

PROVIDER BULLETIN

PROVIDER INFORMATION



April 1, 2024

Upcoming Changes to Prior Authorization Submission Process

Blue Cross and Blue Shield (Blue Cross) will be implementing a new prior authorization system for Commercial (including FEP) and Medicare members called Predictal in May, 2024. Providers will continue to begin their prior authorizations submissions within Availity Essentials; however, there will be differences compared to the current experience.

Providers will enter patient information, the requesting/admitting Provider, the start of care date, and their contact information into Availity Essentials. They will then be routed into Predictal, the new authorization system, to submit additional information required for the authorization and to attach medical records.

For authorizations that are managed by vendors on behalf of Blue Cross, Predictal will make the determination and automatically route the user into the appropriate vendor system to complete the authorization submission.

Training webinars will be scheduled two weeks prior to the implementation of the new system. Look for a future communication about registering for a webinar. A recorded training webinar will also be available on the BCBSMN Learning and Development page, accessible via Availity Payer Spaces.

Products Impacted

Commercial (including FEP) and Medicare.

Questions?

Please contact Provider Services at **651-662-5200** or **1-800-262-0820**.