

Reminder: WellSky will manage prior authorization requests for post-acute care stays for Medicare Advantage members starting Jan. 5

For post-acute care stays that start on or after Jan. 5, 2026, health care providers must submit prior authorization requests to WellSky® for Medicare Plus Blue and BCN Advantage members. This change will affect requests for stays at skilled nursing facilities, inpatient rehabilitation facilities and long-term acute care hospitals.

Staff members who will submit prior authorization requests through the WellSky provider portal should register with WellSky. Before you can do that, you must obtain your AKA ID through Blue Cross Blue Shield of Michigan and Blue Care Network's provider portal, Availity Essentials™. For details, see the document titled [Register to access the WellSky provider portal through Availity Essentials](#).

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 request this, email WellSky at PACAdvanceSupport@WellSky.com.
- Acute care hospitals that submit prior authorization requests through WellSky CarePort Care Management don't need to register for the WellSky provider portal.
- For members with post-acute admission that start before Jan. 5, 2026, continue to request prior authorizations through the e-referral system for both initial and continued stays. Blue Cross and BCN will continue to manage these requests.

For more information about this change:

- See the [Post-Acute Care](#) page on authorizations.bcbsm.com.
- See the document titled [Post-acute care services for Medicare Advantage members: Frequently asked questions for providers](#) —
 - We outlined recent changes to this document in a [Dec. 4, 2025, provider alert](#).
 - We also added a new section titled "What is the process for issuing the NOMNC and the DENC?" This section links to a new document titled [Post-acute care: NOMNC and DENC forms — Guidance and instructions when the prior authorization is managed by WellSky](#).
- Register for training. WellSky is offering the following training opportunities:

Audience	Training
Post-acute care providers	<p>We encourage 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*

Audience	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 attend the 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.

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