

BCBST: Changes to Authorization Submission Requirements

Purpose of this communication:

- To inform providers that BlueCross® BlueShield® of Tennessee (BCBST) will no longer accept faxed authorization requests effective August 23, 2026.

What do I need to know?

- Authorization requests for Durable Medical Equipment (DME) must be submitted electronically through Availity® or Cohere®. Additionally, providers may submit by phone at 800-924-7141.
 - **In-State Providers:** Submit requests through [Availity](#).
 - **Out-of-State Providers:** Submit requests through [Cohere](#).
- Please continue to enter all orders into the DME Navigator Point-of-Care Platform as normal. In instances when authorization is required from BCBST, you must also submit an authorization request to BCBST following the process described above.

What do I need to do?

- All authorization requests for DME services must be submitted to BCBST electronically as described above or by phone.
- If you have questions about submitting an authorization request in Availity or Cohere, please call 423-535-5717, option 2.

Thank you in advance for your cooperation and continued partnership.