

Save time: Don't fax unnecessary information about inpatient stays

We're receiving faxes related to inpatient stays from hospital utilization review departments. Most of these faxes are not required and you can save time by not sending them.

The table below shows how to save time and get the information to the right place.

Type of information	How to send it
Lists of members admitted to the hospital	Use the e-referral system to submit an authorization request for each admission.
Lists of members discharged from the hospital	<ul style="list-style-type: none"> • If the case is still open in the e-referral system, you can enter the discharge date. • If the case has closed because the authorized days have elapsed, you don't need to do anything.
Clinical information	<ul style="list-style-type: none"> • If the authorization request was approved in the e-referral system, we don't need any additional clinical information. • If the member needs additional days, use the e-referral system to request those days and attach the clinical information to the request there.
Information on sick newborns (authorization requests separate from the delivery)	<p>Make sure you're faxing to the correct fax number:</p> <ul style="list-style-type: none"> • For Blue Cross commercial: Fax to 1-800-482-1713. • For BCN commercial: Fax to 1-866-313-8433. <p>Note: Information about sick newborns does need to be faxed because those members can't be found in the e-referral system.</p>
Retroactive authorization requests for inpatient admissions that started as outpatient services	Use the e-referral system to submit a retroactive authorization request for each inpatient admission.
Adjustments in dates of service for procedures managed by vendors such as TurningPoint Healthcare Solutions LLC	<p>Submit this information to the vendor who manages the procedure.</p> <p>For information about submitting requests to vendors, visit ereferrals.bcbsm.com.</p>