

Starting June 1, submit prior authorization requests for human organ transplants through e-referral and not by fax

Beginning June 1, 2023, we'll require providers located in Michigan to submit prior authorization requests for human organ transplant procedures through the e-referral system and not by fax.

This applies to requests for Blue Cross Blue Shield of Michigan commercial, Blue Care Network commercial and BCN Advantage members having bone marrow and specified solid organ transplant procedures.

This doesn't include kidney transplant procedures except for Blue Cross and Blue Shield Federal Employee Program[®] members, for whom kidney transplant procedures require prior authorization.

Currently, most providers are faxing these requests to us.

This change doesn't apply to Medicare Plus BlueSM members.

Hospital transplant financial coordinators must contact their Availity[®] administrator

To prepare for this change, hospital transplant financial coordinators must contact their Availity administrator so the administrator can:

- Give the coordinator access to our provider portal (availity.com^{*}).
- Set up the e-referral tool within Availity for the coordinator.

Important: We'll contact each coordinator by email to help them determine who their Availity administrator is.

In addition, we'll schedule webinars in May so the coordinators can learn how to use the e-referral system. We'll notify the coordinators directly about registering for the webinars.

^{*}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.

Availity is an independent company that contracts with Blue Cross Blue Shield of Michigan and Blue Care Network to offer provider portal services.