# Provider Preauthorization and Precertification Requirements

For Blue Cross’ PPO (commercial) and Medicare Plus Blue℠ PPO members

Revised July 2019

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1. Blue Cross Blue Shield of Michigan Definitions

- **Prior Authorization**
  A process that allows physicians and other professional providers to determine, before treating a patient, if Blue Cross Blue Shield of Michigan will cover the cost of a proposed service. BCBSM requires prior authorization for services or procedures that may be experimental, not always medically necessary, or over utilized. Providers must submit clinical documentation in writing explaining why the proposed procedure or service is medically necessary.

- **Precertification**
  A review of a patient’s symptoms and proposed treatment to determine, in advance, whether he or she meets Blue Cross Blue Shield of Michigan criteria for treatment in the inpatient setting. Authorizations are for the appropriateness of the inpatient setting only and additional prior authorization requirements may be needed depending on the services requested.

- **E-referral**
  Electronic system for Michigan providers to submit requests for inpatient admission.

- **Electronic Provider Access (EPA)**
  Electronic platform for out of state providers to submit requests through their local Blue’s plan portal for Blue Cross Blue Shield of Michigan members.

2. Behavioral Health

**Blue Cross Blue Shield of Michigan Commercial Products (Non-Medicare)**

Precertification **is required** for:

- Psychiatric inpatient admissions
- Partial hospital admissions

**Substance Use Disorder**

Precertification **is not required** for:

- Outpatient services
- Medicare primary contracts
- Coordination of benefits contracts

All inpatient partial and residential mental health and substance abuse facilities are required to notify New Directions for all admissions and discharges; most admissions will require a clinical review. You may access the New Directions Services authorization system at [webpass.ndbh.com](http://webpass.ndbh.com).

Preauthorization is required for outpatient repetitive transcranial magnetic stimulation (rTMS). It may be a benefit for patients with major depressive disorder that meet strict selection criteria. Criteria are available on the [Medical policy, precertification and preauthorization router](http://medicalpolicy.preauthorizationrouter.com). Coverage is limited to select groups. Please verify member eligibility prior to seeking preauthorization. Claims will not be paid unless authorization is obtained.
Autism Spectrum Disorder

There are different types of services to treat autism, such as applied behavior analysis, that require an authorization before treatment for select groups. Speech therapy, physical therapy and occupational therapy do not require authorization. For services requiring preauthorization, an accurate diagnosis is necessary.

For members residing outside of Michigan, the autism diagnosis must meet the criteria specified in the multidisciplinary autism evaluation checklist. The evaluation must confirm the autism spectrum disorder diagnosis and provide a treatment plan containing a comprehensive set of treatment recommendations for the member, including a recommendation for applied behavior analysis. To obtain an accurate diagnosis, please review the *Multidisciplinary Autism Evaluation Checklist*.

If the evaluation results in a diagnosis of autism spectrum disorder and the recommended treatment is applied behavior analysis, the evaluation documentation must be taken to a board-certified behavior analyst who participates with the Blue Cross plan in the state where the services would be provided. The behavior analyst is responsible for obtaining preauthorization before providing services for applied behavior analysis.

Behavioral health precertification and prior authorization (including autism) is conducted by New Directions Behavioral Health on behalf of Blue Cross Blue Shield of Michigan. Groups with other service providers can be reviewed on the BCBSM Mental Health Carve-Out List.

Call New Directions at 800-762-2382 to obtain precertification and preauthorization information. If medical records are requested for review, send the records to:

New Directions Behavioral Health  
PO Box 6729  
Leawood, KS 66206-0729

Blue Cross Blue Shield of Michigan Medicare Plus Blue℠ PPO

All behavioral health and substance use disorder inpatient, partial hospital and intensive outpatient treatment admissions or extensions require preauthorization and concurrent review.

Acute care hospitals and behavioral health facilities that need to arrange for an inpatient admission, partial hospital admission, intensive outpatient admission or concurrent review for psychiatric or chemical dependency treatment must obtain prior authorization by calling BCBSM Medicare Plus Blue PPO Behavioral Health Department at 888-803-4960 or by faxing 866-315-0442.

