

## Updated: Don't submit prior authorization requests to Blue Cross Behavioral Health for dates of service on or after Jan. 1, until further notice

**IMPORTANT:** For the most updated information, see the provider alert titled [Blue Cross Behavioral Health to reinstate requirements; providers can submit authorization requests](#), published Jan. 9, 2024.

Providers should wait to submit prior authorization requests to Blue Cross Behavioral Health<sup>SM</sup> until further notice. This applies only to requests for dates of service on or after Jan. 1, 2024.

At this time, we won't be able to accept requests submitted through the Blue Cross Behavioral Health provider portal or by phone.

**We'll let you know when you can submit these requests; watch for another provider alert.**

We had originally expected to begin accepting these requests starting Dec. 18, 2023. However, that date has been delayed.

This applies to the following services that Blue Cross Behavioral Health manages for Blue Cross commercial, Medicare Plus Blue<sup>SM</sup>, BCN commercial and BCN Advantage<sup>SM</sup> members unless otherwise noted:

- Outpatient autism services (applied behavior analysis)
- Outpatient transcranial magnetic stimulation (TMS)  
Note: Outpatient TMS doesn't require authorization for Medicare Plus Blue members.
- Initial inpatient, residential or partial hospital admissions and the related concurrent reviews  
Note: Medicare Plus Blue and BCN Advantage members don't have a residential mental health treatment benefit.
- Inpatient subacute detoxification and the related concurrent reviews

Be sure to verify each member's eligibility and benefits before providing services. Don't deny services to a member due to the inability to submit a prior authorization request.

Notes:

- **For dates of service before Jan. 1, 2024**, you'll be able to submit retroactive requests starting Jan. 1. Refer to the [Blue Cross Behavioral Health: Frequently asked questions for providers](#) document; look for the question "What about services that started in 2023 and that may extend into 2024?"
- The information in this provider alert doesn't apply to:



Nonprofit corporations and independent licensees  
of the Blue Cross and Blue Shield Association

## Provider alert

Blue Cross commercial, Medicare Plus Blue<sup>SM</sup>,  
BCN commercial and BCN Advantage<sup>SM</sup>

Categories: Authorizations/referrals, Behavioral health

Dates posted: Dec. 15, 2023 | Dates updated: Dec. 22, 2023, and Jan. 9, 2024

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- Blue Cross commercial members whose behavioral health services are managed by the entities shown on the [Mental Health and Substance Abuse Disorder Carve Out List](#).
- BCN Healthy Blue Choices<sup>SM</sup> POS members. Their behavioral health services are managed by Carelon Behavioral Health.

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