

BlueApprovRSM

Behavioral Health Review User Guide

Information in this user guide is currently **NOT** applicable to Medicare Advantage, Illinois Medicaid, Federal Employee Program[®] (FEP[®]) or Illinois HMO members.

BlueApprovR allows providers to submit behavioral health inpatient and/or outpatient prior authorization requests and concurrent reviews for our members.

Behavioral health prior authorization concurrent reviews may also be known as extensions. Instructions in this user guide shows users how to request an initial prior authorization request, concurrent review, revise the end date, and discharge a patient.

Not registered with Availity[®] Essentials?

Complete the online guided registration process today via [Availity](#), at no cost.

July 2024



The following instructions display how to access and use **BlueApprovR** in Availity Essentials.

Step 1



- › Sign in to **Availity Essentials**
- › Setup Availity **Manage My Organization**

Step 2



- › Access **BlueApprovR** in Availity Essentials under **Payer Spaces – BCBSIL**

Step 3



- › Locate initial case, request **Concurrent Review** and **submit**
- › **Revise End Date** and/or **Discharge Patient**

Step 4



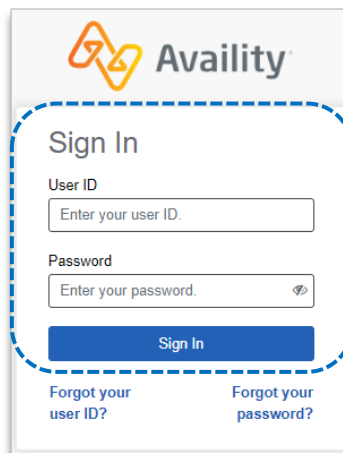
- › **Submission Tips, FAQs** and **Support** to assist with submitting behavioral health requests using **BlueApprovR**



Step 1: Availity Login & Add Provider

1 Assigned users can access this tool by following the instructions below:

- ▶ Go to [Availity](#)
- ▶ Select [Log in to Essentials](#)
- ▶ Enter User ID and Password
- ▶ Select [Sign in](#)



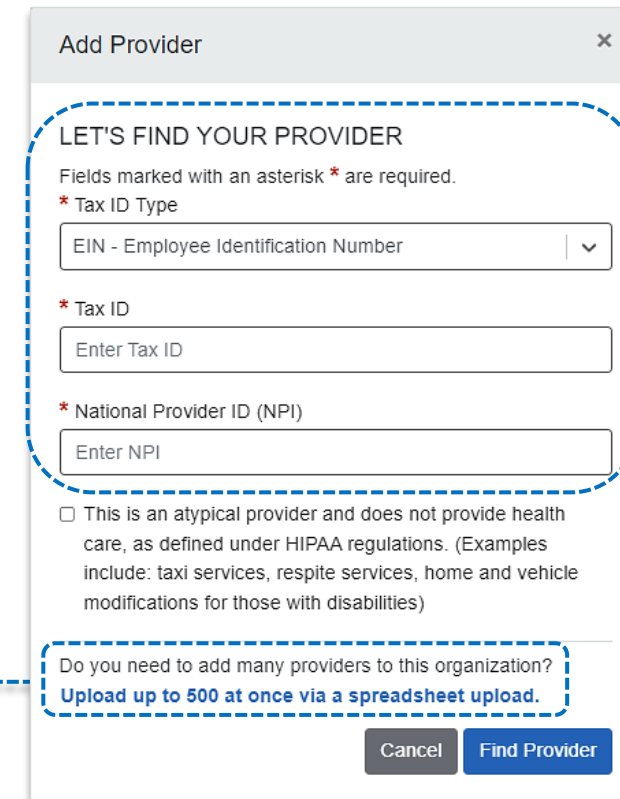
The image shows the Availity Sign In page. It features the Availity logo at the top. Below it is a 'Sign In' section with two input fields: 'User ID' and 'Password'. The 'User ID' field has a placeholder text 'Enter your user ID.' and the 'Password' field has a placeholder text 'Enter your password.' and an eye icon. Below these fields is a blue 'Sign In' button. At the bottom, there are two links: 'Forgot your user ID?' and 'Forgot your password?'.

