Web Authorization Upgrade

Changes to Web Authorizations: MCG (formerly known as Milliman Care Guidelines) Care Guidelines

Why are we changing?
BlueCross BlueShield of Tennessee (BCBST) will be upgrading the online authorization tool. This upgrade will improve the MCG guideline selection and documentation process of your web authorization requests. You will immediately see additional inpatient guidelines available through our web authorization forms. In the future, we will have the capability to add additional guidelines such as DME and other outpatient procedures.

What are the changes?
- The free-form text box will no longer be available on the authorization initial entry form.
- We will no longer have a "No Guideline" option.
- All authorizations submitted online will have the MCG criteria applied.
- A sticky note icon has been added to the end of some of the guidelines. When this note appears, you may click on the icon and add clinical notes. However, you will be limited to 100 characters per sticky note.
- You may notice a guideline that includes a "…" that allows the user to click on the guideline to read the additional information. You may determine after reviewing the additional criteria whether or not it applies.
- The user will be able to choose and/or change a primary diagnosis by selecting a radio button.

When do the changes go into effect?
Changes are expected to be implemented February 2014. If you are not currently using online authorization submission, or are using the tool but would like additional training and support, please contact eBusiness to assist you with additional education and training needs. Our regional contacts are:

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