

Provider alert

Blue Cross commercial, Medicare Plus BlueSM, BCN commercial and BCN AdvantageSM Category: Authorizations/referrals

Date posted: Sept. 27. 2024 | Date updated: Oct. 8, 2024

Issue resolved: Don't add comments when answering InterQual Connect questions in the e-referral system

See this Oct. 8, 2024, provider alert for the latest information.

When submitting prior authorization requests for certain services in the Blue Cross Blue Shield of Michigan and Blue Care Network e-referral system, health care providers are prompted to answer a series of InterQual[®] Connect[™] questions.

Don't add comments while answering the questions.

Currently, entering comments through the comment bubble (see below) causes the system to see the answers to the InterQual Connect questions as incomplete. Although you can submit the prior authorization request and your answers will be saved for review by Blue Cross and BCN, an error will display in the e-referral system.

InterQual Connect [™]	
CH∆NGE InterQual⊗	Signed in as
HEALTHCARE	
Medical Review C MA Skilled Nursing Facility Initial CLINICAL REFERENCE	
Therapy button	use these is to add ments.

We'll let you know when this issue is fixed. In the meantime, enter any additional information in the Case Communication field in the e-referral system. (For more information, see the <u>e-referral User Guide</u>.)

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