Authorizations is an online preauthorization tool in the Availity portal 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, you may complete the guided online registration process at Availity, at no charge.

**Important Reminder:**

Check eligibility and benefits online first to determine if the patient’s policy requires preauthorization for the service and/or procedure code(s). To learn more about checking eligibility and benefits via Availity, refer to the General Eligibility and Benefits Expanded user guide.

### Getting Started

- Go to Availity
- Select Availity Portal 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.*

### Express Entry Set-up

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.

- Select My Providers from the navigation menu
- Select Express Entry

**Quick Tips:**

- Express Entry is only accessible to Administrators.
- Express Entry is also found in My Account Dashboard.
Express Entry Set-up *(continued)*

- Expand **Add Provider**
- Enter **Provider’s NPI**
- Select **Add Provider**

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

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

Accessing Authorizations

- Select **Patient Registration** from the navigation menu
- Select **Authorizations & Referrals**, then **Authorizations**
1. Receiving Medical Record Requests from BCBSOK

Select Organization
Select BCBSIL payer option
Choose a Request Type:
  • Inpatient Authorization
  • Outpatient Authorization

Select Next

1) Start Authorization

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

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

- Enter the following Requesting Provider information:
  - Provider Type
  - Name
  - NPI
  - Specialty / Taxonomy
  - Address

- Select Next

Quick Tip:

→ Use Select a Provider to quickly populate required provider information. Administrators can setup this feature by selecting My Providers from the navigation menu, then choose Express Entry.

Quick Tips:

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

→ If the member belongs to another BCBS Plan, you will be re-directed to the other Plan’s pre-service review landing page after step 1 (Start an Authorization) is complete. If the other BCBS 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**

**Quick Tips:**

- Up to 12 **Diagnosis Code(s)** and **Procedure Code(s)** can be added by selecting **Add another diagnosis code** and **Add another procedure code**.
- We recommend you include your contact information in the **Provider Notes** field.
3) Service/Facility Provider Information

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

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

- 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 preauthorization 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:

- Instructional messaging will display for requests that pended and/or requests that cannot be submitted via Availity.

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.
Receiving Medical Record Requests from BCBSOK

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 preauthorization 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**

Auth/Referral Inquiry can be used to view....

- Requests previously set-up in iExchange®.
- Requests initiated by phone.
- Requests submitted by a different provider organization.
Enter the following information:

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

Please note that checking eligibility and benefits and/or the fact that a service has been preauthorized/pre-notified 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.

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. iExchange is a trademark of Medecision, Inc., a separate company that offers collaborative health care management solutions for payers and providers. BCBSIL makes no endorsement, representations or warranties regarding any products or services offered by third party vendors such as Availity and Medecision. If you have any questions about the products or services offered by such vendors, you should contact the vendor(s) directly.

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.