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 HealthSM. Case management services will be handled through Blue Cross
Coordinated CareSM. 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.