

For the listening benefit of webinar attendees, we have muted all lines and will be starting our presentation shortly

- This helps prevent background noise (e.g., unmuted phones or phones put on hold) during the webinar
- This also means we are unable to hear you during the webinar
- Please submit your questions directly through the webinar platform only



### **How to submit questions:**

- Open the chat feature at the top of your screen to type your question related to today's training webinar
- In the "Send to" field, select "Panelists"
- Once your question is typed in, hit the "Send" button to send it to the presenter
- We will address submitted questions at the end of the webinar

# BLUE ADVANTAGE PROVIDER PORTAL WEBINAR

December 2020

**Presented by:**  
**Anna Granen**  
**[provider.relations@bcbsla.com](mailto:provider.relations@bcbsla.com)**



Blue Advantage (HMO) | Blue Advantage (PPO)

Blue Cross and Blue Shield of Louisiana HMO offers Blue Advantage (HMO). Blue Cross and Blue Shield of Louisiana, incorporated as Louisiana Health Service & Indemnity Co., offers Blue Advantage (PPO). Both are independent licensees of the Blue Cross and Blue Shield Association.

Blue Advantage from Blue Cross and Blue Shield of Louisiana HMO is an HMO plan with a Medicare contract. Blue Advantage from Blue Cross and Blue Shield of Louisiana is a PPO plan with a Medicare contract. Enrollment in either Blue Advantage plan depends on contract renewal.

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Last reviewed on 12/23/2020

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# 2021 Blue Advantage Provider Portal

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Effective January 1, 2021, Blue Advantage will transition our business from Lumeris Healthcare Outcomes to Vantage Health Plan, a Louisiana-based company

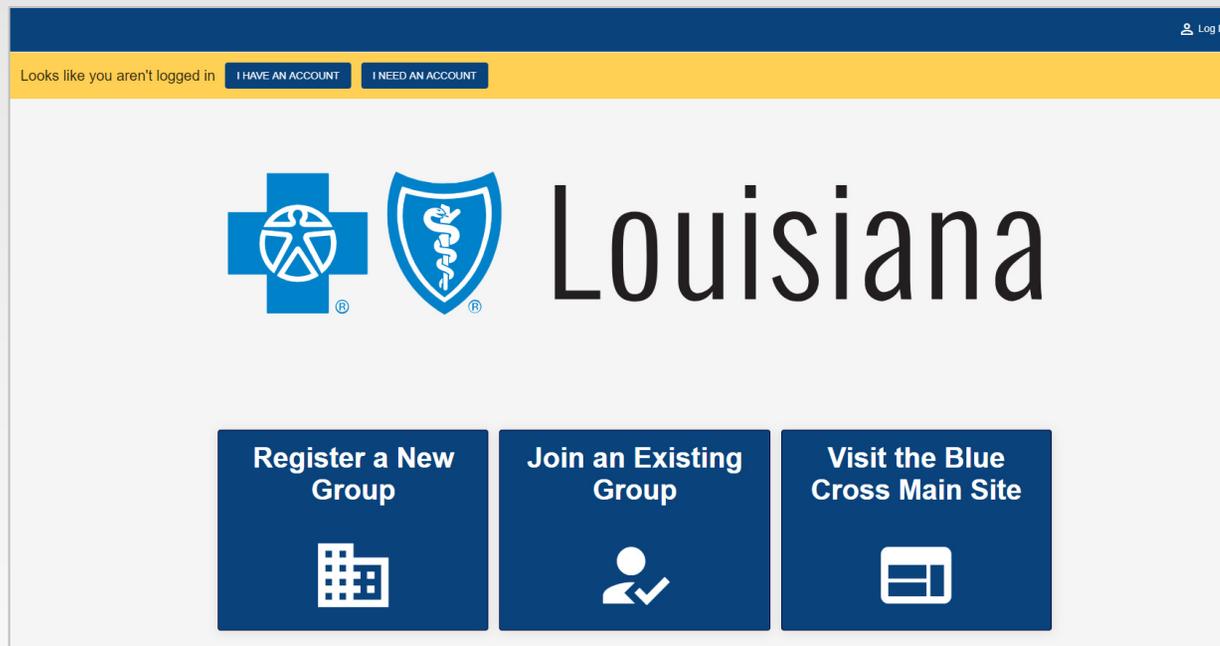
As part of this transition, providers will need to access the new Blue Advantage Provider Portal

During this webinar we will:

- Review the steps for completing registration and accessing the new Blue Advantage Provider Portal
- Give an overview of the new portal features

# 2021 Blue Advantage Provider Portal

The provider portal has a new look!



