

Submit prior authorization requests for FEP members through the e-referral system starting Oct. 6

Starting Oct. 6, 2025, health care providers can submit prior authorization requests for members who have coverage through the Blue Cross and Blue Shield Federal Employee Program® through the e-referral system. This change applies to procedures that are managed by Blue Cross Blue Shield of Michigan and affects FEP members who have both commercial and Medicare Supplement plans.

This change will benefit you by:

- Enabling you to submit prior authorization requests for FEP members in the same way you submit requests for other Blue Cross members
- Helping to decrease the time it takes for Blue Cross to process prior authorization requests
- Enabling you to quickly and easily check the status of prior authorization requests through the e-referral system
- Enabling you to communicate with Blue Cross staff through the Case Communication field in the e-referral system

If you can't submit prior authorization requests through the e-referral system, we'll continue to accept prior authorization requests that are faxed to 1-866-294-5012 or sent through U.S. mail. In addition, you'll be able to continue to check the status of prior authorization requests by calling 1-800-482-3600.

Notes:

- Continue to submit prior authorization requests for behavioral health services to Blue Cross Behavioral HealthSM, as you've been doing.
- For procedures that are managed by independent companies, such as high-tech radiology services managed by Carelon Medical Benefits Management, continue to submit prior authorization requests as you've been doing.
- Federal Employees Health Benefits members with coverage through Blue Care Network aren't affected by this change. Providers are already able to submit prior authorization requests for these members through the e-referral system.

For more information about working in the e-referral system, see the [e-referral User Guide](#).

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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. For more information, go to our referrals.bcbsm.com website.