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### **MCG message**

Title: **Prior Authorization Lookup Tool Available**

Posting date: **10/30/2020**

**Summary:** Beginning **November 1, 2020**, confirming authorization requirements is as simple as entering a Current Procedural Terminology code or a Healthcare Common Procedure Coding System code and clicking "submit."

Blue Cross Complete is excited to introduce the new **Prior Authorization Lookup tool**. This new, user-friendly resource allows users to enter a CPT or a HCPCS code to verify authorization requirements in real time before delivery of service.

The Prior Authorization Lookup tool was designed to help reduce the administrative burden of calling Provider Inquiry to determine whether a prior authorization is required. The tool is easy to use and offers general information for outpatient services performed by a participating provider.

To utilize the Prior Authorization Lookup tool, visit [mibluecrosscomplete.com](http://mibluecrosscomplete.com). Please be advised that prior authorization requests **cannot** be submitted through the tool. Prior authorization should continue to be requested by dialing 1-888-312-5713 (option 1 then 4) or requested electronically via [NaviNet](#)\*.

Through your single login to NaviNet, you can request prior authorization as well as view authorization history. If you are not already a NaviNet user, visit [navinet.net](http://navinet.net) to sign up.

If you have questions about this communication, please contact your Blue Cross Complete provider account executive or Blue Cross Complete Provider Inquiry at 1-888-312-5713.

\*Our website is [mibluecrosscomplete.com](http://mibluecrosscomplete.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.