

Improved process for prior authorization requests for initial SNF stays for Medicare Advantage members

Effective Sept. 21, 2022, naviHealth Inc. will add a new tool — the nH Access authorization wizard — to the nH Access portal for Medicare Plus Blue and BCN Advantage members.

When submitting prior authorization requests for initial skilled nursing facility stays for Medicare Plus BlueSM and BCN AdvantageSM members, providers will be able to submit additional clinical details about members' current needs and abilities through the wizard. The additional information will expedite the review process, resulting in faster authorization determinations and more timely transitions to the next level of care.

To learn more about the nH Access authorization wizard, go to [naviHealth's Provider Resource page](#)* where you'll find a video tutorial, an FAQ document and a resource guide.

Note: If you haven't already done so, you'll have to [register for access to naviHealth's Provider Resource Page](#)*.

If you have questions about this change, contact your local naviHealth provider relations manager. If you aren't sure who your naviHealth provider relations manager is, send an email to umproviderconcerns@bcbsm.com.

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. To learn more, see [Post-acute care services: Frequently asked questions for providers](#).

*Clicking this link means that 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.