



of Tennessee

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bcbst.com

Important Update: Changes to Prior Authorization Submission Requirements

Effective April 24, 2026

Starting **April 24, 2026**, we'll no longer accept faxed prior authorization requests for **sleep studies** or **genetic testing**. You must submit them electronically.

How to Submit Requests

- **In-state providers:** Submit prior authorizations 24/7 through [Availity](#)[®].
- **Out-of-state providers who don't have BlueCross provider IDs:** Submit requests 24/7 through [Cohere](#)[®].
- **Phone:** 1-800-924-7141

What's Changing

The Centers for Medicare & Medicaid Services (CMS) has set new national requirements for 2026 that phase out manual prior authorization methods, including fax. These rules improve turnaround times and reduce administrative work by requiring electronic prior authorization.

To meet these federal standards and give providers a smoother experience, we'll discontinue fax submissions and move all prior authorization types to electronic channels.

If you have questions about submitting a prior authorization in Availity or Cohere, call **(423) 535-5717, option 2**, or contact your [eBusiness Regional Marketing Consultant](#).