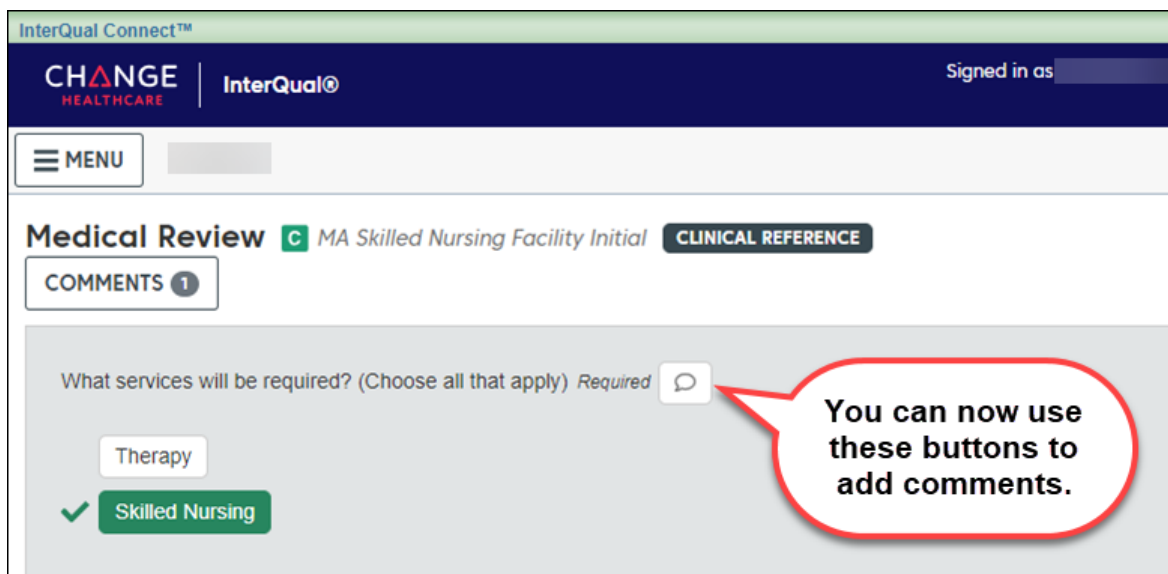


You can now add comments when answering InterQual Connect questions in the e-referral system

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.

As of Oct. 7, 2024, you can enter comments through the comments bubbles (see below) when answering InterQual Connect questions in the e-referral system.



The screenshot shows the InterQual Connect interface. At the top, it says 'InterQual Connect™' and 'Signed in as [redacted]'. Below that is the 'CHANGE HEALTHCARE | InterQual®' logo. A 'MENU' button is visible. The main content area shows a 'Medical Review' question: 'What services will be required? (Choose all that apply) Required'. There are two options: 'Therapy' and 'Skilled Nursing' (which is selected with a green checkmark). A 'COMMENTS 1' button is located above the question. A red callout bubble points to a comment icon next to the question, containing the text: 'You can now use these buttons to add comments.'

Entering comments will no longer cause an error in the e-referral system.

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