Authorizations is an online prior authorization tool in Availity Essentials that allows providers to submit inpatient admissions and select outpatient services handled by Blue Cross and Blue Shield of Illinois (BCBSIL). Using this tool increases administrative efficiencies by permitting users to access and verify status of requests, upload supporting clinical documentation, update requests, and obtain printable confirmation number for your records.

You must be a registered Availity user to access and utilize Authorizations. If you are not yet registered with Availity, complete the guided online registration at Availity, at no charge.

**Important Reminder:**
Check eligibility and benefits online first to determine if the patient’s policy requires prior authorization for the service and/or procedure code(s). To learn more about checking eligibility and benefits via Availity, refer to the Eligibility and Benefits User Guide.

### User Guide Contents

<table>
<thead>
<tr>
<th>Page</th>
<th>Contents</th>
<th>Page</th>
<th>Contents</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Getting Started</td>
<td>7</td>
<td>Add Rendering Provider (Step 3)</td>
</tr>
<tr>
<td>2</td>
<td>Express Entry Setup</td>
<td>8</td>
<td>Add Attachments (Step 4)</td>
</tr>
<tr>
<td>3</td>
<td>Accessing Authorizations</td>
<td>8</td>
<td>Review and Submit (Step 5)</td>
</tr>
<tr>
<td>4</td>
<td>Payer and Request Type</td>
<td>9</td>
<td>Submission Response</td>
</tr>
<tr>
<td>4</td>
<td>Start Auth (Step 1 – Member Info)</td>
<td>9</td>
<td>Auth/Referral Dashboard</td>
</tr>
<tr>
<td>5</td>
<td>Start Auth (Step 1 – Requesting Provider)</td>
<td>10</td>
<td>View and Update Requests</td>
</tr>
<tr>
<td>6</td>
<td>Add Service Information (Step 2)</td>
<td>10 &amp; 11</td>
<td>Auth/Referral Inquiry</td>
</tr>
<tr>
<td>7</td>
<td>Add Service Provider (Step 3)</td>
<td>12</td>
<td>Submission Tips</td>
</tr>
</tbody>
</table>

### Getting Started

- Go to Availity
- Select Availity Essentials Login
- Enter User ID and Password
- Select Log in

**Availity Administrator:** Access must first be granted to users by going to My Account Dashboard → Maintain User or Add User → select roles

Authorization and Referral Inquiry and Authorization and Referral Request.
Availity Administrators are encouraged to add Requesting, Rendering and Servicing provider information to Express Entry. This step will lessen the need for users to manually enter all required provider information in the authorization request.

Express Entry setup is only available for Administrators and is also found in My Account Dashboard.

- Select My Providers from the navigation menu
- Select Express Entry
- Within Manage Express Entry, expand Add Provider
- Enter the Provider’s NPI
- Select Add Provider

Quick Tips:
- Associated information will return based on the NPI added.
- The provider’s name, address, phone and fax numbers may be changed by selecting Edit.

- Select Add Additional Identifiers
- Choose Tax ID (EIN) and Specialty/Taxonomy from the drop-down menu
- Enter Tax ID and select Specialty/Taxonomy
- Select Save
Select **Patient Registration** from the navigation menu

Select **Authorizations & Referrals**

Next, choose **Authorization Request**

Quick Tip:
→ Return to this page to access the Auth/Referral Inquiry and Auth/Referral Dashboard.

Quick Tip:
→ Select **AIM (BCBSIL)** to start and submit authorization requests handled by AIM Specialty Health®.
1. Receiving Medical Record Requests from BCBSOK

- Select **Organization**

- Select **BCBSIL** Payer option*

- Choose a Request Type:
  - Inpatient Authorization
  - Outpatient Authorization

- Select **Next**

*This payer option should be selected for all BCBSIL members, including Medicare Advantage and Illinois Medicaid.

**1) Start Authorization**

- Enter the following **Patient Information**:
  - Member ID
  - Relationship to Subscriber
  - Patient First and Last Name
  - Patient Date of Birth

**Quick Tip:**
→ Choose **Outpatient Authorization** to submit Office, Home and Outpatient services.

**Quick Tip:**
→ Only required fields will display. To view optional fields, select **Show Optional Fields**.
1) Start Authorization (continued)

- Enter the following **Requesting Provider** information:
  - Provider Type
  - Name
  - NPI Number
  - Specialty / Taxonomy
  - Address
  - Contact Name
  - Contact Phone Number
  - Contact Fax Number

- Select **Next**

**Quick Tip:**

→ Use **Select a Provider** to quickly populate required provider information. Administrators can refer to page 2 for Express Entry setup instructions.

**Quick Tips:**

→ **Electronic Provider Access (EPA)** is a tool that enables providers to initiate online pre-service reviews for out-of-area members and is available to all contracted BCBSIL providers who are registered Availity users.

