

Holiday closures: How to submit authorization requests for inpatient admissions

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

Revised January 2025

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 Michigan providers and non-Michigan providers.

Type of request	What to do
Acute inpatient medical 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	<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, fax the LTACH assessment form or the SNF/acute IPR assessment form to the number shown on the form.</p> <p>Refer to the document Post-acute care requirements: Information for providers.</p> <p>For urgent requests, call the after-hours number 1-800-851-3904 at any time.</p>
All behavioral health admissions	<ul style="list-style-type: none"> • For Blue Cross commercial members whose behavioral health services are managed by the entities shown on the Mental Health and Substance Use Disorder Carve-Out List, call the pertinent number on the list. • For all others, refer to the document Blue Cross Behavioral HealthSM: Frequently asked questions for providers; look in the section titled "Submitting prior authorization requests and concurrent review requests." <p>Important: For BCN Healthy Blue ChoicesSM POS and other FCA members whose behavioral health services were managed by Carelon Behavioral Health:</p> <ul style="list-style-type: none"> • For dates of service on or after Jan. 1, 2025: Blue Cross Behavioral Health manages their behavioral health requests. • For dates of service through Dec. 31, 2024: Contact Carelon Behavioral Health, an independent company, at 1-800-346-7651, for retroactive requests.
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