

Learn more about changes to prior authorization process for post-acute care starting Jan. 5

As we announced in [this provider alert](#), the prior authorization process for post-acute care services for our Medicare Advantage members will change on Jan. 5, 2026.

Starting Jan. 2, 2026, health care providers will be able to submit prior authorization requests to WellSky[®] for dates of service on or after Jan. 5, 2026. This change will affect requests for stays at skilled nursing facilities, inpatient rehabilitation facilities and long-term acute care hospitals for Medicare Plus Blue and BCN Advantage members.

This provider alert includes information about:

- The new provider FAQ about this program and the information it contains
- Registering for training

New provider FAQ about prior authorization requests for post-acute care

The [Post-acute care services for Medicare Advantage members: Frequently asked questions for providers](#) document is now available. It includes information on topics such as:

- Detailed information about prior authorization requests, including who should submit them, how to submit them and more
- What documentation to submit with prior authorization requests
- Requesting extensions or additional days
- The criteria WellSky uses to make determinations on prior authorization requests
- The peer-to-peer review process
- How to submit appeals
- Information specific to skilled nursing facilities

We'll continue to add information to the provider FAQ leading up to Jan. 5.

Training opportunities

WellSky will offer the following provider training opportunities, which will be specific to Blue Cross and BCN:

Audience	Training
Post-acute care providers	<p>Training sessions will start Nov. 18. We strongly encourage you to register for and attend both training sessions. Click the links below to register:</p> <ul style="list-style-type: none"> • An overview of the WellSky post-acute care prior authorization program* • WellSky provider portal training*

Audience	Training
Acute care providers	<p>In collaboration with Blue Cross and BCN, WellSky will reach out directly to acute care providers to schedule one-on-one meetings to support this transition and address questions. Also:</p> <ul style="list-style-type: none"> • For acute care hospitals that use WellSky CarePort: You'll have the option to submit prior authorization requests directly through the CarePort platform. • For acute care hospitals that don't use WellSky CarePort: We recommended your teams also attend WellSky provider portal training.[*] Through this training you'll become familiar with the tools and processes that will support the prior authorization process. <p>To request additional information or schedule training, please contact the WellSky Provider Engagement Team at PACAdvanceSupport@WellSky.com.</p>

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