

WellSky portal preregistration and other details about changes to the prior authorization process for post-acute care stays for Medicare Advantage members starting Jan. 5

In a [Nov. 7, 2025, provider alert](#), Blue Cross Blue Shield of Michigan and Blue Care Network shared some details about the prior authorization process changes for post-acute care services for our Medicare Plus Blue and BCN Advantage members, which will start Jan. 5, 2026. Here's additional information about the transition to WellSky.

Note: WellSky will start accepting prior authorization requests on Jan. 5.

Preregister for access to the WellSky provider portal through Availity Essentials

For the fastest response, staff members should submit prior authorization requests through the WellSky provider portal. To access the WellSky provider portal through Availity EssentialsTM, complete the steps below to obtain your AKA ID and preregister with WellSky.

Notes:

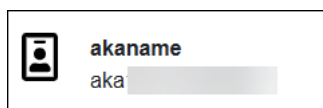
- If you already have direct access to the WellSky provider portal, WellSky can update your portal access to include Medicare Plus Blue and BCN Advantage members. To make this request, email WellSky at PACAdvanceSupport@WellSky.com.
- Acute care hospitals that submit prior authorization requests through WellSky CarePort Care Management don't need to complete these steps.
- For large organizations, managers can email PACAdvanceSupport@wellsky.com to begin the process of submitting a list of users to preregister with WellSky. Use the *Provider portal – new team submission template* to enter information for each person in your organization who needs access to the WellSky portal. You can find the template on the [WellSky Provider Resource Center for Blue Cross and BCN](#).

Obtain your AKA ID

To obtain your AKA through Availity EssentialsTM:

1. Log in to Blue Cross and BCN's provider portal (availity.com).*
2. Click *My Account* in the My Account Dashboard on the right side of the screen.
3. Click *Security* under Personal Settings.

Your AKA ID is listed at the bottom of the page.



4. Make a note of your AKA ID. You'll need it to preregister with WellSky.

Preregister for access to the WellSky portal

Follow these steps to preregister with WellSky.

1. Go to the [WellSky PAC Advance Provider Portal](#) login page.*
2. Click the *Need an Account? Sign Me Up* link.
3. Complete all fields.
4. Enter your AKA ID In the *Additional Information* field.
5. Read the information below the fields.
6. Mark the *I'm not a robot* checkbox.
7. Click *Sign Up*.

WellSky will notify you when your portal access request has been approved. You should receive notification within 72 hours.

You can also find this information in the document titled [Register to access the WellSky provider portal through Availity Essentials](#).

New and updated information in the FAQ

We also added and updated information on the following topics in the [Post-acute care services for Medicare Advantage members: Frequently asked questions for providers](#) document.

Topic	Look in this section
What's changing and what's staying the same	New section: <i>What's changing and what's staying the same?</i>
WellSky Provider Resource Center for Blue Cross and BCN	Updated section: <i>How do I access WellSky documents related to this program?</i>
Submitting requests for continued stays when the post-acute care stay started before Jan. 1 and extends beyond Jan. 1	New section: <i>Where should I submit continued stay requests for post-acute care stays that started before Jan. 5, 2026, and continue beyond Jan. 5, 2026?</i>
What non-Michigan providers need to do to submit prior authorization requests through the WellSky provider portal	New section: <i>For non-Michigan providers: How do I submit prior authorization requests through the WellSky provider portal?</i>
Criteria WellSky uses to make determinations on prior authorization requests	Updated section: <i>What criteria does WellSky use to make determinations on prior authorization requests?</i>

Topic	Look in this section
Turnaround times for standard and urgent or expedited prior authorization requests	New section: <i>How long does it take to receive a decision on a prior authorization request?</i>
Retroactive requests for admissions that started on or before Jan. 4, 2026	Updated section: <i>Can I submit a retroactive authorization request for a post-acute care stay?</i>

Training opportunities

WellSky is offering the following provider training opportunities, which are specific to Blue Cross and BCN:

Audience	Training
Post-acute care providers	<p>We recommend that staff at post-acute care facilities to register for and attend the following training sessions. Click these links to register:</p> <ul style="list-style-type: none"> An overview of the WellSky post-acute care prior authorization program* WellSky provider portal training*
Acute care providers	<p>In collaboration with Blue Cross and BCN, WellSky has been meeting with acute care providers to support this transition and address questions. As a reminder:</p> <ul style="list-style-type: none"> Acute care hospitals that use WellSky CarePort have the option to submit prior authorization requests directly through the CarePort platform. Acute care hospitals that don't use WellSky CarePort must submit prior authorization requests through the WellSky provider portal. We recommended your teams also attend WellSky provider portal training* to get 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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*Clicking 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.