

Non-Michigan providers: BCN referral and authorization requirements

For Blue Care Network commercial and BCN AdvantageSM members

Revised: May 2023

GENERAL RULES:

- **Non-Michigan providers who are not contracted with their local Blue Cross Blue Shield plan are considered by BCN to be noncontracted. For those providers, all services require prior authorization except for emergency room and urgent care visits.**
- **Providers contracted with a Blue Cross Blue Shield plan must request prior authorization for the services listed in the table below. Requests for elective services should be submitted prior to the services being provided.**

EXCEPTION: Products such as Blue Elect PlusSM POS, Blue Elect Plus HSASM POS and Healthy Blue ChoicesSM POS allow out-of-network coverage. This means that noncontracted and out-of-network providers can provide covered services as long as they follow the authorization requirements for the services listed in the table below (for providers outside of Michigan) or in the [BCN referral and authorization requirements for Michigan providers](#) document (for providers within Michigan). For more details about Blue Elect Plus POS and Blue Elect Plus HSA POS, refer to BCN's [Blue Elect Plus POS webpage](#) on the [ereferrals.bcbsm.com](#) website. For more details about Healthy Blue Choices POS, refer to BCN's [Healthy Blue Choices POS webpage](#).

Inpatient services
<p>Inpatient admissions: BCN Utilization Management must be notified of acute non-behavioral health inpatient admissions once the member is admitted to inpatient status and meets InterQual[®] criteria and any applicable BCN local rules. Complete the Acute inpatient hospital assessment form and follow the instructions on the form to submit requests to BCN.</p> <p>Note: For information on behavioral health inpatient admissions, refer to the Behavioral Health chapter of the <i>BCN Provider Manual</i>.</p>
<p>Maternity admissions up to 48 hours following vaginal delivery and 96 hours following a cesarean section</p>
<p>Musculoskeletal services, including pain management: TurningPoint Healthcare Solutions LLC manages authorizations for certain musculoskeletal surgical and other related procedures for all BCN members. Submit prior authorization requests to TurningPoint. See BCN's Musculoskeletal Services page for additional information.</p>
<p>Post-acute care services (skilled nursing, long-term acute care and inpatient rehabilitation):</p> <ul style="list-style-type: none"> • For BCN commercial members, complete the SNF/acute IPR assessment form or the LTACH assessment form, as appropriate, and follow the instructions on the form to submit prior authorization requests to BCN. • For BCN Advantage members, submit prior authorization requests to naviHealth: <ul style="list-style-type: none"> ○ Facilities outside of Michigan: Submit prior authorization requests through the naviHealth provider portal. To access the portal, log into your home plan's website and select an ID card prefix from Michigan. This will take you to the Blue Cross Blue Shield of Michigan website. Click the <i>Medicare Advantage Post-Acute Care Authorization</i> link and enter your NPI. ○ Facilities within Michigan (contracted): Submit prior authorization requests for admissions to naviHealth through our provider portal (availity.com**). Click <i>Payer Spaces</i> on the Availity[®] menu bar. Click the BCBSM and BCN logo. Click the <i>Applications</i> tab. Scroll down and click the <i>naviHealth provider portal</i> tile. <p>You can also access the portal directly at access.navihealth.com*, but you must first register. You can also call naviHealth at 1-855-851-0843 or fax requests to naviHealth at 1-844-899-3730 for new authorization requests, 1-844-736-2980 for continued stay requests or 1-844-729-2591 for discharges. For discharges only, you can email mid-west_discharge_info@navihealth.com. You can also submit through Allscripts[®]. Follow your current process..</p>

Office, outpatient and ancillary services

Air ambulance: Only non-emergency flights require prior authorization.

- **For BCN commercial members,** non-emergency flights must be authorized by Alacura Medical Transport Management. To request authorization, fax the [Air ambulance flight information form](#) to Alacura. Then call Alacura to get the authorization number. The fax and telephone numbers for Alacura are on the form. Review the form for additional information, including the definition of a non-emergency flight.
- **For BCN Advantage members,** submit the prior authorization request to BCN.

Cosmetic, orthognathic and transgender surgeries — any location

For bariatric surgeries, non-Michigan providers must contact BCN Utilization Management at 1-800-392-2512 prior to performing the surgery.

Behavioral health (mental health and substance use disorders): Call the appropriate number in the BCN Behavioral Health department, above.

Exception: For BCN members with coverage through Healthy Blue Choices POS, behavioral health benefits are managed by Beacon Health Options. For more information, refer to BCN's [Healthy Blue Choices POS webpage](#).

Cataract services and surgeries

Chiropractic services –

- For physical medicine services (procedure codes *97012, *97014, *97018, *97022, *97024, *97026, *97028, *97032, *97034, *97035, *97110, *97112, *97113, *97116, *97124, *97140 and G0283): submit prior authorization requests through the eviCore[®] healthcare provider portal at [evicore.com](#)^{**}. You can also phone eviCore at 1-855-774-1317 or fax the requests to eviCore at 1-855-774-1319. Refer to BCN's [Outpatient PT, OT, ST](#) page for more information.
- For other chiropractic services (office visits, X-rays and manipulations), prior authorization is required. Request prior authorization by calling BCN Utilization Management at 1-800-392-2512.

