



of Tennessee

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Chattanooga, TN 37402

bcbst.com

New Commercial Prior Authorization Submission Process Effective September 2025

Effective September 2025, we'll be using Cohere Health technology to manage most prior authorizations for our Commercial lines of business. 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.