

January 1, 2025

[Provider Name]
[Group Name]
[Address]
[City], [State] [Zip]

Dear [Provider Name],

At Blue Cross Blue Shield of Rhode Island (BCBSRI), we continue to improve our members' health and peace of mind by facilitating their access to affordable and high-quality healthcare.

Currently, BCBSRI performs reviews for Skilled Nursing Facility (SNF), Inpatient Rehabilitation Facility (IRF), and Long-Term Acute Care Hospitals (LTACH). Effective March 15, 2025, Carelon will be delegated to perform utilization management services for these levels of care for Medicare Advantage members. Carelon's post-acute utilization management services will include prior authorization, concurrent, and retrospective reviews. These requests will be submitted through the Carelon Portal by providers. As a participating provider, you will need to register for the Carelon portal.

All authorization requests for Medicare Advantage members attributed to Prospect, will continue to go through Prospect. Prospect can be reached at 1-844-762-9231.

Beginning on February 15, 2025, Carelon will provide informational sessions designed to orient you and your staff with their services. We encourage the following staff members to attend a session: admissions staff, case managers, discharge planners, nursing directors, therapy directors, social services, and facility administrators. These are self-paced orientation sessions. Each session will last approximately one hour and will cover the following topics:

- Authorization process: SNF, IRF, LTACH
- Clinical documentation requirements
- Portal Training

To register for an orientation session, please visit the following website:

<https://providers.carelonmedicalbenefitsmanagement.com/postacute/provider-materials/>

Provider will need the below access code to join our self-paced orientation:

Access Code:

If you have any questions regarding the Carelon web portal, please contact the Web Support team via email at PACProvider_Relations@carelon.com.

If you have any additional questions about these changes or webinar registration, please contact Provider Relations at 1-844-707-5627 or ProviderRelations@bcbsri.org.

Sincerely,

A handwritten signature in black ink that reads "Stef Vito". The signature is written in a cursive style with a large 'S' and 'V'.

Stef Vito
Director, Provider Relations

