Blue Cross Blue Shield Blue Care Network of Michigan

Nonprofit corporations and independent licensees of the Blue Cross and Blue Shield Association

Provider alert

Blue Cross commercial, Medicare Plus Blue℠, BCN commercial and BCN Advantage℠

Category: Authorizations/referrals

Date posted: Oct. 30, 2026

Carelon to deliver some prior authorization letters only through Carelon provider portal for commercial members starting Feb. 1

Starting Feb. 1, 2027, Carelon Medical Benefits Management will deliver the following letters to healthcare providers only through the Carelon provider portal for Blue Cross Blue Shield of Michigan and Blue Care Network commercial members:

- Prior authorization approval letters
- Appeal acknowledgement letters
- Appeal overturn letters

Currently, Carelon delivers these letters through the U.S. mail service and through the Carelon provider portal.

Carelon is making this change to streamline processes and avoid administrative delays, while keeping the letters easily accessible to healthcare providers. When letters are available, providers will receive automated emails notifying them that they have a new message in the portal.

For more information about prior authorization programs managed by Carelon, see the Frequently asked questions about Carelon: For cardiology, radiation oncology, radiology (high technology) and sleep studies (in lab) document.

This change doesn't affect the following types of letters, which Carelon will continue to send through U.S. mail service and through the Carelon provider portal:

- Prior authorization denial and appeal upheld letters for commercial members
- All letters related to Medicare Advantage members
- For Blue Cross commercial UAW Retiree Medical Benefits Trust members, prior authorization letters for radiation oncology services and oncology medical benefit drugs managed by Carelon

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Carelon Medical Benefits Management is an independent company that contracts with Blue Cross Blue Shield of Michigan and Blue Care Network to manage prior authorizations for select services. For more information, go to our authorizations.bcbsm.com website.