BCBSM Medicare Plus Blue PPO Behavioral Health Department case managers are available 24 hours per day, seven days a week for inpatient admissions and member emergencies.

**Note:** If you fail to submit your authorization request, submit an untimely request or your request is denied and you still execute the service, the member must be held harmless.
3. Human Organ Transplants

Blue Cross Blue Shield of Michigan Commercial Products (Non-Medicare)

Providers must contact BCBSM’s Human Organ Transplant Department for preauthorization for the following transplants and combination transplants:

- Bone marrow
- Heart
- Heart-Lung
- Kidney-Liver
- Liver
- Lobar Lung
- Lung
- Multivisceral
- Pancreas
- Pancreas-Kidney
- Partial Liver
- Small Bowel

Preauthorization is not required for:

- Kidney only, cornea or skin transplants
- Pre-transplant evaluations
- Donor benefits
- If BCBSM is the second payer

BCBSM’s Human Organ Transplant Department is available from 8 a.m. to 5 p.m. EST, Monday through Friday. Please call 800-242-3504 to obtain a preauthorization.

Blue Cross Blue Shield of Michigan Medicare Plus BlueSM PPO

All BCBSM Medicare Plus Blue PPO members have coverage for all transplant procedures that are covered by traditional Medicare. Inquiries about coverage for transplantation should be directed to BCBSM Provider Inquiry at 866-309-1719.

Although preauthorization of transplants for BCBSM Medicare Plus Blue PPO members is not required, a request for an organizational determination can be sent to BCBSM. Please fax your request with substantiating clinical information to 1-877-348-2251.
4. Inpatient Admissions

Blue Cross Blue Shield of Michigan Commercial Products (Non-Medicare)

Precertification is required for:

- Acute care inpatient hospital medical and surgical admissions including but not limited to:
  - Admission for transplants (kidney, cornea, skin, bone marrow and solid organ)
  - Sick newborn admissions (NICU/PICU)
- Admission to a skilled nursing facility
- Admission to an acute inpatient rehabilitation facility
- Admission to a long-term acute care facility

Precertification is not required for:

- Outpatient services
  Note: Prior authorization may be required for certain services.
- Maternity admissions, including C-section
  Note: Complicated admissions related to maternity care may require an additional authorization.
- Observation or short stay admissions
- If BCBSM is secondary payer

Michigan Acute Care Facilities

The Blue Cross Blue Shield of Michigan e-referral system is available 24 hours, 7 days a week to receive requests for inpatient hospital admissions. Requests must be submitted with complete clinical documentation to support the necessity of inpatient admissions. Incomplete requests will not be processed until all information is received or are at risk for a denial for lack of information. Additional e-referral system information, FAQs and training materials can be found at http://ereferrals.bcbsm.com/

Out of State Acute Care Facilities

Requests for inpatient authorization for Blue Cross Blue Shield of Michigan members can be submitted directly through your local Blue plan’s electronic portal via the Electronic Provider Access (EPA) system. BCBSM encourages the use of the EPA system to effectively and efficiently respond to your request. Requests must be submitted with complete clinical documentation to support the necessity of inpatient admissions. Incomplete requests will be issued a lack of information denial.

Note: Should your local plan not have electronic access you can continue to complete the appropriate assessment form and submit the request via fax. Submission of requests must be on the Acute Inpatient Fax Assessment Form and should be legible and completed entirely to reduce delays in processing.
Post Acute Care Facilities

(Acute Inpatient Rehab, Skilled Nursing, Long Term Acute Care Hospitals)

Blue Cross Blue Shield of Michigan precertification services are available 24 hours, 7 days a week to receive faxed requests. Requests will be processed during regular business hours between 8 a.m. to 6 p.m. EST, Monday through Friday and during select holidays. Any requests received after 6 p.m. or on a weekend or holiday will be processed the following business day according to the time it was received.

Note: For Federal Employee Program (FEP) member requests to skilled nursing facilities, additional requirements may be needed prior to requesting a precertification. Please contact FEP benefits at 800-482-3600.

Beginning May 1, 2018, enhanced benefits for skilled nursing facility, long term acute care hospitals, fifth-level hospice and other requests for extra contractual benefits for commercial contracts will be processed within Blue Cross Blue Shield of Michigan Precertification Services.

