

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 website, click *Blue Cross* or *BCN*, and then click *Medical Benefit Drugs*. Scroll down to find instructions for submitting prior authorization requests either through the NovoLogix[®] online tool or to AIM Specialty Health[®] through the AIM *ProviderPorta*SM.

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 documents:

- [Medical benefit drugs that require prior authorization for Blue Cross' PPO \(commercial\) and BCN HMO \(commercial\) members](#)

Note: On this list, the drugs marked “Oncology Management Program” are managed by AIM. The other drugs on this list are managed by NovoLogix.

- [Medical benefit drugs that require prior authorization for Medicare Advantage members](#), including those managed by AIM effective Jan. 1, 2020

You can also access these documents through the [BCN Medical Benefit Drugs](#) page and the [Blue Cross Medical Benefit Drugs](#) page of the ereferrals.bcbsm.com website.

Who should I contact for assistance with general questions about the prior authorization process?

Contact the Pharmacy Clinical Help Desk at 1-800-437-3803 and follow the prompts for physician-administered drugs.

How do I obtain retroactive authorizations for services already provided?

To obtain retroactive authorization after you provide services, contact the Pharmacy Clinical Help Desk at 1-800-437-3803.

How do Blue Cross and BCN communicate decisions on authorization requests?

You can view the status of all authorization requests through the e-referral system.

1. Go to the ereferrals.bcbsm.com website.
2. Click the green *Login* button near the upper-left corner of the screen.



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Inquiries about drugs covered under the medical benefit

Frequently asked questions for providers

For Blue Cross' PPO (commercial), Medicare Plus BlueSM PPO, BCN HMOSM (commercial) and BCN AdvantageSM members

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3. Log in to Provider Secured Services using your user ID and password.
4. Click *e-referral*.

For authorization requests submitted through NovoLogix, Blue Cross and BCN inform providers of determinations via fax.

For information about authorization requests related to oncology drugs, see the [BCN AIM-Managed Procedures page](#) or the [Blue Cross AIM-Managed Procedures page](#) on the ereferrals.bcbsm.com website.

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

For urgent reviews of prior authorization requests, contact the Pharmacy Clinical Help Desk at 1-800-437-3803.

How do I contact the Pharmacy Clinical Help Desk?

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

Line of business	Contact information
Blue Cross' PPO (commercial) and BCN HMO (commercial) contact information	Phone: 1-800-437-3803 Fax: 1-877-325-5979
Medicare Plus Blue and BCN Advantage contact information	Phone: 1-800-437-3803 Fax: 1-866-392-6465

Note: If you're having technical issues with entering an authorization, contact NovoLogix at 1-866-480-3971.

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

See the table below for contact information:

Topic	Contact area	Contact information
Checking member benefits OR Procedures that aren't related to medical benefit drug authorizations	Blue Cross' PPO (commercial) Provider Inquiry:	Professional providers: 1-800-344-8525 Facility providers: 1-800-249-5103
	Medicare Plus Blue Provider Inquiry	1-866-309-1719
	BCN HMO (commercial) Provider Inquiry	Professional providers: 1-800-344-8525 Facility providers: 1-800-249-5103 Authorizations and referrals for procedures that aren't related to medical benefit drugs: 1-800-392-2512
	BCN Advantage Provider Inquiry	Professional providers: 1-800-344-8525 Facility providers: 1-800-249-5103 Authorization and referrals: 1-800-392-2512
Accessing Provider Secured Services	Blue Cross Blue Shield of Michigan and Blue Care Network Web Support Help Desk	1-877-258-3932