3 Select the **Tax ID Type:**

- ▶ **EIN** – *Employee Identification Number*
- ▶ **SSN** – *Social Security Number*

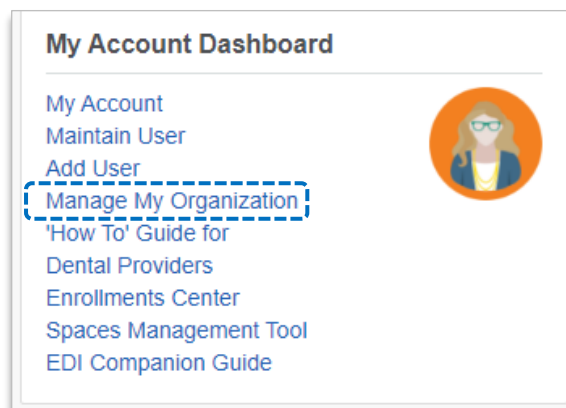
▶ Enter the **Tax ID** and **NPI number**

▶ Select [Find Provider](#)



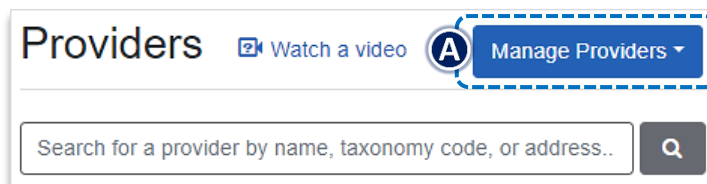
The image shows the 'Add Provider' form. It has a title bar 'Add Provider' with a close button. Below the title bar is a section 'LET'S FIND YOUR PROVIDER'. It contains a note: 'Fields marked with an asterisk * are required.' There are three input fields: '* Tax ID Type' (a dropdown menu showing 'EIN - Employee Identification Number'), '* Tax ID' (a text field with placeholder 'Enter Tax ID'), and '* National Provider ID (NPI)' (a text field with placeholder 'Enter NPI'). Below these fields is a checkbox: 'This is an atypical provider and does not provide health care, as defined under HIPAA regulations. (Examples include: taxi services, respite services, home and vehicle modifications for those with disabilities)'. At the bottom, there is a question: 'Do you need to add many providers to this organization?' followed by a link: 'Upload up to 500 at once via a spreadsheet upload.' and two buttons: 'Cancel' and 'Find Provider'.

2 Select [Manage My Organization](#) from *My Account Dashboard* on the Availity homepage



The image shows the 'My Account Dashboard'. It has a title 'My Account Dashboard' and a user profile icon. Below the title are several links: 'My Account', 'Maintain User', 'Add User', 'Manage My Organization' (highlighted with a dashed blue box), 'How To' Guide for Dental Providers, 'Enrollments Center', 'Spaces Management Tool', and 'EDI Companion Guide'.

A Within [Manage My Organization](#), select [Manage Providers](#), then [Add Provider\(s\)](#)



The image shows the 'Providers' section. It has a title 'Providers' and a link 'Watch a video'. Below the title is a search bar with the placeholder text 'Search for a provider by name, taxonomy code, or address..' and a search icon. To the right of the search bar is a button 'Manage Providers' with a dropdown arrow, highlighted with a dashed blue box.

Quick Tips:

- If you have multiple providers to add to your organization, select ["Upload up to 500 at once via spreadsheet upload."](#)
- Refer to [Manage My Organization page](#) on our Provider website for more information.



