

Holiday closures: How to submit authorization requests for inpatient admissions

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

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See below for instructions on submitting inpatient prior authorization requests during holiday closures. Note that all times are Eastern time.

Note: This information applies to Michigan providers and non-Michigan providers.

Type of request	What to do
Acute inpatient medical admissions and continued stays	For non-urgent requests, submit requests 24/7 through the e-referral system. If the e-referral system is unavailable or if you don't have access to it: • Blue Cross commercial: Fax to 1-800-482-1713. • Medicare Plus Blue: Fax to 1-866-464-8223. • BCN commercial: Fax to 1-866-313-8433. • BCN Advantage: Fax to 1-866-526-1326. Note: You can also submit requests through the X12N 278 <i>Health Care Services Review — Request for Review and Response</i> electronic standard transaction. For urgent requests, call the after-hours number 1-800-851-3904 at any time.
Sick newborns	• Blue Cross commercial: Fax to 1-800-482-1713. • BCN commercial: Fax to 1-866-313-8433.
Skilled nursing facility, inpatient rehabilitation and long-term acute care hospital admissions	For non-urgent requests, submit requests 24/7 through the e-referral system. If the e-referral system is unavailable or if you don't have access to it, fax the LTACH assessment form or the SNF/acute IPR assessment form to the number shown on the form. Refer to the document Post-acute care requirements: Information for providers. For urgent requests, call the after-hours number 1-800-851-3904 at any time.
All behavioral health admissions	• For BCN Healthy Blue ChoicesSM POS members, contact Carelon Behavioral Health, an independent company, at 1-800-346-7651. • For Blue Cross commercial members whose behavioral health services are managed by the entities shown on the Mental Health and Substance Use Disorder Carve-Out List, call the pertinent number on the list. • For all others, refer to the document Blue Cross Behavioral HealthSM: Frequently asked questions for providers; look in the section titled "Submitting prior authorization requests and concurrent review requests."
Other requests	Blue Cross commercial: Fax the following requests to 1-800-482-1713: • Federal Employee Program[®] members with contract eligibility issues • Ineligible members or members with no contract