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MCG message

Title: **New online tool coming for prior authorizations**

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What's new?

Blue Cross Complete has worked with NantHealth | NaviNet to bring you: **Open Authorizations**, a robust, intuitive and streamlined online authorizations workflow. The new online system is expected to replace JIVA for prior authorizations in late June.

In addition to submitting and inquiring on existing authorizations, you'll also be able to:

- Verify if **No Authorization is Required**
- Receive **Auto Approvals**, in some circumstances
- Submit **Amended Authorization**
- **Attach supplemental documentation**
- Sign up for **in-app status change notifications** directly from the health plan
- Access a **multi-payer Authorization log**

You can expect to receive more specific information about Open Authorizations the near future. Want to learn more about Open Authorizations in the meantime? Video tutorials and step-by-step instructions will be available in the NantHealth Help Center.

Will training be offered?

Blue Cross Complete will offer training on the new Open Authorizations system as implementation approaches. Provider Network Management account executives will contact providers with training dates and times.

We appreciate your continued support. If you have any questions, please contact your Blue Cross Complete provider account executive or Provider Inquiry at **1-888-312-5713**.

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