Step 2: Access BlueApprovR

- 1
 - ▶ Select **Payer Spaces** from the navigation menu
 - ▶ Choose **Blue Cross and Blue Shield of Illinois**

- 2
 - ▶ On the Payer Spaces page, select **Applications**
 - ▶ Choose **BlueApprovR**

Note: Contact your Availity administrator if **BlueApprovR** is not available under **Applications**.

- 3
 - ▶ Select your **Organization**
 - ▶ Choose the **Provider** from the **Select a Provider** drop-down list and select **Submit**
 - ▶ Users will be redirected to **BlueApprovR**

Reminder: Your organization's NPI number must be added to **Manage My Organization** for the provider information to display in the Select a Provider drop-down. Availity Administrators should refer to **Manage My Organization page** on our Provider website for more information.

Availity | essentials | Notifications | My Favorites

Patient Registration | Claims & Payments | My Providers | Reporting | Payer Spaces | More

BlueCross BlueShield of Illinois

Applications | Resources | News and Announcements

BlueApprovR

Submit Auth & Check Status for Medical/Surgical, Specialty Rx & BH services

BlueApprovR

Select an Organization

ABC Organization x | v

Select a Provider

Select... | v

Cancel Submit




Step 3: Locate Behavioral Health Request


- 1 From the **My Requests** page, select the **All Requests** tab on the left menu to view requests previously submitted by your organization

Quick Tips:

- Select **My Requests** to view requests you have submitted.
- Select **All Requests** to view each request submitted by your organization via BlueApprovR.



[← Intake Integration / My Requests](#)




MY REQUESTS Last updated: **JUST NOW** 


Use the **Search bar** and **Filter** to identify status of previous submissions that automatically refresh.

SUBMITTED

DRAFTS

View the dashboard of previously **Submitted** request, as well as **Drafts** that have been started but not submitted.

CERT #	PATIENT	SUBMITTED DATE	LAST UPDATED ▼	STATUS	PAYER	SERVICE DATE	TREATMENT LOCATION	CERTIFICATION TYPE
U1111111A	JANE DOE	05/31/2024	05/31/2024	APPROVED 	BCBSIL	06/02/2024	Provider Office	Initial
U1111111B	JOHN DOE	05/14/2024	05/14/2024	APPROVED 	BCBSIL	05/20/2024	Provider Office	Initial
U1111111C	CALVIN DOE	05/16/2024	05/16/2024	PENDING 	BCBSIL	05/16/2024	Provider Office	Initial



Quick Tip:

Refer to the [BlueApprovR page](#) on our Provider website to learn how to submit a **New Request** for prior authorization.

NEW REQUEST

Select your **User Profile** to track transaction counts, Ordering Physicians, Rendering Facilities/Physicians/Providers, update your contact information, and personalize the experience.



Step 3: Locate Behavioral Health Request

2

- On the **All Requests** page, select the **behavioral health request** that needs a concurrent review

Intake Integration / My Requests

BlueCross BlueShield of Illinois

MY REQUESTS Last updated: JUST NOW

U11111111A

NEW REQUEST

Cert #	Patient	Submitter Email	Submitted Date	Last Updated	Status	Service Date	Certification Type
U11111111A	JANE DOE	anyone@anywhere.com	05/31/2024	1hr 25mins ago	APPROVED	06/02/2024	Initial

Important Note: The start date will be based on the end date of the latest submission.

3

- For request eligible for concurrent review, select **+ Concurrent** after opening the **behavioral health request**

Intake Integration / My Requests / U11111111A

BlueCross BlueShield of Illinois

U11111111A

Submitted to
Blue Cross and Blue Shield of Illinois

Request Type
Standard

Date Submitted
05/31/2024

Status
APPROVED

PRINT CERTIFICATION

+ CONCURRENT

REVISE END DATE

DISCHARGE PATIENT



Step 3: Complete Clinical Questions

- 4 BlueApprovR allows users to bypass previously collected information and prompts users with the applicable clinical questions necessary to request concurrent review and receive determination.

