

## Requesting retroactive authorizations if Carelon displays an incorrect coverage end date for Medicare Plus Blue

For a limited number of Medicare Plus Blue members who had coverage throughout 2024, the Carelon provider portal may incorrectly show that the coverage ended earlier than Dec. 31, 2024. As a result, the portal doesn't allow providers to request retroactive authorizations for these specific members.

If you've confirmed that the member had coverage on the date of service in 2024 for which you are requesting a retroactive authorization, call Carelon at 1-800-728-8008.

Health care providers can submit retroactive authorization requests within the time frame appropriate for the service. Refer to the document titled [Frequently asked questions about Carelon](#) for more information.

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Carelon Medical Benefits Management is an independent company that contracts with Blue Cross Blue Shield of Michigan and Blue Care Network to manage prior authorizations for select services.