

PROVIDER BULLETIN

PROVIDER INFORMATION



January 3, 2022

Request a Prior Authorization Extension for Delayed Procedures

Blue Cross and Blue Shield of Minnesota and Blue Plus (Blue Cross) is aware that due to limited hospital capacity, non-urgent surgical procedures have been delayed and the prior authorization (PA) may have expired prior to the new date of the procedure. To prevent denials due to expired PAs, Blue Cross has created a process to request a 180-day extension for PAs for delayed surgical procedures that expired in November or December 2021 or will expire in January 2022. Please e-mail the following information to Frontline@bluecrossmn.com to have the end date of the PA(s) extended:

- Member Name
- Member ID
- Member Date of Birth
- HCPCS/CPT Code(s)
- Authorization or Request #, if known
- Line of Business (i.e. Commercial, Medicare Advantage, FEP, MNCare, Minnesota Families and Children, Minnesota Senior Health Options (MSHO))

Use this e-mail address to submit all extension requests for any line of business and also for those reviewed by eviCore. Blue Cross will route the request appropriately. If sending a request for more than one extension, please submit the information on a spreadsheet.

If submitting an extension request for one PA, the information above may be faxed to 651-662-4022 rather than sending via e-mail. Requests for more than one extension, must be submitted via e-mail.

The e-mail address Frontline@bluecrossmn.com is to be used for the purpose described within this bulletin only. Any e-mail sent to this e-mail address for another purpose, or which does not meet the criteria within this bulletin will be returned.

Lines of business impacted: All

Questions?

If you have questions for a member enrolled in a Minnesota Health Care Programs (MHCP) plan, please contact provider services at **1-866-518-8448**. Please contact provider services at **(651) 662-5200** or **1-800-262-0820** for all other questions.