→ If the member belongs to another Blues Plan, you will be redirected to the other Plan’s pre-service review landing page after **Step 1 (Start an Authorization)** is complete. If the other Blues Plan does not utilize Availity, you will receive a message that you are being redirected to a third-party site.
2) Add Service Information

- Add the following **Service Information**:
  - Service Type
  - Place of Service
  - Admission Date
  - Admission Type
  - Quantity
  - Quantity Type
  - Diagnosis Code(s)
  - Procedure Code(s) *(if applicable)*

- Select **Next**

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**Quick Tip:**

- Add up to 12 **Diagnosis Code(s)** and **Procedure Code(s)** by selecting **Add another diagnosis code** and **Add another procedure code**.
3) Service/Facility Provider Information

- Add the following **Service Provider** information:
  - First Name
  - Last Name
  - NPI Number
  - Address

  ![Service Provider Form](image)

  **Quick Tip:**
  → As a reminder, use **Select a Provider** to quickly populate required provider information.

- Add the following **Rendering Provider** information:
  - First Name
  - Last Name
  - NPI Number
  - Address

  ![Rendering Provider Form](image)

  **Select Next**
4) Add Attachments

- Submit all appropriate clinical documentation supporting your request prior to submission
- Select **Add Files** to upload and attach the applicable documentation
- Select **Next**

**Quick Tips:**
- If adding multiple files, do not click **Next** until all applicable files have been attached.
- Users may add up to 10 attachments, with a total file size of 40MB.
- Accept files type of PDF (.pdf), TIFF (.tif), JPEG (.jpg), or XML (.xml).

5) Review and Submit

- Scroll down the prior authorization request preview screen, review the information entered for accuracy and make any necessary changes prior to submitting the request
- If the information is correct, select **Submit**

**Quick Tip:**
- Select **Back to Step** to make changes prior to submitting request.
Submission Response

- **Authorization Responses** will provide the **Certification Number** and **Status**

- **Status** will display:
  - Certified in Total (approved)
  - Pended (for clinical review)

Auth/Referral Dashboard

- Access the **Auth/Referral Dashboard** from the top of the **Authorization Response** screen or from the **Authorizations & Referral** page

- **Auth/Referral Dashboard** allows users to view requests submitted to BCBSIL via Availity

- Use the **Dashboard** to complete the following tasks:
  - Search for requests *(by Patient Name, Certification Number, Member ID, Requesting Provider NPI)*
  - Check Status
  - View and/or print
  - Update requests

- **Select the request card** to view authorization details

**Quick Tip:**

- By default, the **Dashboard** displays all requests submitted in the last 14 days and sorts most recent requests at top of the list.
View and Update Requests

- After selecting the request card, the following information displays:
  - Patient Information
  - Certification Information
  - Service Information

- Select Update to revise applicable requests

Quick Tip:
→ Use the additional options to print, unfollow, or move items to trash.

Auth/Referral Inquiry

Use Auth/Referral Inquiry to view member-specific prior authorization requests previously submitted to BCBSIL

- Access the Auth/Referral Inquiry from the Authorization & Referral page
- Select Organization
- Select BCBSIL payer option*
- Choose a Request Type:
  - Inpatient Authorization
  - Outpatient Authorization
- Select Next

*This payer option should be selected for all BCBSIL members, including Medicare Advantage and Illinois Medicaid.
Enter the following information:

- Member ID
- Relationship to Subscriber
- Date of Birth
- Requesting Provider NPI
- From Date
- To Date

Quick Tip:

→ Enter Service Dates AND/OR Authorization Certification number to locate the authorization request.
Submission tips are listed below to further assist providers with submitting certain requests via the Authorizations tool.

<table>
<thead>
<tr>
<th>Requested Service</th>
<th>Request Type</th>
<th>Service Type</th>
<th>Place of Treatment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Partial Hospitalization for Behavioral Health and/or</td>
<td>Outpatient Authorization</td>
<td>MH – Mental Health</td>
<td>52 – Partial Hospitalization</td>
</tr>
<tr>
<td>Substance Abuse</td>
<td></td>
<td>AI – Substance</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Abuse</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>12 – Home</td>
</tr>
<tr>
<td>Home Health Care and Home Infusion Therapy</td>
<td>Outpatient Authorization</td>
<td>42 – Home Health</td>
<td>Note: Ensure the appropriate procedure code(s) for Home Health Care or Home Infusion Therapy are entered on the request.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Care</td>
<td></td>
</tr>
<tr>
<td>Skilled Nursing Care</td>
<td>Outpatient Authorization</td>
<td>AG – Skilled</td>
<td>12 – Home</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Nursing Care</td>
<td></td>
</tr>
<tr>
<td>Private Duty Nursing</td>
<td>Outpatient Authorization</td>
<td>74 – Private</td>
<td>12 – Home</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Duty Nursing</td>
<td></td>
</tr>
<tr>
<td>Long Term Acute Care</td>
<td>Inpatient Authorization</td>
<td>54 – Long Term</td>
<td>21 – Inpatient</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Care</td>
<td>Hospital</td>
</tr>
</tbody>
</table>

Have questions or need additional education? Email the Provider Education Consultants.

Be sure to include your name, direct contact information & Tax ID or billing NPI.

Checking eligibility and/or benefit information is not a guarantee of payment. Benefits will be determined once a claim is received and will be based upon, among other things, the member’s eligibility and the terms of the member’s certificate of coverage applicable on the date services were rendered. If you have any questions, please call the number on the member’s ID card.

AIM Specialty Health is an independent medical benefits management company that provides utilization management services for BCBSIL. BCBSIL makes no endorsement, representations or warranties regarding third party vendors and the products and services they offer.

Availity is a trademark of Availity, LLC, a separate company that operates a health information network to provide electronic information exchange services to medical professionals. Availity provides administrative services to BCBSIL. BCBSIL makes no endorsement, representations or warranties regarding third party vendors and the products and services they offer.