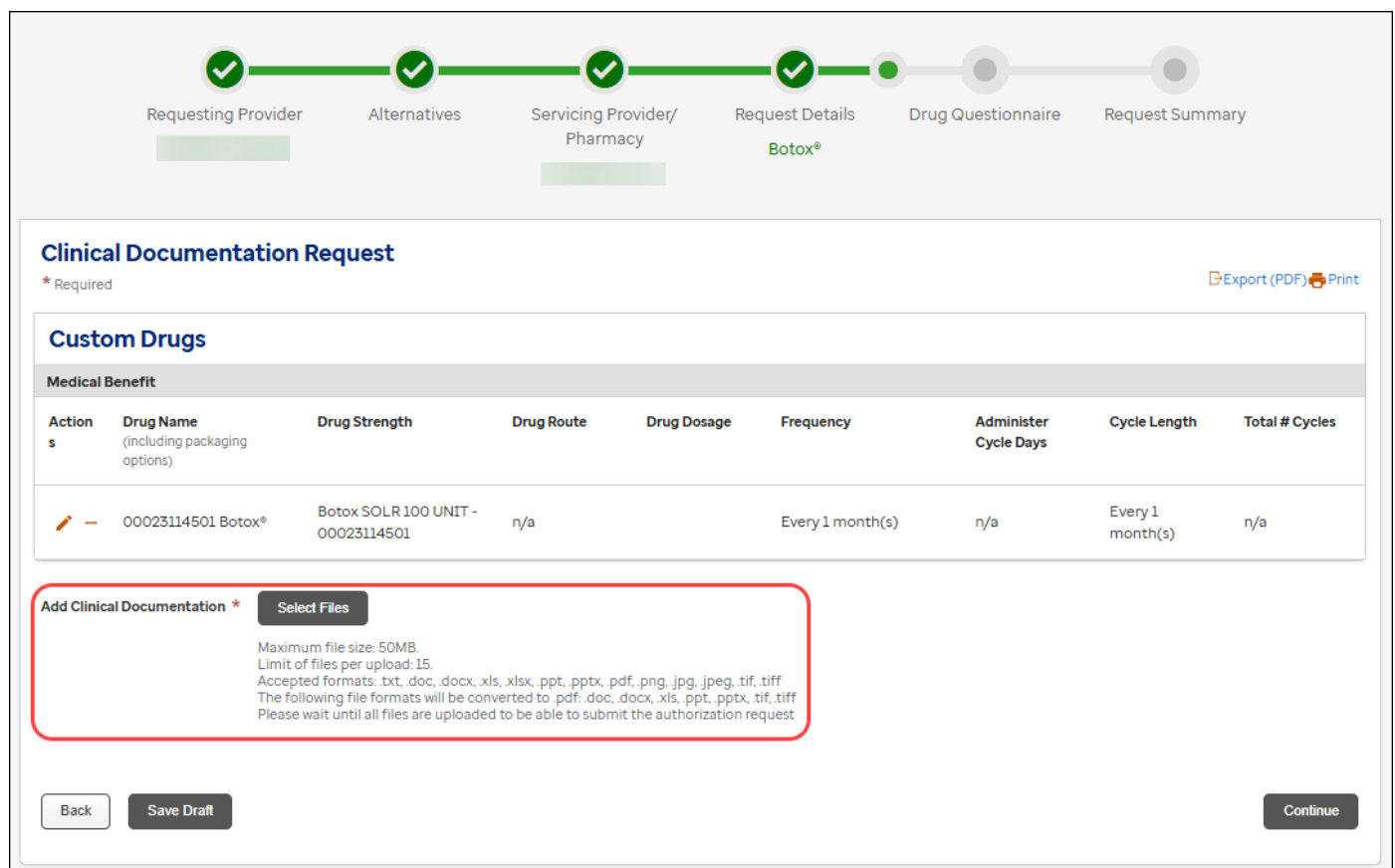


Submit clinical documentation for most drugs through the Medical and Pharmacy Drug PA Portal for commercial members



Health care providers can now upload clinical documentation through the Medical and Pharmacy Drug PA Portal. This means providers can attach clinical documentation when submitting prior authorization requests, rather than having to fax clinical documentation separately.

