

# Inquiries about drugs covered under the medical benefit

## Frequently asked questions for providers

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

Revised April 2025

### *In this document*

|  |   |
|--|---|
| Where can I get information about requesting prior authorizations for medical infusion and injectable drugs?.....  | 1 |
| Where can I get information on medical benefit drugs that require prior authorization? .....   | 1 |
| Who should I contact for assistance with general questions about the prior authorization process, including how to obtain retroactive authorization? ..... | 1 |
| How are decisions on prior authorization requests communicated?.....   | 2 |
| How do I update a pending prior authorization request to indicate that the request is urgent? .....  | 3 |
| How do I contact the Blue Cross and BCN Pharmacy Clinical Help Desk? .....   | 3 |
| Who do I contact if I have questions about or issues with topics that aren't related to prior authorizations for medical benefit drugs? .....              | 4 |

## Where can I get information about requesting prior authorizations for medical infusion and injectable drugs?

To learn how to submit prior authorization requests for Blue Cross Blue Shield of Michigan and Blue Care Network members, visit the [ereferrals.bcbsm.com](http://ereferrals.bcbsm.com) website, click *Blue Cross* or *BCN*, and then click *Medical Benefit Drugs*. Scroll down to find instructions for submitting prior authorization requests.

## Where can I get information on medical benefit drugs that require prior authorization?

For information on medical benefit drugs that require prior authorization, see the following pages, which include links to drug lists, on [ereferrals.bcbsm.com](http://ereferrals.bcbsm.com):

- [Blue Cross Medical Benefit Drugs](#)
- [BCN Medical Benefit Drugs](#)

## Who should I contact for assistance with general questions about the prior authorization process, including how to obtain retroactive authorization?

To get assistance with the prior authorization process:

| Submission method | Resources  | Lines of business   |
|-------------------|--|---|
| NovoLogix         | Contact the Pharmacy Clinical Help Desk at 1-800-437-3803 and follow the prompts for physician-administered drugs covered under the medical benefit. | <ul style="list-style-type: none"> <li>• Medicare Plus Blue</li> <li>• BCN Advantage</li> </ul> |

## Inquiries about drugs covered under the medical benefit

### Frequently asked questions for providers

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

Revised April 2025

| Submission method  | Resources  | Lines of business  |
|--|--|--|
| Medical and Pharmacy Drug PA Portal — accessed by clicking the <i>Medical/Pharm Drug Benefit Prior Auth (Commercial)</i> tile in Availity Essentials <sup>TM</sup> | Contact the Pharmacy Clinical Help Desk at 1-800-437-3803 and follow the prompts for physician-administered drugs covered under the medical benefit. | <ul style="list-style-type: none"> <li>Blue Cross commercial</li> <li>BCN commercial</li> </ul>  |
| Carelon Medical Benefits Management  | See the document <a href="#">Oncology Value Management program through Carelon: FAQs for providers</a> .   | <ul style="list-style-type: none"> <li>Blue Cross commercial UAW Retiree Medical Benefits Trust</li> </ul>   |
| OncoHealth   | See the document <a href="#">Oncology Value Management program through OncoHealth: FAQs for providers</a> .  | <ul style="list-style-type: none"> <li>Blue Cross commercial</li> <li>Medicare Plus Blue</li> <li>BCN commercial</li> <li>BCN Advantage</li> </ul> |

## How are decisions on prior authorization requests communicated?

You can view the status of an authorization requests through the pertinent provider portal.

| For requests submitted through...   | View status through...                  |
|---|---|
| NovoLogix   | The e-referral system                   |
| Medical and Pharmacy Drug PA Portal, accessed by clicking the <i>Medical/Pharm Drug Benefit Prior Auth (Commercial)</i> tile in Availity Essentials <sup>TM</sup> | The Medical and Pharmacy Drug PA Portal |
| Carelon   | Carelon provider portal                 |
| OncoHealth  | OncoHealth provider portal              |

To learn how to access the appropriate portal, go to the [Getting Started](#) page on **ereferrals.bcbsm.com**. See the “Submit prior authorization requests” section.

Note: If you need to request access to our provider portal, see the [Register for webtools](#) page on **bcbsm.com/provider**.

