Northwood

CONTINUITY OF CARE (CoC) AUTHORIZATION REQUEST FILE BULLETIN
April 24, 2020

Northwood Contract: Blue Cross/Blue Shield of Michigan Commercial PPO
Contract Start Date: January 1, 2021

Northwood has made changes to the Continuity of Care Authorization Request file layout and the Continuity of Care Authorization Response file layout. Please get the latest version of the Northwood Provider Continuity of Care Authorization Request Process PDF document dated March 11, 2020. The changes to the document are as follows:

- Removed NumberOfRentalPeriodsBilled from CoC Request Data File. Northwood can determine this data element using the OriginalRentalDateOfService column.
- Added StartingDateOfService to CoC Request Data File.
- Added FrequencyCode to CoC Request Data File.
- Renumbered CoC Request Data File columns.
- Changed Frequency column to FrequencyCode on CoC Response Data File.
- Updated example CoC Request Data Files.
- Updated example CoC Response Data Files.

Providers are not required to test this process with Northwood. The process is designed to report exceptions back to the submitter, and any data file requests that have exceptions can be re-submitted once corrected. Providers can submit multiple request files so higher volume providers should initially submit a smaller request file and review the response file before submitting larger files. Please contact Northwood at support@northwoodinc.com if you have any questions about testing the process with Northwood.

Northwood participating providers can begin submitting CoC authorization request files on December 1, 2020 via the Northwood Provider Portal. Submissions will be processed weekly by Northwood through March 31, 2021.

You will need a Northwood Provider Portal login and password to access the Northwood Provider Portal. Visit the Provider Resources section of the Northwood web site (www.northwoodinc.com) for information on the Northwood Provider Portal.

A PDF detailing the Northwood Provider Continuity of Care Authorization Request Process is also available in the Provider Resources section of the Northwood web site. The latest version is dated March 11, 2020.

Any other questions about the CoC authorization request process with Northwood can be directed to support@northwoodinc.com.