

## MCG message

Title: **Delayed launch of Blue Cross Complete's new prior authorization system**

Posting date: **June 8, 2022**

**Summary:** The June launch of Blue Cross Complete's new prior authorization system is delayed. Further information regarding the new launch date will be communicated at a later date.

Blue Cross Complete is delayed in its launch of **Medical Authorizations** (previously identified as Open Authorizations), the new NaviNet provider portal expanding prior authorization capabilities, from the original launch date of June, 2022.

To help ensure providers have the best user experience with the new Medical Authorizations platform, we're adding additional functionality and conducting further quality assurance testing before deployment to our provider community. Once available, we'll promptly notify all providers of the new launch date.

The existing NaviNet provider portal remains active and available for continued use at: [navinet.navimedix.com](http://navinet.navimedix.com).\*

We appreciate your ongoing commitment to delivering high-quality health care to our members. If you have questions, contact your Blue Cross Complete provider account executive or call Blue Cross Complete Provider Inquiry at **1-888-312-5713**.

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\*Our website is [mibluccrosscomplete.com](http://mibluccrosscomplete.com). While website addresses for other organizations are provided for reference, Blue Cross Complete doesn't control these sites and isn't responsible for their content.