

NaviHealth to change its name to Home & Community Care

On Jan. 1, 2024, naviHealth, Inc. will change its name to Home & Community Care. This is a change only to the naviHealth name.

Home & Community Care will continue to do the following for Medicare Plus BlueSM and BCN AdvantageSM members:

- Manage prior authorizations for post-acute care services
- Provide the nonclinical, transitional care program

During first-quarter 2024:

- We'll update references to the naviHealth name in our provider portal (availability.com*), on our **bcbsm.com** and **ereferrals.bcbsm.com** websites, and in our provider communications.
- The naviHealth website, **naviHealth.com**, will redirect visitors to the new website, **homeandcommunity.com**. Other naviHealth webpages will redirect to corresponding pages for a few months.
- NaviHealth email addresses will be updated and naviHealth staff will update their email signatures.
- NaviHealth prior authorization determination letters will be updated with the new name and disclaimer. Other naviHealth letters and documents will be updated throughout the year.

For information about the prior authorization program and the nonclinical, transitional care program, see the document titled [Post-acute care: For skilled nursing, rehabilitation and long-term acute care facilities, and for nonclinical, transitional care](#).

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naviHealth Inc. is an independent company that manages prior authorizations for post-acute care services and select care management services for Blue Cross Blue Shield of Michigan and Blue Care Network members who have Medicare Advantage plans.