Submission of requests must be on BCBSM Skilled Nursing Inpatient fax assessment forms and should be legible and completed entirety to reduce delays in processing.

- Skilled Nursing Facility, Acute Inpatient Rehabilitation Facility Fax Assessment Form
- Commercial PPO LTAC/SNF Enhancement Form

Providers can call 1-800-249-5103 to obtain a status on Precertification requests by following the steps below and the prompts as indicated.

Before calling, providers should view the Facility Benefits Available Through the Automated Response System for Providers.

When you call:

1. Say “Eligibility and benefits.”
2. Enter the following information:
   - Your BCBSM facility code or 10-digit national provider identifier (NPI)
   - Your specialty
   - The member’s contract number, date of birth, the spelling of their first name and their ZIP code
3. Listen to the member’s contract information.
5. Say the benefit you want to learn more about. You can find a list of options within the Facility Benefits Available Through the Automated Response System for Providers.
6. If the benefit is listed, say "Precertification" when prompted.
7. When the system asks if you still need assistance, say "yes" and you will be connected with a representative.

Please allow 24-72 hours for the processing of all precertification requests.

Note: InterQual criteria are utilized to complete acute hospital, skilled nursing, inpatient rehabilitation and long–term acute care precertification and recertification requests.
Commercial PPO Retrospective Reviews (Post-Service)

Commercial PPO will accept requests for retrospective reviews for acute care and post-acute care up to 1 year after the date of service.

Commercial Appeals for Medical Necessity Denials

For precertification medical necessity denials, Blue Cross Blue Shield of Michigan appeal requests will be accepted up to 30 days after the initial denial decision was issued. Submission of the appeal request must be in writing, complete with any additional information to substantiate the need for the inpatient stay and faxed to 877-261-4555.

Blue Cross Blue Shield of Michigan Medicare Plus Blue℠ PPO

Michigan Acute Care Facilities

The Blue Cross Blue Shield of Michigan e-referral system is available 24 hours, 7 days a week to receive requests for inpatient hospital admissions. Requests must be submitted with complete clinical documentation to support the necessity of inpatient admissions. Incomplete requests will not be processed until all information is received or are at risk for a denial for lack of information. Additional e-referral system information, FAQs and training materials can be found at http://ereferrals.bcbsm.com/

Out of State Acute Care Facilities

Requests for authorization for BCBS Michigan members can be submitted directly through your local Blue plans electronic portal via the Electronic Provider Access system (EPA). BCBSM encourages the use of the Electronic Provider Access system (EPA) to effectively and efficiently respond to your request. Requests must be submitted with complete clinical documentation to support the necessity of inpatient admissions. Incomplete requests will not be processed until all information is received or are at risk for a denial for lack of information.

Note: Should your local plan not have electronic access you can continue to complete the Medicare Plus Blue PPO Acute Fax Assessment form and submit the request via fax. Submission of requests must be legible and completed in its entirety or could delay processing of the authorization request.

• Medicare Plus Blue℠ PPO Acute Inpatient Fax Assessment Form

Post-Acute Care Facilities: Michigan and Out-of-State

(Acute Inpatient Rehab, Skilled Nursing, Long-Term Acute Care Hospitals)

Effective June 1, 2019, precertification and recertification requests for post-acute care facilities (skilled nursing, long-term acute care and inpatient rehab) for Medicare Plus Blue PPO and BCNA Advantage members should contact naviHealth.

