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

Note: This information applies to providers within and outside of Michigan.

<table>
<thead>
<tr>
<th>Type of request</th>
<th>What to do</th>
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</table>
| Acute inpatient medical admissions and continued stays                         | **For non-urgent requests**, submit requests 24/7 through the e-referral system. If the e-referral system is unavailable or if you don’t have access to it:  
  • Blue Cross commercial: Fax to 1-800-482-1713.  
  • Medicare Plus Blue: Fax to 1-866-464-8223.  
  • BCN commercial: Fax to 1-866-313-8433.  
  • BCN Advantage: Fax to 1-866-526-1326.  
  Note: You can also submit requests through the X12N 278 Health Care Services Review — Request for Review and Response electronic standard transaction.  
**For urgent requests**, call the after-hours number 1-800-851-3904 at any time. |
| Sick newborns                                                                   | • Blue Cross commercial: Fax to 1-800-482-1713.  
  • BCN commercial: Fax to 1-866-313-8433.                                                          |
| Skilled nursing facility, inpatient rehabilitation and long-term acute care hospital admissions managed by Blue Cross or BCN | **For non-urgent requests**, submit requests 24/7 through the e-referral system. If the e-referral system is unavailable or if you don’t have access to it:  
  • Blue Cross commercial:  
    o For UAW Retiree Medical Benefit Trust non-Medicare members, fax to 1-866-915-9811.  
    o For other members, fax to 1-866-411-2573.  
  • BCN commercial: Fax to 1-866-534-9994.  
  Refer to the document Post-acute care admissions: Submitting authorization requests.  
**For urgent requests**, call the after-hours number 1-800-851-3904 at any time. |
| Post-acute care admissions managed by naviHealth                                | **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. |
| All behavioral health admissions                                                 | • For BCN Healthy Blue ChoicesSM POS members, contact Carelon Behavioral Health at 1-800-346-7651.  
  • For Blue Cross commercial members whose behavioral health services are managed by the entities shown on the Mental Health and Substance Use Disorder Carve-Out List, call the pertinent number on the list.  
  • For all others, refer to the Dec. 15 / Dec. 22, 2023, provider alert. |
Holiday closures: How to submit authorization requests for inpatient admissions
For Blue Cross commercial, Medicare Plus BlueSM
Blue Care Network commercial and BCN AdvantageSM
Jan. 1, 2024

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<td>Other requests</td>
<td>Blue Cross commercial: Fax the following requests to 1-800-482-1713:</td>
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<tr>
<td></td>
<td>• Federal Employee Program® members with contract eligibility issues</td>
</tr>
<tr>
<td></td>
<td>• Ineligible members or members with no contract</td>
</tr>
</tbody>
</table>

Carelon Behavioral Health is an independent company that contracts with Blue Cross Blue Shield of Michigan and Blue Care Network to manage authorizations for select services.