' PPO requests managed by New Directions[®] Behavioral Health: <ul style="list-style-type: none"> ○ For General Motors salaried members, call 1-877-240-0705. ○ For State of Michigan members, call 1-866-503-3158. ○ For UAW Retiree Members Benefit Trust members, call 1-877-228-3912. ○ For other members whose behavioral health care is managed by New Directions, call 1-800-762-2382. • For Blue Cross' PPO requests managed by vendors other than New Directions, call the appropriate number from the Mental Health and Substance Use Disorder Carve-Out List.
Other requests	<p>Blue Cross' PPO: Fax the following requests to 1-800-482-1713:</p> <ul style="list-style-type: none"> • Federal Employee Program[®] members with contract eligibility issues • Ineligible members or members with no contract

Reminder:

As we announced in a [provider alert on June 9, 2020](#), the following temporary changes have ended:

- For dates of service on or after June 13, 2020, clinical review is again required by Blue Cross / BCN Utilization Management for acute care admissions with non-COVID-19- related diagnoses. This means you'll need to submit clinical documentation along with your authorization requests.
- For dates of service on or after July 1, 2020, you must submit clinical documentation along with your authorization requests for the following services:
 - Acute care admissions with COVID-19-related diagnoses
 - CT scans of the chest to rule out pneumonia diagnosis associated with COVID-19
 - The first three days of admissions to skilled nursing facilities for members transferred from acute care

These changes apply to Blue Cross' PPO, BCN HMO, Medicare Plus Blue PPO and BCN Advantage members. For more information refer to the [COVID-19 utilization management changes](#) document.