



of Tennessee

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bcbst.com

New Prior Authorization Submission Process Expands to All Lines of Business Effective December 2025

We recently began using Cohere Health technology to manage most prior authorizations for our Commercial members.

In December, we're expanding the use of this technology to all lines of business. In addition to our Commercial plans, this will also apply to:

- BlueCare Tennessee
- BlueAdvantage (PPO)SM
- BlueCare Plus (HMO DSNP)SM

For your convenience, you'll continue to submit requests directly to us through Availity.

If you have questions about using Availity, please call (423) 535-5717, option 2, or contact your eBusiness Regional Marketing Consultant. You can find additional training about the Cohere process on Availity.