

Learn more about changes related to post-acute care services for Medicare Advantage members starting Oct. 1

In a [May 15, 2024, provider alert](#), we announced that Home & Community Care (formerly known as naviHealth, Inc.) will no longer manage prior authorizations of post-acute care services for Medicare Plus Blue and BCN Advantage members starting this fall. Instead, Blue Cross Blue Shield of Michigan and Blue Care Network will manage prior authorizations for these services.

Here's the timeline for this change:

- For dates of service **before** Oct. 1, 2024, submit prior authorization requests to Home & Community Care.
- For dates of service **on or after** Oct. 1, 2024, submit prior authorization requests to Blue Cross or BCN through the e-referral system, which is accessible through our provider portal, Availity EssentialsTM. Note that patient-driven payment model, or PDPM, codes aren't required for dates of service on or after Oct. 1. (If you've been submitting requests through CarePort Care Management, keep reading for more information.)

Note: For retroactive authorization requests with dates of service on or before Sept. 30, submit requests to Blue Cross or BCN through the e-referral system. Be sure to enter the Centers for Medicare & Medicaid Services-determined PDPM code in the Case Communication field. We'll accept retroactive requests through Sept. 30, 2025. If you have questions, send them to UMMedicarePACCA@bcbsm.com.

Training resources

To access the recorded webinar or register for a live Q&A session about this change, log in to the Provider Training site and search on *post-acute care*. Look for the following training opportunities:

- **Recorded webinar:** *Medicare Advantage Post-Acute Care Prior Authorization Program*
- **Live Q&A session:** *Medicare Advantage Post-Acute Care – Q&A*. See below for dates and times.

Date	Time
Thursday, Sept. 12, 2024	Noon to 12:45 p.m.
Thursday, Sept. 26, 2024	Noon to 12:45 p.m.
Tuesday, Oct. 15, 2024	Noon to 12:45 p.m.

Note: If you need help accessing the provider training website, see the [How to access the Provider Training site](#) below.

If you've been submitting requests through CarePort Care Management

Starting Oct. 1, you'll no longer be able to submit prior authorization requests for post-acute care services through CarePort Care Management. You'll need to log in to our provider portal, Availity Essentials, and submit prior authorization requests through the e-referral system, as you do for prior authorization requests for other services such as inpatient admissions and post-acute care requests for commercial members.

For information about submitting prior authorization requests in the e-referral system, refer to the [e-referral User Guide](#). See Section IV: Referrals and authorizations. Look for the subsection titled "Submit an outpatient authorization request."

How to access the Provider Training site

To access the Provider Training site:

1. Log in to our provider portal (availity.com**).
2. Click *Payer Spaces* in the menu bar and then click the BCBSM and BCN logo.
3. Click the *Provider Training Site* tile in the Applications tab.
4. Select an organization and click *Submit*.

For issues regarding access to or navigating the site, email ProviderTraining@bcbsm.com.

Additional information

We're updating our provider manuals and related resources to reflect this change.

For information about post-acute care, see the Post-Acute Care pages on our ereferrals.bcbsm.com website.

[Subscribe](#) to Provider Alerts Weekly, a weekly email with a list of links to the previous week's provider alerts.

Availity® is an independent company that contracts with Blue Cross Blue Shield of Michigan and Blue Care Network to offer provider portal and electronic data interchange services.

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