Drugs covered under the medical benefit: Refer to BCN's [Medical Benefit Drugs](#) page for information on submitting prior authorization requests for drugs covered under the medical benefit and the associated requirements. Click on the links below to open the lists of these drugs and see the requirements for each:

- [BCN commercial drug list](#)
- [BCN Advantage drug list](#)

Drugs submitted as pharmacy claims: Some drugs require prior authorization, step therapy and/or quantity limits. Click [here](#) to see our PA, ST and QL guidelines. Call the Pharmacy Clinical Help Desk, available 24 hours, 7 days per week, at 1-800-437-3803 to obtain PA and ST requirements and forms. Walgreens Specialty Pharmacy provides specialty drugs to BCN members in Michigan. All drugs shipped into Michigan billed by other specialty pharmacies require prior authorization.

Durable medical equipment purchased in or shipped to Michigan

Elective (non-emergency) surgeries — any location

Elective termination of pregnancy

Experimental or investigational procedure codes

Hearing aids, including bone-anchored hearing aids

Home health care (by home health care agencies only):

- **For BCN commercial members:** Home health care requires authorization only for providers not contracted with BCN. Call those requests in to BCN Utilization Management at 1-800-392-2512. For providers contracted with BCN, no authorization is required.
- **For BCN Advantage members:** Home health care requires authorization through CareCentrix[®], for episodes of care that start on or after June 1, 2021. This applies to home health agencies both inside and outside of Michigan. Refer to the [Home health care: Quick reference guide](#) for information on how to submit prior authorization requests. For additional information, refer to BCN's [Home Health Care webpage](#) at [ereferrals.bcbsm.com](#).

Hospice services

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Laboratory services: Contact JVHL at 1-800-445-4979, for genetic testing and for laboratory services performed by an independent clinical laboratory, if the specimen was obtained in Michigan.

Musculoskeletal services, including pain management: TurningPoint Healthcare Solutions manages authorizations for certain musculoskeletal surgical and other related procedures for all BCN members. Submit prior authorization requests to TurningPoint. See BCN's [Musculoskeletal Services](#) page for additional information.

Physical, occupational and speech therapy by therapists and physical medicine services by athletic trainers – Submit prior authorization requests for initial visits, follow-up visits and re-evaluations through the eviCore healthcare provider portal at evicore.com^{**}. You can also phone eviCore at 1-855-774-1317 or fax the requests to eviCore at 1-855-774-1319. Refer to BCN's [Outpatient PT, OT, ST](#) page for more information.

Sterilization procedures

TMJ treatment

Transplants (solid organ and bone marrow evaluations, harvesting and transplants)

Private duty nursing (procedure codes S9123 and S9124) – Prior authorization is required for BCN commercial members. Note: Not all groups have private duty nursing as a benefit. Check each member's eligibility and benefits prior to performing services.

In addition, all procedures with not-otherwise-classified or unlisted codes require prior authorization.

Other information

BCN as secondary carrier: BCN does not require authorization when it provides secondary medical coverage. However, the claim will be denied when the services is not a covered BCN benefit or when the member has not followed the requirements of the primary carrier.

Members for whom Medicare is primary: Authorization is required when Medicare days are exhausted and when infusion services are not routinely covered by Medicare and for any service Medicare identifies as not covered.

Note: Members with BCN AdvantageSM HMO ConnectedCare, BCN AdvantageSM Local HMO or any individual product do not have an out-of-network benefit for any service not deemed an emergency service or an urgent service.

Peer-to-peer review of an authorization request denied by BCN: Refer to these documents, which are available on the ereferrals.bcbsm.com website:

- [How to request a peer-to-peer review with a Blue Cross or BCN medical director](#)
- [Physician peer-to-peer-request form \(for non-behavioral health cases\)](#)

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Alacura Medical Transport Management is an independent company that manages the authorization of non-emergency flights for Blue Cross Blue Shield of Michigan and Blue Care Network members who have commercial plans.

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.

CareCentrix is an independent company that manages the authorization of home health care services for Blue Cross Blue Shield of Michigan and Blue Care Network members who have Medicare Advantage plans.

eviCore healthcare[®] is an independent company that contracts with Blue Cross Blue Shield of Michigan and Blue Care Network to manage authorizations for select services.

Joint Venture Hospital Laboratories is an independent company that provides a statewide network and third-party administration for outpatient laboratory services for Blue Cross Blue Shield of Michigan and Blue Care Network members who have Medicare Plus



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Blue, BCN commercial and BCN Advantage plans. They also manage authorizations for genetic testing for members with BCN commercial or BCN Advantage coverage.

naviHealth Inc. is an independent company that manages authorizations for post-acute care services for Blue Cross Blue Shield of Michigan and Blue Care Network members who have Medicare Advantage plans.

TurningPoint Healthcare Solutions LLC is an independent company that manages authorizations for musculoskeletal surgical and related procedures for Blue Cross Blue Shield of Michigan and Blue Care Network.