

## How to submit clinical information to Carelon when requesting prior authorization

When requesting prior authorization from Carelon Medical Benefits Management for services for Blue Cross Blue Shield of Michigan and Blue Care Network members, here are the options you can use to submit clinical information:

- Answer the questions presented in the Carelon *ProviderPortal*. This is the most efficient way to provide key information.
- Submit additional information by:
  - Entering up to 600 characters in the free text field in the *ProviderPortal*.
  - Faxing the member's clinical records to Carelon. This can help with complex or nuanced requests that require focused clinical review.

If you need assistance with Carelon-managed prior authorization requests, you may contact Carelon by phone:

- For Blue Cross commercial and Medicare Plus Blue members, call 1-800-728-8008.
- For BCN commercial and BCN Advantage members, call 1-844-377-1278.

For additional information about the services Carelon manages for Blue Cross and BCN, go to [ereferrals.bcbsm.com](https://ereferrals.bcbsm.com) and click the link in the left navigation to open the webpage for the relevant service.

Caron Medical Benefits Management is an independent company that contracts with Blue Cross Blue Shield of Michigan and Blue Care Network to manage prior authorizations for select services.