

We're no longer mailing some letters related to Medicare Advantage inpatient admissions

We're no longer using the U.S. mail to send some letters to facilities related to acute medical/surgical inpatient admissions for our Medicare Advantage (Medicare Plus Blue and BCN Advantage) members. These are letters that indicate:

- We've bundled admissions for a member for billing purposes.
- We've denied an inpatient authorization request for a member.

Starting Jan. 17, 2024, we're sending these letters by eFax or through the Case Communication field in the e-referral system.

When it's not possible to send by eFax or through the e-referral system, we'll send these letters though the U.S. mail.

As a reminder, we stopped using the U.S. mail to send approval letters for inpatient authorization requests for these members in 2023.

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