Hours of operation are Monday through Friday 8:00 AM to 10:00 PM in requesters time zone. Weekends and Holidays 10:00 a.m. to 4:00 p.m. On call Care Coordinator can be reached at 1-855-851-0843.
Provider Preauthorization and Precertification Requirements
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- How to submit to naviHealth
  - naviHealth provider portal (nH Access™) reached from the Provider Secured Services home page. Visit bcbsm.com/providers and log in to Provider Secured Services. Click the Medicare Advantage Post-Acute Care Authorization link. Enter your NPI. (If you’re having trouble accessing the naviHealth portal using this process, contact the Blue Cross Web Support Help Desk at 1-877-258-3932.)
  - Note: Out-of-state providers can access this link by logging into their home plan’s website and selecting an ID card prefix from Michigan, which will take the provider to the Blue Cross Blue Shield of Michigan website.
  - nH Access™ at access.navihealth.com. This option will be available starting June 1, 2019. You must first register with naviHealth for access to their portal.
  - Phone: 1-855-851-0843
  - Fax for new authorization requests: 1-844-899-3730
  - Fax for continued stay requests: 1-844-736-2980
  - Fax for discharges: 1-844-729-2951
  - Email for discharges: mid-west_discharge_info@navihealth.com
  - Submit through Allscripts. Follow your current process.

- What documentation should I submit with the authorization request?
  naviHealth requires the following documentation:
  - At admission
    - Hospital face sheet, including name of ordering physician
    - History and physical
    - Current physician notes and nurses’ notes
    - Physician orders sheet with medication list
    - Physical therapy, occupational therapy and speech therapy evaluations
    - Nursing admission assessment
    - Prior living situation
      - Note: This information is required for members admitted on or after June 1, 2019. It is typically found in the physical therapy assessment or the nursing admission notes.
  - For continued stays
    - Face sheet from skilled nursing facility, inpatient rehabilitation facility or long-term acute care hospital, including name of attending physician
Provider Preauthorization and Precertification Requirements
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- Hospital discharge summary
- Nursing admission assessment
- Physician order sheet with medication list
- PT, OT and ST evaluations
- Nursing notes
- Therapy notes
- Physician order changes
  - At discharge
    - Patient’s discharge instructions
    - Therapy discharge summaries
    - Therapy billing logs

- naviHealth uses the following criteria
  - CMS National Coverage Determinations and Local Coverage Determinations, within the appropriate jurisdictions
  - InterQual® criteria

  Note: naviHealth will apply these criteria in the order in which they are listed.

Retrospective Reviews
Medicare Plus Blue PPO will process retrospective authorization requests for acute inpatient hospitalization up to 1 year after the admission date.

Medicare Plus Blue Appeals for Provider Precertification Medical Necessity Denials
For Precertification medical necessity denials, Medicare Plus Blue PPO appeal requests will be accepted up to 45 days of the date of the denial decision on the denial notification. Requests must include additional clarifying clinical information to support the request.

Requests can be submitted via:

- Fax: 1-877-495-3755
- Email: MedicarePlusBlueInpatientAppeals@bcbsm.com
- Mail:

  Medicare Plus Blue Inpatient Provider Appeal
  Blue Cross Blue Shield of Michigan
  600 E. Lafayette Blvd. MC 1516
  Detroit, MI 48231-26271
5. **Medical Drugs**

Blue Cross Blue Shield of Michigan Commercial Products (Non-Medicare)

Some medications administered by healthcare professionals require preauthorization, and certain clinical criteria must be met before they can be administered.

Click on this link for the medical policy, criteria and request form: Medical Policies.

6. **Other Medical/Surgical Procedures**

Blue Cross Blue Shield of Michigan Commercial Products (Non-Medicare)

Any service that does not meet our clinical criteria guidelines may require prior authorization; for example:

1. Gender reassignment
2. Genetic testing
   a. When seeking approval for a commercially available genetic test panel, provide the name of the panel.
   b. When there is a specific CPT or HCPCS code representing the panel, submit the specific code.
3. Investigational procedures
4. NOC codes
5. Off label drugs
6. Optune Device
7. Potentially cosmetic procedures

Blue Cross Blue Shield of Michigan clinical criteria can be viewed at Medical Policies.

Services that meet clinical criteria guidelines do not require prior authorization. If you have a question about whether a service requires prior authorization, call 1-800-344-8525 (out of state providers 1-800-676-2583). Select Eligibility and Benefits and answer the appropriate questions about the service you are requesting. If your question is not answered via automated response, you will be given the opportunity to be transferred to a live representative.

You can request a prior authorization in writing by submitting the request and supportive documentation to the following address or fax to: 1-866-311-9603, Monday through Friday 8:30 a.m. to 4:30 p.m.:

Blue Cross Blue Shield of Michigan
P.O. Box 2227
Detroit, MI 48231-2227
Attention: Prior authorization, Provider Inquiry Service Mail Code 0450
Routine prior authorizations are responded to within 15 calendar days.

