

How to submit appeals related to bundled admissions for BCN Advantage members, starting Dec. 23

The process of submitting appeals related to bundled admissions for BCN Advantage members has recently changed. However, it's come to our attention that our denial letters were updated with incorrect instructions. The correct guidelines for submitting a bundled appeal are described below.

Starting Dec. 23, 2025, providers in Michigan must submit bundled appeals related to inpatient non-elective medical and surgical (non-behavioral health) prior authorization requests to BCN Advantage Utilization Management in one of the following ways:

- Through the e-referral system. When submitting the appeal, attach the letter/medical record to the request through the Case Communication field. Instructions for attaching a document from the member's medical record are outlined in the [e-referral User Guide](#), in the subsection titled "Create New (communication)."

Note: The questionnaire that was previously required when submitting an appeal related to a bundled admission has been removed from the e-referral system.

- By fax: 1-866-359-6742

Don't submit bundled appeals to BCN Advantage Grievance and Appeals, as was incorrectly stated in the denial letter.

Updated denial letters will be available starting Jan. 12, 2026.

We apologize for any inconvenience.

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