

E-referral system is mistakenly reporting some Medicare Plus Blue members as “without active eligibility”

While searching for patients in the e-referral system, you may receive the following message in error for some Medicare Plus Blue members: “Patient found but without active eligibility that includes today’s date.”

If you encounter this message, we recommend that you do the following:

1. Look up the member’s eligibility in our provider portal, Availity Essentials™ to determine whether you received the message in error.
 - If the member is listed as **inactive**, the member doesn’t have active coverage.
 - If the member is listed as **active**, proceed to the next step.
2. Submit the prior authorization requests to Blue Cross Blue Shield of Michigan as follows:

Service	What to do
Acute inpatient medical admissions	<ul style="list-style-type: none"> Fax to 1-866-464-8223. During business hours: Call 1-866-807-4811. After business hours: Call 1-800-851-3904.
Post-acute admissions and concurrent reviews	Complete the LTACH assessment form or the SNF/acute IPR assessment form and fax it to the number shown on the form.
Elective services managed through e-referral	Call 1-800-392-2512.

We’re working to resolve the issue with the e-referral system and we’ll publish an update when this issue has been resolved.

We apologize for any inconvenience.

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