

Whenever possible, submit prior authorization requests electronically to get these benefits:

- Faster response times
- Approvals within minutes (Some requests require more time.)
- Reduced administrative time
- Clinical criteria to guide you in submitting the proper information

**Important:** [Michigan's prior authorization law](#)\* requires health care providers to submit prior authorization requests electronically for commercial members. Alternate submission methods are allowed in the case of temporary technological problems, such as power or internet outages; see the information about submitting prior authorization requests through alternate methods below.

This document lists alternate methods to submit prior authorization requests for medical benefit drugs. Methods vary depending on whether you're submitting a request:

- [To NovoLogix<sup>®</sup>](#)
- [To Carelon Medical Benefits Management](#)

### Alternate methods for submitting prior authorization requests to NovoLogix

You can use the following alternate methods to submit prior authorization requests to NovoLogix for most medical benefit drugs:

- For Blue Cross Blue Shield of Michigan commercial and Blue Care Network commercial members, fax to 1-877-325-5979.
- For Medicare Plus Blue and BCN Advantage members, fax to 1-866-392-6465.
- For all providers, call the Blue Cross and BCN Pharmacy Clinical Help Desk at 1-800-437-3803.
- For Blue Cross and commercial members only, mail the request to:

BCBSM Specialty Pharmacy Program  
P.O. Box 312320  
Detroit, MI 48231-2320

### Alternate methods for submitting prior authorization requests to Carelon

You can use the following alternate methods to submit prior authorization requests for medical oncology and support care drugs by calling Carelon:

- For BCN commercial and BCN Advantage members, call 1-844-377-1278.



Nonprofit corporations and independent licensees  
of the Blue Cross and Blue Shield Association

## Alternate methods for submitting prior authorization requests for medical benefit drugs

For Blue Cross commercial, Medicare Plus Blue<sup>SM</sup>,  
Blue Care Network commercial and BCN Advantage<sup>SM</sup>

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- For Blue Cross commercial and Medicare Plus Blue members, call 1-800-728-8008.

If Carelon is unable to accept requests by phone due to technical problems, submit the request to Blue Cross or BCN using one of the following methods:

- For Blue Cross and BCN commercial members, fax to 1-877-325-5979.
- For Medicare Plus Blue and BCN Advantage members, fax to 1-866-392-6465.
- For all providers, call the Blue Cross and BCN Pharmacy Clinical Help Desk at 1-800-437-3803.
- For Blue Cross and BCN commercial members only, mail the request to:

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\*Clicking this link means that you're leaving the Blue Cross Blue Shield of Michigan and Blue Care Network website. While we recommend this site, we're not responsible for its content.

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