

Reminder – BCBST Authorizations

Purpose of this communication:

- To remind contracted providers servicing BlueCross® BlueShield® of Tennessee (BCBST) members of important process details when requesting authorization.

What do I need to know?

- Authorizations must be requested directly from BCBST through [Availity](#).
- When requesting authorization, **please ensure the NPI of the requesting provider location is contracted and credentialed with CareCentrix and matches the NPI of the rendering provider that will be listed on the claim.** If the NPI's do not match, you may experience claim denials.
- For any questions regarding authorizations, please reach out to BCBST directly using the provider services numbers listed in our [BCBST Provider Manual](#).

What do I need to do?

- Ensure the NPI on an authorization matches what's listed on the claim and is associated with a contracted and credentialed location with CareCentrix.

Thank you in advance for your cooperation and continued partnership.