

Submitting acute inpatient admission requests to BCN

How to submit authorization requests for admissions, including sick newborns

For BCN HMOSM (commercial) and BCN AdvantageSM members

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Blue Care Network accepts authorization requests for acute inpatient admissions and concurrent reviews of BCN HMO (commercial) and BCN Advantage members when they are submitted in one of these ways:

- Through the e-referral system. (Discharge dates can also be submitted through the e-referral system.)

Note: When the e-referral system is unavailable, follow the instructions on the document titled [e-referral system planned downtimes and what to do](#).

- Through the X12N 278 Health Care Services Review – Request for Review and Response electronic standard transaction.

Note: A 278 request accepted for processing will result in a 278 response indicating the request has been received and additional information will be provided outside of the 278 transaction. The accepted electronic request will be manually processed and the requestor will be contacted regarding the decision outcome. For information on the 278 transaction, email Electronic Data Interchange at EDICustMgmt@bcbsm.com.

Exception: Requests for sick newborns must be faxed to BCN. For those details, see the “Submitting requests for sick newborns by fax” section below.

Submitting acute inpatient authorization requests through the e-referral system

What to submit

Complete the [Request for Review of Initial Inpatient Admission](#) form. Attach the completed form and other pertinent documentation to the request in the e-referral system.

For instructions on how to attach documentation to the request, refer to the [e-referral User Guide](#). Look in the “Submit an inpatient authorization” section for how to “Create New (communication).”

Accessing the e-referral system

To access the e-referral system, do the following:

1. Visit bcbsm.com.
2. Click *Login*.
3. Log in to Provider Secured Services with your user name and password.
4. Click *e-referral* on the page that opens.

Sign up for e-referral

If you haven't yet signed up for access to the e-referral system, click [Sign Up or Change a User](#). Follow the instructions to complete the appropriate Provider Secured Services application forms.

Submitting requests for sick newborns by fax

How to submit requests to sick newborns to BCN

When submitting requests for sick newborns to BCN, do the following:

1. Complete the [Request for Review of Initial Inpatient Admission](#) form.
2. Fax the completed form and other pertinent documentation to BCN at 1-866-313-8433.

This applies to BCN HMO members.

Why these requests must be faxed

Requests for sick newborns must be faxed. They cannot be submitted through the e-referral system because the newborn is not yet a member covered by BCN. You won't be able to find the newborn in the e-referral system.

When the BCN nurse reviewer receives your fax, he or she will manually create a case for the newborn in the e-referral system and you'll be able to see it there. The newborn will be identified as "baby boy" or "baby girl" until he or she is added to the subscriber's contract.

Once you find the newborn's case in the e-referral system, you can attach updates or discharge information to the case using the Case Communication field, as you would with a member.

Additional information

Here's some additional information about submitting authorization requests for acute inpatient admissions:

- **After-hours phone number.** You can call the BCN Utilization Management department after-hours number at 1-800-851-3904 and listen to the prompts for help with the following:
 - Determining alternatives to inpatient admissions and triage to alternative care settings (for BCN HMO members only)
 - Handling expedited appeals of utilization management decisions (for both BCN HMO and BCN Advantage members)

Note: Do not use the after-hours number to request authorization for routine inpatient admissions.

As a reminder, when an admission occurs through the emergency room, contact the primary care physician to discuss the member's medical condition and coordinate care prior to admitting the member.

- **Holiday closures.** When our corporate offices are closed for a holiday, refer to the document [Holiday closures: How to submit authorization requests for inpatient admissions](#) for information on what to do.