

Starting June 1, requests for commercial LTACH admissions and extensions must be submitted through e-referral and not by fax

Beginning June 1, 2023, we'll require long-term acute care hospitals, or LTACHs, 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 Blue Shield of Michigan and Blue Care Network commercial members for:

- Initial admissions
- Additional days (extensions)

Currently, many LTACH providers in Michigan use the Blue Cross and BCN *LTACH assessment form* to fax their prior authorization requests.

For Michigan providers

Starting June 1, 2023:

- We'll stop accepting faxed requests as a general practice.
- We'll accept faxes **only** for urgent requests and **only** 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](#).

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.

For non-Michigan providers

LTACH providers outside of Michigan can either:

- Continue to submit their requests by fax
- Submit the request through the e-referral system — For additional information, refer to the document titled [Determining prior authorization requirements for members](#) and look for the information for non-Michigan providers. Prior authorization **is** required for LTACH stays and the steps in that document will show you how to access the e-referral system.

We'll offer training

In May, we'll schedule webinars for LTACH 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](#).

How to access the e-referral system

Access the e-referral system through our provider portal:

1. Log in to availity.com*
2. Click *Payer Spaces* on the menu bar and then 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.

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

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.