

## Issue resolved: Providers may experience delays when submitting prior authorization requests to Carelon

*As of March 26, 2025, the Carelon provider portal is performing as expected.*

The Carelon provider portal has been experiencing intermittent delays and interruptions since Monday, March 24. This technical issue is a result of an update Carelon Medical Benefits Management deployed last weekend (March 22 and 23).

Carelon is actively working to resolve the issue.

In the meantime, providers should do the following:

- **Call Carelon** to submit prior authorization requests or to check the status of existing requests.
  - For Blue Cross Blue Shield of Michigan and Medicare Plus Blue members, call 1-800-728-8008.
  - For Blue Care Network commercial and BCN Advantage members, call 1-844-377-1278.

Note: Expect longer hold times while the issue is being resolved.

- **Continue to monitor the Carelon provider portal** for updates.

For information about which types of prior authorization requests Carelon manages for Blue Cross Blue Shield of Michigan and Blue Care Network, refer to the following documents:

- [Procedure codes for which providers must request prior authorization](#)
- For Blue Cross commercial UAW Retiree Medical Benefits Trust members: [Oncology Value Management program through Carelon](#)

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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.