

## Update: Learn more about tango's management of home health care for Medicare Advantage members

We updated this communication to reflect that tango's Home Health Agency FAQ is now available on the Skilled home health care provider page on the tango and WellSky Provider Resource Center for Blue Cross Blue Shield of Michigan and Blue Care Network.\*

As we announced previously, tango will coordinate referrals, manage prior authorizations and process claims for Medicare Plus Blue and BCN Advantage members. This applies to home health episodes of care starting March 1, 2026.

We added two new webpages on **authorizations.bcbsm.com** that contain information to help referring providers (acute care, post-acute care and community-based providers) and home health care providers to navigate this new program.

- [Home Health Care](#) page — Contains high-level information about prior authorization requirements.
- [Home Health Care Resources](#) page, accessed by clicking the *Resources* button on the Home Health Care page — Contains links to the resources specified below.

### Referring provider resources

The [Home Health Care Resources](#) page links to the following resources for referring providers (acute care, post-acute care and community-based providers):

- An FAQ for referring providers, titled [Home health care services for Medicare Advantage members: Frequently asked questions for acute care, post-acute care and community-based providers](#) — This document provides information on topics such as:
  - The grace period during which referring providers aren't required to submit referrals to tango
  - Submitting referrals, including required clinical documentation, the criteria tango uses to make determinations on prior authorization requests and the turnaround time for referrals
  - Checking the status of a referral
  - What happens if tango determines that a service doesn't meet medical necessity criteria, including information about requesting a peer-to-peer review and the appeal process
- [Home health referring provider](#)\* page on the *tango and WellSky Provider Resource Center for Blue Cross Blue Shield of Michigan and Blue Care Network*

### Home health care provider resources

The [Home Health Care Resources](#) page links to the following resources for home health care providers:

- [Skilled home health care provider](#)\* page on the *tango and WellSky Provider Resource Center for Blue Cross and BCN* — Includes various resources, such as:
  - Tango's [Home Health Agency FAQ](#), which includes general information as well as details on tango's portals (ProNet Connect and dina<sup>®</sup>), the authorization process, claims submission and reimbursement
  - A library of home health provider resources, which links to forms related to prior authorizations, claims and more
- [Home health care provider network management: Frequently asked questions](#) — This document answers general questions and questions about claims

### Additional information

For direct access to the *tango and WellSky Provider Resources Center for Blue Cross and BCN*, go to [providerresourcecenter.com/bcbsmi](https://providerresourcecenter.com/bcbsmi)\* and select your provider type.

Continue to look for more information about tango in provider alerts and articles in *The Record* and *BCN Provider News*.

[Subscribe](#) to Provider Alerts Weekly, a weekly email with a list of links to the previous week's provider alerts.

\*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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