

How we communicate changes to questionnaires that open in the e-referral system

Blue Cross Blue Shield of Michigan and Blue Care Network strive to communicate only the most important and urgent news to providers through provider alerts. We do this so that we don't interrupt your work with minor updates that we've communicated elsewhere.

Effective immediately, we'll no longer publish provider alerts or newsletter articles about changes to questionnaires that open in the e-referral system. Instead, we'll update the document [Preview questionnaires and medical necessity criteria](#) to indicate where we're making changes. Check the document regularly for the latest information about these changes.

We'll continue to publish provider alerts and newsletter articles when there are major changes that require you to do something differently.

To access the document and find more information about medical necessity criteria, refer to the following pages on **authorizations.bcbsm.com**:

- [Blue Cross Prior Authorization](#)
- [BCN Prior Authorization & Plan Notification](#)

As a reminder, we use the pertinent medical necessity criteria and your answers to the questionnaires in the e-referral system when making utilization management determinations on your prior authorization requests.

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