For prior authorization requests submitted through NovoLogix (Medicare Advantage members) or via the Medical and Pharmacy Drug PA Portal (commercial members), Blue Cross and BCN inform providers of determinations via fax.

## Inquiries about drugs covered under the medical benefit

### Frequently asked questions for providers

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

Revised April 2025

For information about prior authorization requests related to oncology drugs, see the following pages on the [ereferrals.bcbsm.com](https://ereferrals.bcbsm.com) website:

- [Blue Cross Medical Benefit Drugs](#)
- [BCN Medical Benefit Drugs](#)

### How do I update a pending prior authorization request to indicate that the request is urgent?

For urgent reviews of prior authorization requests:

| For requests submitted through...   | Determine status by...                                     |
|---|--|
| NovoLogix   | Calling the Pharmacy Clinical Help Desk at 1-800-437-3803. |
| Medical and Pharmacy Drug PA Portal accessed by clicking the <i>Medical/Pharm Drug Benefit Prior Auth (Commercial)</i> tile in Availity Essentials™ | Calling the Pharmacy Clinical Help Desk at 1-800-437-3803. |
| Carelon   | Calling Carelon contact Center at 1-800-252-2021.          |
| OncoHealth  | Calling OncoHealth at 1-888-916-2616.                      |

### How do I contact the Blue Cross and BCN Pharmacy Clinical Help Desk?

To contact the help desk, call or fax the following numbers:

| Line of business   | Contact information  |
|--|--|
| Blue Cross commercial and BCN commercial contact information | <b>Phone:</b> 1-800-437-3803<br><b>Fax:</b> 1-877-325-5979 |
| Medicare Plus Blue and BCN Advantage contact information     | <b>Phone:</b> 1-800-437-3803<br><b>Fax:</b> 1-866-392-6465 |

Note: If you're having technical issues with entering an authorization, call the number associated with the system through which you're entering the request:

- **NovoLogix:** Call the NovoLogix Help Desk at 1-866-480-3971.
- **Carelon provider portal:** Call Carelon contact Center at 1-800-252-2021.
- **OncoHealth provider portal:** Call OncoHealth at 1-888-916-2616.

## Inquiries about drugs covered under the medical benefit

### Frequently asked questions for providers

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

Revised April 2025

## Who do I contact if I have questions about or issues with topics that aren't related to prior authorizations for medical benefit drugs?

See the table below for contact information:

| Topic   | For more information...   |
|---|---|
| Checking member benefits                                    | <p>Log in to Availity Essentials™, click on <i>Patient Registration</i> in the menu bar and then click on <i>Eligibility and Benefits Inquiry</i>. Complete the fields.</p> <p>If you still have questions, call Provider Inquiry:</p> <ul style="list-style-type: none"> <li>For Blue Cross commercial, BCN commercial and BCN Advantage members: <ul style="list-style-type: none"> <li>Professional providers: Call 1-800-344-8525.</li> <li>Facility providers: 1-800-249-5103</li> </ul> </li> <li>For Medicare Plus Blue, call 1-866-309-1719.</li> </ul> |
| Prior authorization requirements for specific services      | See our <a href="https://ereferrals.bcbsm.com">ereferrals.bcbsm.com</a> website. Click <i>Blue Cross</i> or <i>BCN</i> and then click the link for the appropriate service.   |
| Issues while using our provider portal, Availity Essentials | Call Availity Client Services at 1-800-AVAILITY (282-4548).   |

\*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.

Availity® is an independent company that contracts with Blue Cross Blue Shield of Michigan and Blue Care Network to offer provider portal and electronic data interchange services.

Carelon Medical Benefits Management is an independent company that contracts with Blue Cross Blue Shield of Michigan and Blue Care Network to manage authorizations for select services. For more information, go to our [ereferrals.bcbsm.com](https://ereferrals.bcbsm.com) website.

NovoLogix is an independent company that provides an online prescription drug prior authorization tool for Blue Cross Blue Shield of Michigan and Blue Care Network.

OncoHealth is an independent company supporting Blue Cross Blue Shield of Michigan and Blue Care Network by providing cancer support services.