This change affects prior authorization requests for most medical and pharmacy benefit drugs for Blue Cross Blue Shield of Michigan and Blue Care Network commercial members.^{1, 2}

You can attach clinical documentation by clicking the *Select Files* button (shown below) when entering request details but before completing the drug questionnaires.



The screenshot shows a progress bar at the top with six steps: Requesting Provider, Alternatives, Servicing Provider/Pharmacy, Request Details (highlighted with a green checkmark and 'Botox'), Drug Questionnaire, and Request Summary. Below the progress bar is the 'Clinical Documentation Request' section. It includes a table for 'Custom Drugs' under the 'Medical Benefit' tab. The table has columns for Action, Drug Name, Drug Strength, Drug Route, Drug Dosage, Frequency, Administer Cycle Days, Cycle Length, and Total # Cycles. A single row is shown for Botox. Below the table, the 'Add Clinical Documentation' section is highlighted with a red box. It contains a 'Select Files' button and a text area with the following instructions: 'Maximum file size: 50MB. Limit of files per upload: 15. Accepted formats: .txt, .doc, .docx, .xls, .xlsx, .ppt, .pptx, .pdf, .png, .jpg, .jpeg, .tif, .tiff. The following file formats will be converted to: .pdf, .doc, .docx, .xls, .ppt, .pptx, .tif, .tiff. Please wait until all files are uploaded to be able to submit the authorization request.' At the bottom of the form are 'Back', 'Save Draft', and 'Continue' buttons.

Action	Drug Name (including packaging options)	Drug Strength	Drug Route	Drug Dosage	Frequency	Administer Cycle Days	Cycle Length	Total # Cycles
 	00023114501 Botox®	Botox SOLR 100 UNIT - 00023114501	n/a		Every 1 month(s)	n/a	Every 1 month(s)	n/a

Add Clinical Documentation * **Select Files**

Maximum file size: 50MB.
Limit of files per upload: 15.
Accepted formats: .txt, .doc, .docx, .xls, .xlsx, .ppt, .pptx, .pdf, .png, .jpg, .jpeg, .tif, .tiff
The following file formats will be converted to: .pdf, .doc, .docx, .xls, .ppt, .pptx, .tif, .tiff
Please wait until all files are uploaded to be able to submit the authorization request

Back **Save Draft** **Continue**

The restrictions and requirements for uploading clinical documentation are listed below the *Select Files* button.

Learn more about the Medical and Pharmacy Drug PA Portal

To learn how to work in the Medical and Pharmacy Drug PA Portal, view a recorded demo by going to Blue Cross and BCN's Provider Training site, searching on *drugs* and launching the "Medical and Pharmacy Drug PA Portal Overview Mini Module." The demo will help to answer your questions and guide you through using the portal.

To access the provider training site:

1. Log in to the provider portal at availity.com.³
2. Click *Payer Spaces* on 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

For additional information about submitting prior authorization requests for drugs, see the following pages on ereferrals.bcbsm.com:

- [Blue Cross Medical Benefit Drugs](#)
- [Blue Cross Pharmacy Benefit Drugs](#)
- [BCN Medical Benefit Drugs](#)
- [BCN Pharmacy Benefit Drugs](#)

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

¹OncoHealth, an independent company, manages prior authorization requests for most oncology medical and pharmacy benefit drugs. For more information, see the document titled [Oncology Value Management program through OncoHealth: FAQ for providers](#).

²For Blue Cross commercial UAW Retiree Medical Benefits Trust (non-Medicare) members, Carelon Medical Benefits Management, an independent company, manages oncology medical benefit drugs. For more information, see the document titled [Oncology Value Management program through Carelon: Frequently asked questions for providers](#).

³Clicking this link means that you're leaving the Blue Cross Blue Shield of Michigan and Blue Care Network website. While we recommend this site, we're not responsible for its content.

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.