

## How to access the criteria used for prior authorization determinations made by Blue Cross or BCN

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

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To access the criteria we use to make determinations on prior authorization requests submitted to Blue Cross Blue Shield of Michigan or Blue Care Network, do one of these:

- Visit one of the following pages at **bcbsm.com** and click to open the criteria related to the service for which prior authorization was requested:
  - Commercial: [Services That Need Prior Authorization](#) page
  - [Medicare Advantage Prior Authorization](#) page
- Call the Utilization Management department at 1-800-392-2512.

This applies to determinations on prior authorization requests for non-behavioral health services that were made by Blue Cross or BCN and not by our contracted vendors.