A Answer **each question** according to the newest clinical information available

Quick Tip:
Use the **side bar** to follow progression and/or return to a specific step to edit information prior to submission.

Intake Integration / New Requests

BlueCross BlueShield of Illinois

NEW REQUEST

CLINICAL REVIEW

Service
(IP) Inpatient Mental Health

Diagnosis
Manic episode without psychotic symptoms, mild

A Does the member have any of the risk factors listed below? Please select all that apply.

- Suicide attempt
- Overdose
- Frequent readmission
- Housing instability
- Financial distress
- Absence of an adequate support system
- Other
- Not applicable

Is the member currently in imminent danger to self or others?

YES NO

Is the member currently actively psychotic with command-type auditory hallucinations?

YES NO

Is 24-hour medical monitoring required for the member?

YES NO

Can the member discharge to a lower level of care?

YES NO



Step 3: Complete Clinical Questions *(continued)*

- 5 ▶ Continue answering **each question** according to the newest clinical information available, then **Attach clinical documentation** *(if applicable)*
- 6 ▶ Enter the **Administrative Communications Contact Information** and select **Preview Request**

What are the barriers to the member discharging to a lower level of care?

information

What is the current treatment plan?

information

What is the current discharge plan?

information

How many additional inpatient days are being requested?

3

If clinical documentation is requested:

Select **Attach** to upload supporting clinical documents and click **Next**

NEW REQUEST

What is the treatment plan?

200.0 units every 3 months within 12 months (4 doses)

Do you want to add an additional service?

YES NO

Attach Documents

Select evaluations / health history documents to attach. Max file size supported is 29MB. Supported formats: PDF, TIFF, JPG

0 ATTACH

→ I WILL ATTACH OR FAX DOCUMENTS AT A LATER TIME

BACK NEXT

ADMINISTRATIVE COMMUNICATIONS CONTACT

What is the contact's name?

Jane Doe

What is the contact's phone number?

(555) 555-5555

What is the contact's email?

anywhere@anywhere.com

What is the contact's fax number?

(555) 555-5555

BACK

NEXT

PREVIEW REQUEST



Step 3: Preview Request

7

► Preview the **Patient and Provider Info** for the request

Intake Integration / My Requests/ U11111111A

BlueCross BlueShield of Illinois

U11111111A

Certification Type Concurrent Review	Medical Service (IP) Inpatient Mental Health	Requested Units 3	Start Date 06/02/2024
End Date 06/12/2024	Request Type Standard		

PATIENT AND PROVIDER INFO

PATIENT INFO

Name
JANE DOE

Date of birth
02/03/1988

Relationship
Subscriber

Sex
F

MEMBER INFO

Name
JANE DOE

Member
ABC123456789

Group
999999

ORDERING PHYSICIAN

Name
JOHN SMITH

NPI
1234567890

Contact phone
(999) 999-9999

Address
123 S ANYWHERE ST
CITY, XX
12345-0000

SERVICE PROVIDER

RENDERING PROVIDER

ADMINISTRATIVE COMMUNICATIONS CONTACT

Name
JOHN SMITH

NPI
1234567890

Contact phone
(999) 999-9999

Address
123 S ANYWHERE ST
CITY, XX
12345-0000

Name
BEHAVIORAL HEALTH HOSPITAL

NPI
1234567890

Contact phone
(999) 999-9999

Contact fax
(999) 999-9999

Address
123 S ANYWHERE ST
CITY, XX
12345-0000

Name
Jane Doe

Telephone number
(555) 555-5555

Fax number
(555) 555-5555

Email
anywhere@anywhere.com

Not for Distribution



Step 3: Preview Request and Submit *(continued)*

8

- ▶ Complete the **Preview request**
- ▶ Once attestation is complete select **Submit Request**

PRIOR AUTHORIZATION | SERVICE: (IP) INPATIENT MENTAL HEALTH

Diagnosis
F30.11: MANIC EPISODE WITHOUT PSYCHOTIC SYMPTOMS, MILD

Does the member have any of the risk factors listed below? Please select all that apply.

