

Submit prior authorization requests for non-emergency air ambulance flights through the Alacura PreAuth Portal

Prior to each flight, Michigan and non-Michigan providers must submit a prior authorization request for non-emergency air ambulance services. This requirement applies to Blue Cross Blue Shield of Michigan commercial and Blue Care Network commercial members.

Due to Michigan's prior authorization law requirements, providers must submit these requests to Alacura Medical Transport Management electronically.

Submit requests using the web form on the Alacura PreAuth Portal. To learn how to access the web form and for detailed information about completing the form, see the document titled [Non-emergency air ambulance prior authorization program: Overview for Michigan and non-Michigan providers](#).

If you're experiencing temporary technological problems that prevent you from accessing the Alacura PreAuth Portal, you can submit requests by calling Alacura or by faxing the *Air ambulance flight information (non-emergency)* form to Alacura. You can find information about these alternate submission methods in the document linked above.

You can access the overview document and the form discussed above from the [Blue Cross Authorization Requirements & Criteria](#) page or the [BCN Authorization Requirements & Criteria](#) page on the [ereferrals.bcbsm.com](https://www.ereferrals.bcbsm.com) website.

Alacura Medical Transport Management is an independent company that manages the authorization of non-emergency flights for Blue Cross Blue Shield of Michigan and Blue Care Network members who have commercial plans.