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Submitting authorization requests: Frequently asked questions for behavior health providers

For Blue Cross Medicare Plus BlueSM PPO

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Note: Sign up for access to the e-referral system by submitting a Provider Secured Services application. Visit bcbsm.com/providers and click [Provider Secured Services](#). Be sure to indicate on the application that you're requesting access to the e-referral system.

1. What behavioral health services can I request authorization for through the e-referral system?

You must request authorization for the following services through the e-referral system:

- Initial admission of inpatient, partial hospital and intensive outpatient treatment for members who have been admitted to inpatient care or to a treatment program
- Extensions of inpatient, partial hospital, intensive outpatient treatment

For other requests, do the following:

- To move the discharge date for partial hospital or intensive outpatient treatment without adding days, call Blue Cross Medicare Plus Blue PPO at 1-888-803-4960

2. Can I submit a request to authorize ongoing outpatient behavioral health treatment through e-referral?

Blue Cross Medicare Plus Blue PPO does not require authorization for outpatient services. Partial hospital and intensive outpatient services do require authorization. Requests to authorize partial hospital and intensive outpatient services must be submitted through the e-referral system.

3. What steps do I need to take to submit the authorization request through e-referral?

Follow the instructions in the [Behavioral Health e-referral User Guide](#) to complete the authorization request. You'll find a hyperlink to the user guide on the [Behavioral Health](#) page in the Blue Cross section of the ereferrals.bcbsm.com website.

4. What if I have trouble completing the questionnaire within the e-referral system?

If you're having trouble completing the questionnaire in the e-referral system, call Medicare Plus Blue PPO at 1-888-803-4960.

5. Where can I find additional resources?

The [Behavioral Health](#) page in the Blue Cross section of the ereferrals.bcbsm.com website will be updated as additional resources become available. Check that page to see the most current information.