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

<table>
<thead>
<tr>
<th>Type of request</th>
<th>What to do</th>
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</table>
| Acute inpatient admissions and continued stays                                   | **For non-urgent requests**, submit requests 24/7 through the e-referral system. If the e-referral system is unavailable:  
  - 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.  
  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’ PPO: Fax to 1-800-482-1713.  
  • BCN HMO: Fax to 1-866-313-8433.                                                                                                                                                                                                                                                                                                       |
| Skilled nursing facility 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:  
  - Blue Cross’ PPO:  
    - 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](#).  
  **For urgent requests**, call the after-hours number 1-800-851-3904 at any time. |
| Inpatient rehabilitation and long-term acute care admissions managed by Blue Cross or BCN | **For non-urgent requests**:  
  - Blue Cross’ PPO:  
    - 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](#).  
  **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](#).                                                                                                                          |
**Holiday closures: How to submit authorization requests for inpatient admissions**

For Blue Cross commercial, Medicare Plus Blue℠
BCN commercial and BCN Advantage℠

December 2020

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<th>Type of request</th>
<th>What to do</th>
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</table>
| Behavioral health admissions not managed by vendors | **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.  
**For urgent requests,** call the appropriate number:  
  - 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. |
| Behavioral health admissions managed by vendors |  
  - For Blue Cross’ PPO requests managed by New Directions® Behavioral Health:  
    - 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 | Blue Cross’ PPO: Fax the following requests to 1-800-482-1713:  
  - Federal Employee Program® members with contract eligibility issues  
  - Ineligible members or members with no contract |

**Reminder:**

Refer to the [COVID-19 utilization management changes](#) document for information on changes in utilization management requirements related to COVID-19.