Urgent prior authorizations are responded to within 3 calendar days.*

* Limit the use of Urgent, STAT or ASAP on a prior authorization request to when medical care or services where application of the time frame for making routine or non-life threatening care determinations:

- Could seriously jeopardize the life, health or safety of the member or others, due to the member's psychological state, or
- In the opinion of a practitioner with knowledge of the member’s medical or behavioral condition, would subject the member to adverse health consequences without the care or treatment that is the subject of the request.

7. Prescription Drugs

Blue Cross Blue Shield of Michigan Commercial Products (Non-Medicare)

Some drugs require prior authorization (PA), and certain clinical criteria must be met before they can be dispensed. Other drugs are part of our step therapy (ST) program, which means the patient must have been treated with one or more formulary agents before these drugs are covered. Drugs that require PA or ST differ based on the formulary the member’s plan uses.

- BCBSM Clinical Drug List (Formulary)

BCBSM Pharmacy Services is available 24/7.

Web Login to Provider Secured Services at: http://www.bcbsm.com/providers.html.

Select Medication Prior Authorization or call 800-437-3803 to obtain criteria and forms.

Blue Cross Blue Shield of Michigan Medicare Plus BlueSM PPO and Prescription BlueSM PDP

BCBSM Medicare Plus Blue PPO and Prescription Blue PDP plans include prescription drug coverage. These plans will generally cover drugs listed in our formulary as long as:

- The drug is medically necessary
- The prescription is filled at network retail or mail-order pharmacies
- All other plan rules are followed, such as prior authorization, step therapy and quantity limits

The formulary document provides a brief description of the plans' benefits, including any deductibles. It is updated regularly. Refer to Medicare Plus Blue PPO and Prescription Blue PDP Formularies on bcbsm.com for details.

Providers can request a coverage determination (prior authorization, step therapy, formulary exception or quantity limit exception) by phone at 1-800-437-3803, or referencing the information on the Medicare Plus BlueSM PPO and Prescription BlueSM PDP Formularies page on bcbsm.com.
8. **Radiology Services**  
**Blue Cross Blue Shield of Michigan Commercial Products (Non-Medicare)**  
Pre-authorization is required for non-Michigan providers for select groups.  

**Blue Cross Blue Shield of Michigan Medicare Plus BlueSM PPO**  
Preauthorization is not required for non-Michigan providers except for UAW retiree medical benefit trust members residing in multiple states. Refer to the [Non-Michigan Provider Radiology Precertification, Preauthorization Requirements](#) document for more information.

9. **Air Ambulance**  
**Blue Cross Blue Shield of Michigan and Blue Care Network HMO Commercial Products (Non-Medicare)**  
Only non-emergency flights require authorization. Effective April 2, 2018, non-emergency flights must be authorized by Alacura Medical Transport Management. To request authorization, fax the Air Ambulance flight information form to 1-844-608-3572, then call Alacura at 1-844-608-3676 to obtain the authorization number. Review the form for additional information, including the definition of a non-emergency flight.

- [Air ambulance flight information (non-emergency) form](#)

**Blue Cross Blue Shield of Michigan Medicare Plus BlueSM PPO and Blue Care Network Advantage Products**  
Please call BCBSM Provider Inquiry at 866-309-1719.

10. **Other Services**  
**Blue Cross Blue Shield of Michigan PPO and Medicare Plus BlueSM PPO Commercial Products**  
Please call BCBSM at 1-800-676-2583 or log in to Provider Secured Services at [http://www.bcbsm.com/providers.html](http://www.bcbsm.com/providers.html) to determine if the member requires a prior authorization for the following services:

- Outpatient interventional pain management
- Inpatient and outpatient lumbar spinal fusion surgery
- Outpatient radiation therapy (oncology)
- Physical Therapy and Occupational Therapy (Medicare Plus BlueSM PPO only)

You can also call eviCore at 1-877-917-2583 or go to [www.Evicore.com](http://www.evicore.com) to initiate an authorization.