

PROVIDER BULLETIN

PROVIDER INFORMATION



May 1, 2018

New Availity Authorization Portal Available to Create, Submit and Inquire on Utilization Management Authorization Requests

Effective June 18, 2018, Blue Cross and Blue Shield of Minnesota and Blue Plus (Blue Cross) providers will have the ability to create and inquire on the status of utilization management authorization requests electronically on our provider portal at **Availity.com**. Beginning June 18, 2018, we encourage our providers to utilize this new efficient self-service tool, in place of faxing and calling. Blue Cross will be requiring use of Availity for Authorization submissions soon.

Out-of-state providers that participate with any Blue Cross and Blue Shield plan can access Availity through the out-of-area member router provided by each state's plan.

The Availity Authorization portal should be used for all required preservice inpatient and outpatient prior authorization requests, except for requests for eligible government program Subscribers for elderly waiver services, home care services authorized by MSHO and MSC+ care coordinators, non-emergent transportation, and personal care assistance (PCA). Please continue to fax or call in your requests for these services using current processes. The Availity Authorization portal should also be used for pre-admission notifications, unless your facility is submitting a 278 or ADT HL7 transaction (see Provider Bulletin P15-18 for more details).

Requests for medical necessity review of services that have already been provided cannot be submitted online and will not be accepted by phone or fax.

Once an authorization request has been successfully submitted on Availity, you will receive an immediate response with a reference number and one of the following statuses:

- Approved
- Pended for Clinical Review
- Cancelled - No Prior Authorization Required

When a request will be pended for review, you will be immediately prompted to attach supporting medical records. The request will not be processed until medical records are attached.

After submission is complete, you will see an Authorization & Referral Dashboard with requests you submitted in Availity and the current status of each request. When a pended request is completed, the Authorization Dashboard will be updated with the final status and the normal determination fax and letter will be generated.

Providers can also:

- Request a concurrent review authorization for additional days on an existing inpatient authorization
- Add discharge details on existing inpatient authorizations
- Attach additional medical records electronically during the clinical review process
- Inquire on the status of any utilization management request completed in the last year

The Blue Cross Authorization portal in Availity is easy to use. Follow the instructions below to enter, search for, or update your Authorizations.

Create an Authorization Request on Availity

1. Sign on to **Availity.com**
2. Select Patient Registration, choose Authorizations & Referrals, then Authorizations
3. Select Payer BCBSMN, your Organization and you'll be redirected to the Authorization application
4. Select Inpatient Authorization or Outpatient Authorization
5. Complete the required fields in steps 1-3, then review and submit your authorization
 - If your Authorization is a specialty authorization, you may be routed to a vendor between steps 1 and 2 to complete the authorization process. As much data as possible will be sent to limit the need for re-entry.
6. Receive and print your confirmation for your records
 - If your submission was pended for clinical review you must attach supporting medical records or your authorization request will not be processed

Inquire on an Authorization Request Entered in the Last Year

1. Sign on to **Availity.com**
2. Select Patient Registration, choose Authorizations & Referrals, then Auth/Referral Inquiry
3. Select Payer BCBSMN, your Organization and you'll be redirected to the Inquiry application
4. Select Inpatient Authorization or Outpatient Authorization
5. Complete the required fields, then submit your Inquiry
6. Select the specific request from the inquiry results
7. Review the details returned in your inquiry. At this point you will have the option to update the request. When you click the "Update" button, you will be taken to a portal to complete the update process. You can:
 - Request a concurrent review authorization for additional days on an existing inpatient authorization
 - Add discharge details on existing inpatient authorizations
 - Attach additional medical records electronically during the clinical review process

View the Status of Authorizations Submitted in Availity Using the Authorization & Referral Dashboard

1. Sign on to **Availity.com**
2. Select Patient Registration, choose Authorizations & Referrals, then Authorization & Referral Dashboard
 - The status is shown for each authorization request in the dashboard
 - Each authorization request will also show the name of the UM entity reviewing the request - BCBSMN or BCBSMN (vendor name)
3. Click on any authorization request line in the dashboard. Additional authorization details will display
4. Additionally, when selecting a line item from the dashboard, you will be able to:
 - View details
 - Print details
 - Request a concurrent review authorization for additional days on an existing inpatient authorization
 - Add discharge details on existing inpatient authorizations
 - Attach additional medical records electronically during the clinical review process
5. From the dashboard, you can navigate to perform the following:
 - Inquiry
 - Create New Authorization or Referral
 - Find Referral – Additional for referrals ONLY
 - BCBSMN will have a proprietary inquiry (FindRef) where the user will be taken to a new screen, and a call out to BCBSMN will occur with user entered information such as NPI and a date range.

Starting June 18, 2018, providers can access the Blue Cross Authorization training demo from the Availity portal:

1. Click **Help & Training | Get Trained** (Availity Learning Center (ALC) opens a new tab)
2. Go to the very top of the ALC screen, search with the keyword “BCBSMN”
3. Click the course titled **BCBSMN Prior Authorizations - Training Demo**
4. Click Enroll in the top right corner and confirm that you want to enroll
5. Click Start to view the training

Questions?

If you have questions, please contact provider services at **(651) 662-5200 or 1-800-262-0820.**