

Inquiries about drugs covered under the medical benefit

Frequently asked questions for providers

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

Revised March 2026

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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 authorizations.bcbsm.com website and click *Drugs*.

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 pages, which include links to drug lists, on **authorizations.bcbsm.com**:

- [Medical Benefit Drugs: How to determine requirements for most medical benefit drugs](#)
- [Medical Benefit Drugs: How to determine requirements for oncology medical benefit drugs](#)

Who should I contact for assistance with general questions about the prior authorization process, including how to obtain retroactive authorization?

To get assistance with the prior authorization process:

- For requests submitted through the Medical and Pharmacy Drug PA Portal (accessed by clicking the *Medical and Pharmacy Benefit Drug Prior Auth* tile in [Availity Essentials™](#)), contact the Pharmacy Clinical Help Desk at 1-800-437-3803 and follow the prompts for physician-administered drugs covered under the medical benefit.
- For requests submitted to Caelon Medical Benefits Management for Blue Cross commercial UAW Retiree Medical Benefits Trust members, see the document [Oncology Value Management program through Caelon: FAQs for providers](#).

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- For requests submitted to OncoHealth, see the document [Oncology Value Management program through OncoHealth: FAQs for providers](#).

How are decisions on prior authorization requests communicated?

You can view the status of prior authorization requests through the pertinent provider portal.

For requests submitted through...	View status through...
Medical and Pharmacy Drug PA Portal, accessed by clicking the <i>Medical and Pharmacy Benefit Drug Prior Auth</i> tile in Availity Essentials™	Medical and Pharmacy Drug PA Portal
Carelon	Carelon provider portal
OncoHealth	OncoHealth provider portal

To learn how to access the appropriate portal, go to the [Getting Started](#) page on **authorizations.bcbsm.com**. See the “Submit prior authorization requests” section.

Note: If you need to request access to our provider portal, see the [Register for Web Tools](#) page on **bcbsm.com/provider**.

For prior authorization requests submitted through the Medical and Pharmacy Drug PA Portal, Blue Cross and BCN inform providers of determinations via fax.

For information about prior authorization requests related to oncology drugs, see the [Medical Benefit Drugs](#) page on the **authorizations.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:

For requests submitted through...	Call...
Medical and Pharmacy Drug PA Portal	Pharmacy Clinical Help Desk at 1-800-437-3803.
Carelon	Carelon contact Center at 1-800-252-2021.
OncoHealth	OncoHealth at 1-888-916-2616.

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How do I contact the Blue Cross and BCN Pharmacy Clinical Help Desk?

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

Line of business	Contact information
Blue Cross commercial and BCN 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, call the number associated with the system through which you're entering the request:

- **Medical and Pharmacy Drug PA Portal:** Call the Pharmacy Clinical Help Desk at 1-800-437-3803.
- **Carelon provider portal:** Call Carelon contact Center at 1-800-252-2021.
- **OncoHealth provider portal:** Call OncoHealth at 1-888-916-2616.

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

See the table below for contact information:

Topic	For more information...
Checking member benefits	Log in to Availity Essentials™, click on <i>Patient Registration</i> in the menu bar and then click on <i>Eligibility and Benefits Inquiry</i> . Complete the fields. If you still have questions, call Provider Inquiry: • For Blue Cross commercial, BCN commercial and BCN Advantage members: ○ Professional providers: Call 1-800-344-8525. ○ Facility providers: 1-800-249-5103 • For Medicare Plus Blue, call 1-866-309-1719.
Prior authorization requirements for specific services	See our authorizations.bcbsm.com website.
Issues while using our provider portal, Availity Essentials	Call Availity Client Services at 1-800-AVAILITY (282-4548).

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Availity[®] is an independent company that contracts with Blue Cross Blue Shield of Michigan and Blue Care Network to offer provider portal and electronic data interchange services.

Carelon Medical Benefits Management is an independent company that contracts with Blue Cross Blue Shield of Michigan and Blue Care Network to manage authorizations for select services. For more information, go to our authorizations.bcbsm.com website.

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