Overdose

Is the member currently in imminent danger to self or others?
Yes

Is the member currently actively psychotic with command-type auditory hallucinations?
No

Is 24-hour medical monitoring required for the member?
No

Can the member discharge to a lower level of care?
No

What are the barriers to the member discharging to a lower level of care?
housing

What is the current treatment plan?
3 more days

What is the current discharge plan?
3 days

How many additional inpatient days are being requested? **12**

Quick Tip:
Select **green arrow** to make specific edits to the information entered in the request prior to submission.

ATTACHMENTS

Attach Documents **ATTACH**

SUBMIT REQUEST

9

- ▶ Receive **Confirmation** for completed requests
- ▶ Select **Print** and/or **Done**

Request Approved

This request meets criteria and is eligible for service immediately. You'll receive the approval letter in the mail with additional details.

Patient: JANE DOE

Service: (RTC) Substance Use, Residential Treatment Center

Status: **APPROVED**

Treatment: 1 Residential Treatment Center Day(s)

Start Date: 06/02/2024

Cert #: U11111111B-2

PRINT **DONE**

When cases are deemed medically necessary, providers can be granted **approvals**. With BlueApprovR, providers and patients can begin treatment when portal-approved.

Request Complete.

Cert # U11111111A-2

This request requires further review.

You can track the status of the request by logging into this site at any time.

PRINT **DONE**



In some situations, request may **pend** for further clinical review. You can track the status of the request by using the **My Request tab** in BlueApprovR any time.






Step 3: Viewing Initial & Concurrent Reviews

10






- ▶ Select the **My Requests** or **All Requests tabs** to view initial and/or concurrent review requests
- ▶ All concurrent **review requests** have the same *initial certification number* but differentiated by the **- suffix # (e.g., -1, -2)** at the end of the cert number, as shown in the example below

 Intake Integration / All Requests 

ALL REQUESTS Last updated: **JUST NOW** 



NEW REQUEST

Cert #	Patient	Submitter Email	Submitted Date	Last Updated ▼	Status	Service Date	Certification Type
U1111111A-1	JANE DOE	anyone@anywhere.com	05/31/2024	3 days 23hrs ago	APPROVED 	06/02/2024	Concurrent
U1111111A	JOHN DOE	anyone@anywhere.com	05/31/2024	4 days 0hrs ago	APPROVED 	05/20/2024	Initial
U1111111B	CALVIN DOE	anyone@anywhere.com	05/14/2024	05/14/2024	CONTACT PAYER 	05/16/2024	Initial
U1111111C	MARY DOE	anyone@anywhere.com	05/16/2024	05/16/2024	NO ACTION REQUIRED 	05/20/2024	Initial
U1111111D	JACK DOE	anyone@anywhere.com	05/18/2024	05/18/2024	APPROVED 	05/22/2024	Initial



Step 3: Revise End Date

- 1 On the **All Requests** page, select the **behavioral health request** that needs a revised end date

Intake Integration / All Requests

BlueCross BlueShield of Illinois

ALL REQUESTS Last updated: JUST NOW

U11111111A NEW REQUEST

Cert #	Patient	Submitter Email	Submitted Date	Last Updated	Status	Service Date	Certification Type
U11111111A	JANE DOE	anyone@anywhere.com	05/20/2024	1hr 25mins ago	APPROVED	05/20/2024	Initial

- 2 Select **Revise End Date** after opening the **behavioral health request**

Intake Integration / My Requests/ U11111111A

BlueCross BlueShield of Illinois

U11111111A

Submitted to: Blue Cross and Blue Shield of Illinois

Request Type: Standard Date Submitted: 05/18/2024 Status: APPROVED PRINT CERTIFICATION

+ CONCURRENT REVISE END DATE DISCHARGE PATIENT

Important Notes:

- End date revisions can be an extension or reduction in days.
- Inpatient requests are not eligible for end date revisions.

