

# Holiday closures: How to submit authorization requests for inpatient admissions

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

February 2024

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 medical admissions and continued stays	<p><b>For non-urgent requests</b>, 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"> <li>• Blue Cross commercial: Fax to 1-800-482-1713.</li> <li>• Medicare Plus Blue: Fax to 1-866-464-8223.</li> <li>• BCN commercial: Fax to 1-866-313-8433.</li> <li>• BCN Advantage: Fax to 1-866-526-1326.</li> </ul> <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><b>For urgent requests</b>, call the after-hours number 1-800-851-3904 at any time.</p>
Sick newborns	<ul style="list-style-type: none"> <li>• Blue Cross commercial: Fax to 1-800-482-1713.</li> <li>• BCN commercial: Fax to 1-866-313-8433.</li> </ul>
Skilled nursing facility, inpatient rehabilitation and long-term acute care hospital admissions managed by Blue Cross or BCN	<p><b>For non-urgent requests</b>, 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"> <li>• Blue Cross commercial: <ul style="list-style-type: none"> <li>○ For UAW Retiree Medical Benefit Trust non-Medicare members, fax to 1-866-915-9811.</li> <li>○ For other members, fax to 1-866-411-2573.</li> </ul> </li> <li>• BCN commercial: Fax to 1-866-534-9994.</li> </ul> <p>Refer to the document <a href="#">Post-acute care admissions: Submitting authorization requests</a>.</p> <p><b>For urgent requests</b>, call the after-hours number 1-800-851-3904 at any time.</p>
Post-acute care admissions managed by Home & Community Care (formerly known as naviHealth, Inc.)	<p><b>For urgent and non-urgent requests</b>, for Medicare Plus Blue and BCN Advantage: Home &amp; Community Care manages these authorizations. Refer to the document <a href="#">Post-acute care services: Frequently asked questions for providers</a>.</p>

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Type of request	What to do
All behavioral health admissions	<ul style="list-style-type: none"> <li>• For BCN Healthy Blue Choices<sup>SM</sup> POS members, contact Carelon Behavioral Health, an independent company, at 1-800-346-7651.</li> <li>• For Blue Cross commercial members whose behavioral health services are managed by the entities shown on the <a href="#">Mental Health and Substance Use Disorder Carve-Out List</a>, call the pertinent number on the list.</li> <li>• For all others, refer to the document <a href="#">Blue Cross Behavioral Health<sup>SM</sup>: Frequently asked questions for providers</a>; look in the section titled “Submitting prior authorization requests and concurrent review requests.”</li> </ul>
Other requests	<p>Blue Cross commercial: Fax the following requests to 1-800-482-1713:</p> <ul style="list-style-type: none"> <li>• Federal Employee Program<sup>®</sup> members with contract eligibility issues</li> <li>• Ineligible members or members with no contract</li> </ul>

Home & Community Care is an independent company that manages prior authorizations for post-acute care services for Blue Cross Blue Shield of Michigan and Blue Care Network members who have Medicare Advantage plans.