# Helpful Hints

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- We recommend using Google Chrome to access the 2021 Blue Advantage Provider Portal
- The new portal uses cookies to remember your login information and you **must** enable cookies for the portal, in order to successfully log in and access all its features
- For additional information, please see the “Troubleshooting” section of the *Blue Advantage Provider Portal User Guide* for detailed instructions

# Accessing the Provider Portal

# PROVIDER PORTAL USER ROLES

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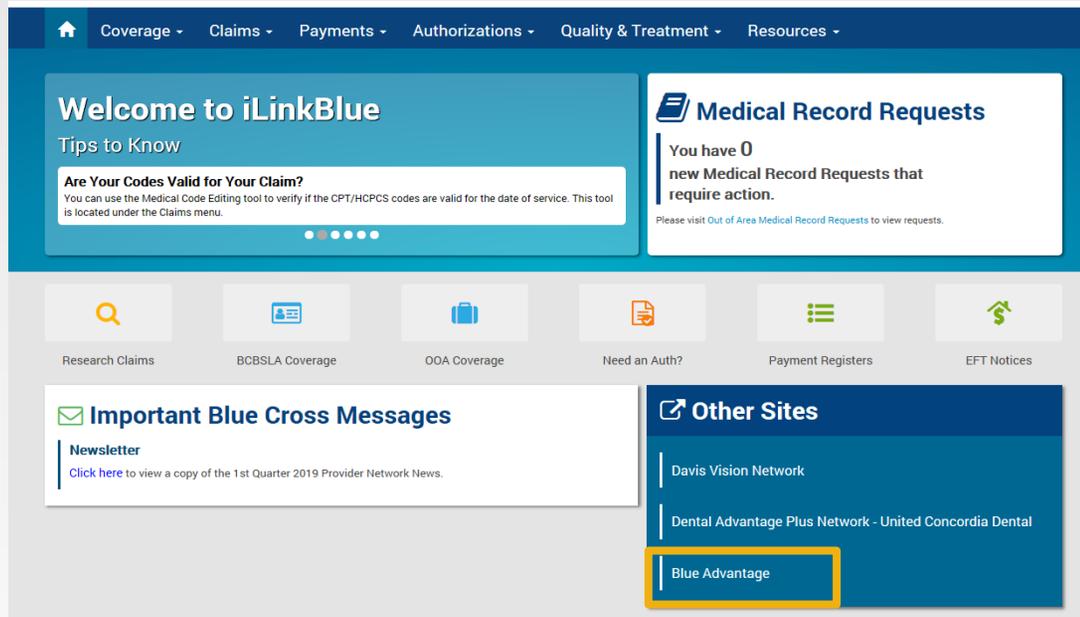
There are two levels of portal access that can be granted:

- Group Moderator
  - Person within the provider organization who is designated to complete the initial group registration and thereafter grants and manages user access to the Blue Advantage Provider Portal
- User
  - Person(s) at the provider organization who has been granted security access by the Moderator and thereafter can self-manage their own portal access only

**Group moderators are responsible for approving and denying user access, that will allow users to view protect health information (PHI)**

# How to Access the Portal

After December 15, 2020, providers in our Blue Advantage networks must access the Blue Advantage Provider Portal through iLinkBlue ([www.BCBSLA.com/ilinkblue](http://www.BCBSLA.com/ilinkblue)), then click "Blue Advantage" under the "Other Sites" section



If you do not have access to iLinkBlue, go to [www.BCBSLA.com/providers](http://www.BCBSLA.com/providers) then click iLinkBlue to register

