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mibluccrosscomplete.com

MCG message

To: All Blue Cross Complete providers

Date: Dec. 12, 2023

Subject: **Blue Cross Complete to manage eviCore prior authorization requests**

Effective March 12, 2024, Blue Cross Complete will be the single point of contact for all new prior authorization requests, prior authorization requests for continuation of services, and retrospective authorization requests previously managed by eviCore healthcare. Any such authorization requests submitted to eviCore healthcare before midnight on March 12, 2024, for selected services or items outlined on mibluccrosscomplete.com will be processed by eviCore healthcare. To help ensure a smooth transition of the management of prior authorization requests, we ask that providers refrain from submitting duplicate requests to eviCore healthcare and Blue Cross Complete.

To verify whether a service or item requires prior authorization, use the [Prior Authorization Lookup Tool](#) at mibluccrosscomplete.com. Please remember, the results of this tool are not a guarantee of coverage or authorization. If you do not see the service you are seeking, please contact Blue Cross Complete Provider Services at **1-888-312-5713**.

Beginning March 12, 2024, all new prior authorization requests, prior authorization requests for continuation of services, and retrospective authorization requests for services provided prior to March 12, 2024, should be submitted directly to Blue Cross Complete in one of the following ways:

- The fastest way to submit medical prior authorizations is electronically, via Medical Authorizations in [NaviNet](#).
- By calling Utilization Management at **1-888-312-5713** during normal business hours, which are Monday through Friday, 8:00 a.m. to 5:00 p.m. For after hours, weekends and holidays, please call 1-888-312-5713 (press 1 then 4) to request a review.
- By faxing a completed Prior Authorization Requests Form to **1-888-989-0019**.

The Blue Cross Complete [Prior Authorization Resources page](#) and [Lookup Tool](#) will be updated with instructions and guidelines for submitting standard and urgent requests. Additional information about the transition of the management of prior authorization requests will be shared in the coming weeks.

Thank you for your continued commitment to the care of our members. If you have questions, please contact your Blue Cross Complete provider account executive or Provider Inquiry at **1-888-312-5713**.