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[mibluecrosscomplete.com](http://mibluecrosscomplete.com)

## MCG message

Title: **Newborn prior authorization requests**

Posting date: **March 3, 2022**

Blue Cross Complete is currently experiencing an internal processing issue for neonatal newborn prior authorization requests, causing claims to deny in error. Providers may see a denial with this explanation: *no prior authorization*.

Although we have determined the root cause and are working to make corrections within the system, the estimated resolution date is April 1, 2022.

If your claims are affected by these denials, no action is required on your part. Blue Cross Complete will reprocess impacted claims when the error is corrected in the system.

**To help avoid future erroneous denials, continue to request prior authorization for neonatal newborns, but hold related billing until April 1, 2022.**

We apologize for any inconvenience this has caused and appreciate your continued support and commitment to the care of our members.

If you have questions, contact your Blue Cross Complete provider account executive or call Provider Inquiry at **1-888-312-5713**.

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