

Prior authorization processes for MESSA members changing June 1

Michigan’s [prior authorization law requirements](#)* go into effect on June 1, 2023. These requirements apply to insurers and providers in Michigan for members who have commercial coverage. One of the requirements is that insurers must provide an online method through which providers can submit prior authorization requests for all services.

The Michigan Education Special Services Association, known as MESSA, manages most prior authorization requests for its members, with exceptions for certain services. Online submission tools for submitting prior authorization requests for MESSA members are shown in the table below — **including a new online method for submitting requests to MESSA.**

Note: Alternate submission methods will continue to be available for times when providers are unable to submit requests online due to power outages, internet outages and so on.

Managed by	Service	To submit requests	More information
MESSA — new online method	<p>Services that require prior authorization that aren’t specified below, including:</p> <ul style="list-style-type: none"> Behavioral health admissions submitted by health care providers who aren’t contracted with Blue Cross (nonparticipating) Inpatient medical and surgical admissions to facilities outside of Michigan Inpatient rehabilitation admissions Long-term acute care hospital admissions Private duty nursing 	<p>Online: MESSA provider portal (Acuity Connect™ collaboration portal) — The portal will be available starting June 1, 2023</p> <p>Alternate methods</p> <ul style="list-style-type: none"> For hospital admissions: <ul style="list-style-type: none"> Fax: 517-203-2998 Call: 1-800-336-0022 For private duty nursing: Call: 1-800-441-4626 For all other services: Call: 1-800-336-0013 	<p>Prior authorization page on the MESSA website* — This webpage will be available prior to June 1.</p>



Managed by	Service	To submit requests	More information
Blue Cross	Medical benefit drugs: non-oncology	<p>Online: NovoLogix® online tool, accessed through availability.com*.</p> <p>Alternate methods</p> <ul style="list-style-type: none"> Fax: 1-866-601-4425 Call: 1-800-437-3803 	<p>Blue Cross Medical Benefit Drugs page on erefferrals.bcbsm.com</p>
	Pharmacy benefit drugs	<p>Online: Submit through an electronic prior authorization, or ePA, tool.</p> <p>Alternate methods</p> <ul style="list-style-type: none"> Fax: 1-866-601-4425 Call: 1-800-437-3803 	<p>Blue Cross Pharmacy Benefit Drugs page on erefferrals.bcbsm.com</p>
Alacura Medical Transport	Non-emergency air ambulance flights	<p>Online: An electronic prior authorization process will be in place by June 1. We'll provide more information through a future provider alert or <i>Record</i> article.</p> <p>Alternate method</p> <p>Fax the Air ambulance flight information (non-emergency) form to the fax number on the form.</p>	
Carelon Medical Benefits Management (formerly AIM Specialty Health®)	<ul style="list-style-type: none"> Cardiac imaging High-technology radiology In-lab sleep studies 	<p>Online: Carelon ProviderPortal*</p> <p>Alternate method</p> <p>Call: 1-800-728-8008</p>	<p>Blue Cross Carelon-Managed Procedures page on erefferrals.bcbsm.com</p>
	Medical benefit drugs: medical oncology and supportive care		<p>Blue Cross Medical Benefit Drugs page on erefferrals.bcbsm.com</p>



Managed by	Service	To submit requests	More information
New Directions® Behavioral Health	Behavioral health admissions submitted by health care providers who are contracted with Blue Cross (participating)	<p>Online: New Directions WebPass tool, accessed through availability.com*</p> <p>Alternate method Call: 1-800-762-2382</p>	<p>Blue Cross Behavioral Health webpage on erefferrals.bcbsm.com</p>

*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.

Alacura Medical Transport Management is an independent company that manages the authorization of non-emergency flights for Blue Cross Blue Shield of Michigan and Blue Care Network members who have commercial plans.

Availity® is an independent company that contracts with Blue Cross Blue Shield of Michigan and Blue Care Network to offer provider portal services.

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

New Directions Behavioral Health is an independent company that manages authorizations for behavioral health and autism services for Blue Cross Blue Shield of Michigan members who have commercial plans.