



AUTHORIZATIONS PORTAL update

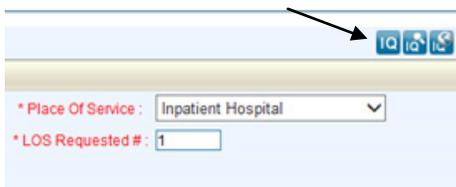
February 2016

BCBSLA Authorizations Portal Enhancement Set for April 4

On April 4, 2016, we are enhancing our BCBSLA Authorizations Portal, which is available under the Authorizations Portal section of iLinkBLUE. By utilizing your feedback, we have made improvements to the portal that will help the authorization process become more efficient. This newsletter will provide information on the six major changes that you will see.

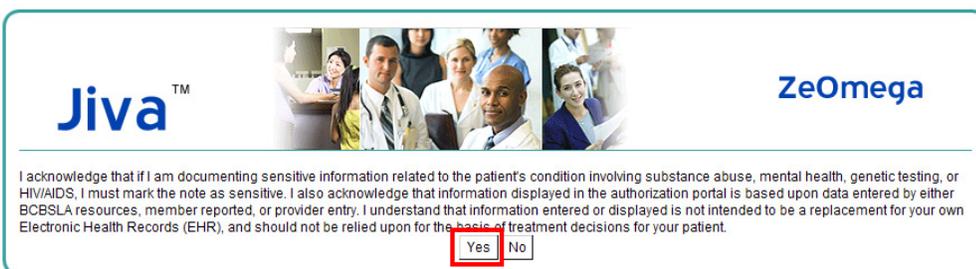
InterQual to Replace Milliman

One of the major updates will be the implementation of McKesson's InterQual clinical guidelines for providers to perform their clinical reviews. You will see three new InterQual Criteria icons in place of the Milliman icons. Clinical content criteria will be unavailable April 1-4 as we make the transition from Milliman to InterQual.



New Attestation Page

The Attestation Page is a new page you will see before you enter the portal. It explains that if you are documenting sensitive information you must mark the note as sensitive, and the information entered does not replace your own Electronic Health Records. To continue to the portal you must select the "Yes" button.



Training Webinars

Blue Cross and McKesson will be providing training webinars to you and your staff. You will learn about InterQual and some of the new changes that will be made in the portal.

- March 24
- March 29
- March 30
- March 31

You will be receiving an invitation with more information.

Concurrent Reviews & Extension of Services

A new extension icon will now be available for you to perform a concurrent review or extension of services. This icon will be shown in the Request Search Results page and under the Stay Request section of a member's episode.

TESTERING,MARY-950730-IP-OpenRequest												
View Member Details		Demographics										
UM Services	Member Name : TESTERING, MARY	Coverage ID : TEST1234501	DOB : 09/27/2009									
Provider	Gender : Female	Age : 6	Address : 1326 SUN LANE, DENHAM SPRINGS, LA, USA, 70726.									
Diagnosis Details	Preferred Phone # :	Elig. Start Date : 06/01/2014										
Clinical Documents	Product Type : 10011(Individual Blue Max PPO)	Elig. End Date : 04/30/2081										
Correspondence	Group : JANUARY	Employer : GENERAL NON-GROUP										
Activities	Episode : IP	Client : GENERAL										
Alerts	Procedure Details :											
Messages	Stay Request											
Notes	Stay ID	Stay Extn ID	LOS Requested #	LOS Assigned #	LOS Denied	Auth Start Date	Auth End Date	Service Type	Requested Level of care	Approved Level of Care	Decline	Actions
Submit Extension	1010321		5 Days	5 Days	0 Days	01/13/2016	01/18/2016	Medical Care	Acute	Acute	Approved	

New Member Search Criteria

You will now be able to search for a member by their social security number if the Subscriber ID is unavailable. The mandatory fields when searching for a member are:

- Member Last Name: Enter at least two characters.
- Member DOB: MM/DD/YYYY
- Subscriber ID or SSN

If you do not enter a Subscriber ID or Social Security number you will receive an error message.

Confirmation Page for Utilization Management Information

A confirmation page will now display utilization management information, submitted request information and the automated decision after submission. It will include a hyperlink so you can return to the episode instantly rather than searching for the episode in the search screen.

Stay ID	Stay Extn ID	LOS Requested #	LOS Assigned #	LOS Denied	Auth Start Date	Auth End Date	Service Type	Requested Level of care	Approved Level of Care	Decision
1010296		1 Days	0 Days	0 Days	01/07/2016	01/07/2016	Medical Care	Acute	Acute	Pending

Provider Supervisor Dashboard

The Provider Supervisor Dashboard is a brand new screen that will be implemented in this update. You may use this feature to identify a supervisor who will be responsible for reassigning activities when staff members are out or unavailable. More information on this feature will be available in the updated *Authorizations Portal User Guide* that can be found on iLinkBLUE under the “Manuals” section. You will receive an email when the updated user guide has been posted.

Minimum Browser Requirements

The supported browser for Blue Cross portal access is Internet Explorer 10.0 or above. Other browsers, such as FireFox, Chrome, etc., are not supported. Organizations that depend on older versions of Internet Explorer or other browsers may want to consider a dual browser strategy. Authorizations Portal users with unsupported browsers may find features of the applications do not function appropriately, or the applications may fail to load.

Resources and Support

The following Authorizations Portal resources are available on iLinkBLUE under the “Manuals” section:

- Authorizations Portal User Guide
- Authorizations Portal Quick Start Guide
- Milliman CareWebQI User Guide
- BCBSLA Security Setup Guide
- iLinkBLUE system User’s Guide

Computer-based training modules are available under the “Authorization and Medical Policy” section; click on **Authorizations Tutorials**.

Support

- For questions related directly to an authorization, call the authorization number on the back of the Member’s ID card.
- For technical support questions related to iLinkBLUE access or our Authorizations Portal, contact our EDI department by calling the LinkLine at 1-800-216-BLUE (1-800-216-2583), email ilinkblue.providerinfo@bcbsla.com or send a fax to 225-298-2945.
- For questions related to delegating users or changing your administration representative, contact our Provider Relations department at provider.relations@bcbsla.com.

Feedback

We value our providers’ feedback and will use this information to make improvements to the Authorizations Portal. Please email us your thoughts and suggestions to provider.relations@bcbsla.com.