

Starting Jan. 1, requests for commercial inpatient rehabilitation admissions and extensions must be submitted through e-referral and not by fax

Beginning Jan. 1, 2023, we'll require inpatient rehabilitation, or IPR, providers located in Michigan to submit prior authorization requests through the e-referral system and not by fax. This applies to requests for our Blue Cross and Blue Care Network commercial members for:

- Initial admissions
- Additional days (extensions)

Currently, many inpatient rehabilitation providers are using the Blue Cross and BCN *SNF/acute IPR assessment form* to submit their prior authorization requests for inpatient rehabilitation services.

What's changing

Starting Jan. 1, 2023:

- We'll stop accepting faxed requests as a general practice.
- We'll accept faxes **only** for urgent requests when the e-referral system is not available. In those instances, fax the form using the instructions on the document titled [e-referral system planned downtimes and what to do](#) (PDF).

If we receive a faxed form for an admission or extension when the e-referral system **is** available, we won't accept the request. We'll notify you by fax or phone that you must submit the request through the e-referral system.

We'll offer training

In October, we'll schedule webinars for IPR providers so you can learn how to use the e-referral system. Watch for upcoming communications about these webinars.

Sign up now to use the e-referral system

Refer to our ereferrals.bcbsm.com website:

- To sign up for the e-referral system: Follow the instructions on the [Sign Up or Change a User](#) page.
- To learn how to use the e-referral system: Refer to the [Training Tools](#) page, where you'll find the [e-referral User Guide](#) (PDF).

How to access the e-referral system

Access the e-referral system through our provider portal:

1. Log in to availity.com*
2. On the Payer Spaces menu, click the BCBSM and BCN logo.
3. On the Applications tab, scroll down and click on the e-referral tile.

You'll first need to register for access to our portal, if you haven't already done that. Refer to the [Register for web tools](#) webpage for instructions on how to:

- Register for access to Availity
- Set up the e-referral tool within Availity

Submit Medicare Advantage requests to naviHealth

naviHealth manages prior authorization requests for post-acute care admissions for our Medicare Plus BlueSM and BCN AdvantageSM members.

*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.

naviHealth 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.