- 3 Enter the **New End Date**
- Add comments in **End Change Reasoning**
- Click **Submit**
- Once submitted the **Date Revision Request** will be viewable on the certification

Date Revision

New End Date * 06/20/2024

End Date Change Reasoning * relapse

CANCEL SUBMIT



Submitted to: Blue Cross and Blue Shield of Illinois

Request Type: Standard Date Submitted: 05/14/2024 Status: APPROVED PRINT CERTIFICATION

+ CONCURRENT REVISE END DATE DISCHARGE PATIENT

SERVICE STATUS

SERVICE	QUANTITY	STATUS	EFFECTIVE	END DATE	EXPIRATION
✓ (OP) Substance Use, Intensive Outpatient Program	1 Unit within 38 days	APPROVED	05/13/2024	06/20/2024	06/20/2024
--- Date Revision Request	-	APPROVED	05/13/2024	06/20/2024	06/20/2024



Step 3: Discharge Patient

- 1 On the **All Requests** page, select the **behavioral health request** that needs a discharge date

Intake Integration / All Requests

BlueCross BlueShield of Illinois

ALL REQUESTS Last updated: JUST NOW

U11111111A NEW REQUEST

Cert #	Patient	Submitter Email	Submitted Date	Last Updated	Status	Service Date	Certification Type
U11111111A	JANE DOE	anyone@anywhere.com	05/20/2024	1hr 25mins ago	APPROVED	05/20/2024	Initial

- 2 Select **Discharge Patient** after opening the **behavioral health request**

Intake Integration / My Requests/ U11111111A

BlueCross BlueShield of Illinois

U11111111A

Submitted to: Blue Cross and Blue Shield of Illinois

Request Type: Standard Date Submitted: 05/18/2024 Status: APPROVED

PRINT CERTIFICATION

+ CONCURRENT REVISE END DATE DISCHARGE PATIENT

- 3 Enter the **Discharge Date**
 - ▶ Add comments in **Discharge Aftercare Plan**, **Discharge Notes**, **Discharge Disposition**, and **Discharge Medication**
 - ▶ Click **Submit**
 - ▶ View confirmation for **Patient Discharged** request

Discharge

Discharge Date * 06/22/2024 Units Used * 1

Discharge Aftercare Plan * therapy

Discharge Notes

Discharge Disposition

Discharge Medication

CANCEL SUBMIT

Patient Discharged

Patient discharge information has been successfully captured

CLOSE



Step 4: Submission Tips, FAQs & Additional Support

Refer to the [Submission Tips](#) and [Frequency Asked Questions](#) listed below to further assist with submissions.

Questions	Answers
Are there any behavioral health services that <u>cannot</u> be submitted for concurrent review through BlueApprovR?	<ul style="list-style-type: none">- Yes, Psych/neuro psych testing, Applied behavioral analysis assessment/therapy, and Transcranial magnetic stimulation cannot be submitted for concurrent review at this time.
Will BlueApprovR allow for duplicate submission?	<ul style="list-style-type: none">- No, duplicate requests will reject if the start and end dates overlap.
Can clinicals be added after concurrent review requests are submitted?	<ul style="list-style-type: none">- Yes, just like with initial requests, you will have the ability to attach clinicals later by selecting “I will attach or fax documents at a later time” when a request requires clinicals for further review.
Is there a size limitation for attaching clinical documents to requests?	<ul style="list-style-type: none">- Yes, there is an individual size limit of 40MB.- There is not an aggregated file size limit (e.g., you can attach 10 files if the total size of all files does not exceed 40MB).- Acceptable file types are PDF (.pdf), TIFF (.tif), and/or JPEG (.jpg).

Need additional assistance?

BlueApprovR education/training or technical support contact:

[BlueApprovR Support Team](#)

Availity technical support, contact Availity Client Services at 800-282-4548

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