

Alternate methods for submitting prior authorization requests for medical and pharmacy benefit drugs

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

Revised August 2025

Whenever possible, submit prior authorization requests electronically to get these benefits:

- Faster response times
- Reduced administrative time
- Clinical criteria to guide you in submitting the proper information

Important: [Michigan's prior authorization law](#)* requires health care providers to submit prior authorization requests electronically for commercial members. Alternate submission methods are allowed in the case of temporary technical problems, such as power or internet outages.

This document lists alternate methods to submit prior authorization requests for medical and pharmacy benefit drugs. Methods vary depending on whether you'd normally submit the request:

- [Through the Medical and Pharmacy Drug PA Portal](#)
- [Through the OncoHealth OneUM prior authorization portal](#)
- [To Carelon Medical Benefits Management through the Carelon provider portal](#)

Alternate methods for submitting prior authorization requests to Blue Cross and BCN through the Medical and Pharmacy Drug PA Portal

Use the following alternate methods to submit prior authorization requests Blue Cross Blue Shield of Michigan and Blue Care Network for most medical and pharmacy benefit drugs:

Lines of business	Alternate submission methods
• Blue Cross Blue Shield of Michigan commercial • Blue Care Network commercial	Fax requests as follows: • Medical benefit drugs: Fax to 1-877-325-5979. • Pharmacy benefit drugs: Fax to 1-866-601-4425.
	For medical and pharmacy benefit drug requests, call the Blue Cross and BCN Pharmacy Clinical Help Desk at 1-800-437-3803 and follow the prompts.
	For medical and pharmacy drug requests, mail to: BCBSM Specialty Pharmacy Program P.O. Box 312320 Detroit, MI 48231-2320

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- Medicare Plus Blue - BCN Advantage	Fax requests as follows: Medical benefit drugs: Fax requests to 1-866-392-6465. Pharmacy benefit drugs: - For Medicare Plus Blue members: Fax to 1-866-601-4428 - For BCN Advantage members: Fax to 1-800-459-8027.
	For medical and pharmacy benefit drug requests, call the Blue Cross and BCN Pharmacy Clinical Help Desk at 1-800-437-3803 and follow the prompts.

Alternate methods for submitting prior authorization requests to OncoHealth

You can use the following alternate methods to submit prior authorization requests to OncoHealth for oncology and supportive care drugs covered under the medical benefit or under the pharmacy benefit:

- Fax requests to 1-800-264-6128.
- Call 1-888-916-2616.

Alternate methods for submitting prior authorization requests to Carelon

For Blue Cross commercial UAW Retiree Medical Benefits Trust members, you can use the following alternate methods to submit prior authorization requests for medical oncology and supportive care drugs:

- Fax requests to 1-877-325-5979.
- Call 1-800-728-8008.

*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.

Carelon Medical Benefits Management is an independent company that contracts with Blue Cross Blue Shield of Michigan and Blue Care Network to manage prior authorizations for select services.

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