

## More information about the Jan. 1 behavioral health changes

As a reminder, starting Jan. 1, 2024, Blue Cross Blue Shield of Michigan and Blue Care Network will consolidate the prior authorization and case management functions for behavioral health services, including treatment for autism. We communicated about these changes in [The Record](#) and [BCN Provider News](#).

Prior authorization and concurrent review requests will be managed through Blue Cross Behavioral Health<sup>SM</sup>. Case management services will be handled through Blue Cross Coordinated Care<sup>SM</sup>. The changes will affect most members covered by Blue Cross commercial, Medicare Plus Blue, BCN commercial and BCN Advantage plans.

### Refer to the FAQ for the details

We updated the [Blue Cross Behavioral Health: Frequently asked questions for providers](#) document with more details about these changes. The most recent changes include:

- In the “Submitting prior authorization requests and concurrent review requests” section:
  - We outlined how to submit requests electronically and by phone, before and after Jan. 1.
  - We listed the medical necessary criteria we’ll use to make determinations on these requests.
- In the “Autism evaluation and treatment changes” section, we added information about:
  - Additional opportunities for members to obtain a comprehensive diagnostic autism evaluation prior to starting treatment
  - How to request a “bridge authorization,” which allows members to start applied behavior analysis, or ABA, treatment while they’re in the process of completing the components of the comprehensive evaluation
- In the “Appeals” section, we updated the information to show that you should follow the instructions in the determination letter to submit an appeal of a request that wasn’t approved.

You can access the FAQ on our [ereferrals.bcbsm.com](#) website:

- On the Blue Cross [Behavioral Health](#) and [Autism](#) pages
- On the BCN [Behavioral Health](#) and [Autism](#) pages

### Watch for a recorded webinar

In December, we’ll publish a recorded webinar, which will offer:

- An overview of the changes
- Instructions on how to access and use the Blue Cross Behavioral Health provider portal
- Information about where to locate important resources

Watch for upcoming communications on how to access the webinar.