

Transfer Medicare Advantage members to post-acute care facilities immediately after appeals are approved

We updated an earlier communication to include information about sending medical documentation with requests for appeals to ensure timely processing.

As a reminder, the Medicare Plus Blue and BCN Advantage Grievance and Appeals units handle requests to appeal denials of post-acute care services for both prior authorization requests and retroactive authorization requests.

Here's what you need to know about the process for fast, or expedited appeals.

Transfer the patient as soon as you receive approval

When you submit a fast, or expedited, appeal to Blue Cross Blue Shield of Michigan or Blue Care Network, we have 72 hours to approve or deny the appeal. Within those 72 hours, we'll send a fax to inform you of our determination.

Once you receive a fax stating that an appeal has been approved, you can immediately transfer the member to a post-acute care facility.

Although naviHealth will provide an authorization number later, don't wait for that number to transfer the patient. The fax you received serves as proof of the approval.

Post-acute care providers should accept the transfer based on the faxed notification stating that we approved the appeal.

If you'd like a status update on an appeal request, call us at:

- For Medicare Plus Blue members: 1-866-309-1719
- For BCN Advantage members:
 - Facility providers: 1-800-249-5103
 - Professional providers: 1-800-344-8525

How to submit an appeal to get the fastest response

For the fastest response to your appeal request:

1. Include all current and relevant medical documentation to ensure the appeal can be processed in a timely manner.
2. Fax it to the fax number listed on the denial letter.

If you don't have a copy of the denial letter, you can request a copy from naviHealth by calling 1-855-851-0843 or by submitting a request through nH Access.



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Provider alert

Medicare Plus BlueSM and BCN AdvantageSM

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3. On the fax cover sheet, be sure to indicate that you're requesting a fast, or expedited, appeal.

For your convenience, the fax numbers for submitting appeals are:

- For Medicare Plus Blue members: Fax to 1-877-348-2251.
- For BCN Advantage members: Fax to 1-866-522-7345.

Additional information

For additional information about post-acute care services for Medicare Advantage members, see the [Post-acute care services: Frequently asked questions for providers](#) document.

We'll update this document with the information in this alert.

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.