

Reminder: Changes to the inpatient appeal process for Medicare Plus Blue and BCN Advantage, starting Dec. 22

As [previously communicated](#), Blue Cross Blue Shield of Michigan and Blue Care Network are transitioning the inpatient admission appeal process to our Grievance and Appeals department, starting Dec. 22, 2025. This applies to appeals related to acute inpatient medical-surgical and behavioral health admissions for Medicare Plus Blue and BCN Advantage members.

For adverse determinations issued on or after Dec. 22, 2025, providers will be able to submit appeals on behalf of members for all acute inpatient admissions. This means the provider and the member will have the same five-level appeal rights for all denied inpatient admissions.

Here's more of what you need to know:

	For denials issued prior to Dec. 22, 2025	For denials issued on or after Dec. 22, 2025
Type of appeal	The appeal will follow the two-level provider appeal process managed by Blue Cross and BCN Utilization Management.	<ul style="list-style-type: none"> The provider can appeal on behalf of the member. The appeal will follow the five-level member appeal process defined by the Centers for Medicare & Medicaid Services.
Last day to submit an appeal	Providers can submit appeals through the e-referral system until Dec. 31, 2025 . Important: All appeals must be submitted by Dec. 31, as this is the last day for the two-level provider appeal process.	NA
Medicare Plus Blue	Submit the appeal in one of the following ways: <ul style="list-style-type: none"> Through the e-referral system By fax: 1-877-495-3755 By eFax: MedicarePlusBlueInpatientAppeals@bcbsm.com 	Submit the appeal in one of the following ways: By mail: Blue Cross and Blue Shield of Michigan Medicare Advantage Grievances and Appeals Department P.O. Box 2627 Detroit, MI 48231-2627 By fax: 1-877-348-2251

	For denials issued prior to Dec. 22, 2025	For denials issued on or after Dec. 22, 2025
BCN Advantage	<p>Submit the appeal in one of the following ways:</p> <ul style="list-style-type: none"> • Through the e-referral system • By fax: 1-866-522-7345 	<p>Submit the appeal in one of the following ways:</p> <p>By mail:</p> <p>BCN Advantage Appeals and Grievance Unit P.O. Box 44200 Detroit, MI 48244-0191</p> <p>By fax: 1-866-522-7345</p>

Watch for additional information in upcoming newsletters. Our provider manuals and related documents will also be updated to reflect this change.

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