

MCG message

Title: **New prior authorization form effective October 1, 2021 and submission tips**

Posting date: **August 24, 2021**

Summary: Use the tips below to help ensure timely and accurate processing of your prior authorization requests.

Effective October 1, 2021, Blue Cross Complete is introducing automation in our faxed prior authorization process through optimal character recognition technology.

For optimal processing, Blue Cross Complete encourages all providers to submit prior authorization requests via Jiva. You can access Jiva through our [NaviNet*](#) Plan Central page.

If you need to submit a prior authorization request via fax, please follow the tips below. Adopting these practices will help ensure your requests are processed quickly and accurately.

- Be sure you are using the most recent version of the Blue Cross Complete prior authorization form, updated for use with OCR technology. The updated form can be found online at mibluccrosscomplete.com on the provider resources page under the administrative tab.
- Please type and don't hand write information. Handwritten requests can lead to unnecessary delays in processing.
- If you must fill out the form by hand, please print neatly with adequate spacing between letters. Don't use cursive.
- Keep information within the assigned borders of the form. Don't overlap values into multiple fields or extend values beyond the field borders, as this could result in delayed processing.
- **Submit only one member prior authorization request per fax.** If more than one member is submitted in a single fax request, the request will be returned as unprocessed.

Questions

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

*Our website is mibluccrosscomplete.com. While website addresses for other organizations are provided for reference, Blue Cross Complete does not control these sites and is not responsible for their content.