

Holiday closures: How to submit authorization requests for inpatient admissions

For Blue Cross commercial, Medicare Plus BlueSM,
Blue Care Network commercial and BCN AdvantageSM

May 2023

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.

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 or if you don't have access to it:</p> <ul style="list-style-type: none"> • 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. <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 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	<p>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:</p> <ul style="list-style-type: none"> • Blue Cross commercial: <ul style="list-style-type: none"> ○ For UAW Retiree Medical Benefit Trust non-Medicare members, fax to 1-866-915-9811. ○ For other members, fax to 1-866-411-2573. • BCN commercial: Fax to 1-866-534-9994. <p>Refer to the document Post-acute care admissions: Submitting authorization requests.</p> <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>

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Type of request	What to do
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 or if you don't have access to it, call the appropriate number below.</p> <p>For urgent requests, call the appropriate number:</p> <ul style="list-style-type: none"> • BCN commercial: 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	<ul style="list-style-type: none"> • For BCN Healthy Blue ChoicesSM POS members: Contact Carelon Behavioral Health using the number on the back of the member's ID card. • For Blue Cross commercial 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 Medical Benefit Trust non-Medicare 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 commercial 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 commercial: 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

New Directions Behavioral Health is an independent company that manages authorizations for behavioral health and autism services for Blue Cross Blue Shield of Michigan members who have commercial plans.

Carelon Medical Benefits Management is an independent company that contracts with Blue Cross Blue Shield of Michigan and Blue Care Network to manage authorizations for select services