

Post-acute care providers need direct access to naviHealth's provider portal

The way post-acute care providers access naviHealth's provider portal, nH Access, is changing with Blue Cross Blue Shield of Michigan and Blue Care Network's transition to Availity Essentials. Post-acute care providers will need direct access to nH Access.

Current method of entering the nH Access portal

In Blue Cross and BCN's Provider Secured Services, you can click on the *Medicare Advantage Post-Acute Care Authorization* link and type in your NPI to enter nH Access. **This method of access ends when Provider Secured Services retires.**

New method of entering the nH Access portal

Here are the steps you'll use after logging into Availity Essentials:

1. Click on *Payer Spaces* in the Availity menu bar.
2. Click on the BCBSM and BCN logo.
3. Click on *naviHealth Provider Portal*.

This will take you to a login screen where you'll need to type in your email address and password. You can also access this login screen outside of Availity by going to access.navihealth.com.*

Either way, if you don't already have a naviHealth nH Access account, you'll need one. To register for direct access to naviHealth's nH Access portal, visit partners.navihealth.com/partner/nh-access* and scroll to the "nH Access – Setting Up Your Account" section. Follow the instructions in the Account Creation Guide.

After naviHealth creates your account, you'll receive an email from naviHealth with instructions on how to log in.

While you're waiting to get direct access to naviHealth's nH Access, you may submit authorization requests to naviHealth by faxing 1-844-899-3730 or calling 1-855-851-0843.

For any questions about nH Access, please call naviHealth at 1-888-276-5777. Go to [nH Access Fundamentals](#)* for nH Access training.

Background

Post-acute care admission authorizations for Blue Cross and BCN's Medicare Advantage plans (Medicare Plus Blue and BCN Advantage) are managed by naviHealth through nH AccessTM. Providers involved in post-acute care include skilled nursing, rehabilitation and long-term care facilities as well as acute care hospitals.

*Clicking this link means you're leaving the Blue Cross Blue Shield of Michigan and Blue Care Network website. While we recommend this site, we're not responsible for its content.