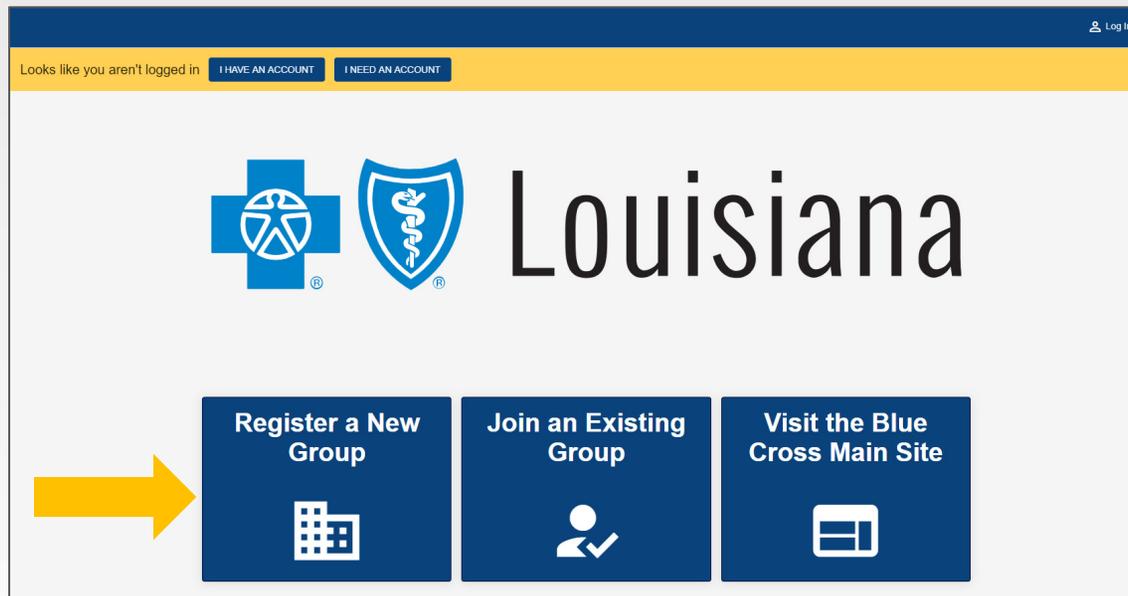
To access the Blue Advantage Provider Portal for registration before December 15, 2020, providers must go to <https://bcbslaproviderportal.com>

# Portal Registration

# Registering A New Group

If your organization has not completed group registration for the 2021 Blue Advantage Provider Portal, please designate a Group Moderator to complete the following steps:

- Click "Register a New Group"



**The person who completes group registration will become the group moderator for your organization**

# Registering A New Group

- Review the "What We Will Need" list and click "Next" to complete steps 2 through 4 of the registration form

The image displays two screenshots of a registration form. The left screenshot shows the 'Group Registration Form' step (Step 1) with a progress bar at the top indicating steps 1, 2, 3, and 4. Below the progress bar, there is a blue header 'Group Registration Form'. A note reads: 'NOTE: Please check with your supervisor before filling access to the portal.' Below the note, it says 'If your group has already been registered, you may request...'. A section titled 'What We Will Need' lists three items: 'Your contact info (Name, Email, & Phone)', 'The name of your group', and 'A list of the Tax IDs that your group needs access to'. At the bottom, there are 'Back' and 'Next' buttons. A yellow arrow points to the 'Next' button. The right screenshot shows the 'Contact Information' step (Step 2) with a progress bar at the top. Below the progress bar, there is a blue header 'Contact Information'. The form fields include 'First Name', 'Middle Name (Optional)', and 'Last Name' (all on one line), 'Email' (with an example 'portaluser@gmail.com'), and 'Phone Number' (with an example '(111)222-3333 OR 1112223333'). At the bottom, there are 'Back' and 'Next' buttons. A yellow arrow points to the 'Next' button.

# Registering A New Group

- Once all information has been provided, review your information and click "Submit"

The image displays two screenshots of a registration form. The left screenshot shows the 'Group Information' step, with a yellow arrow pointing to the 'Next' button. The right screenshot shows the 'Review & Submit' step, with yellow arrows pointing to the 'Submit' button and the 'Review & Submit' header.

**Group Information**

Company Name

Add Tax ID(s) Ex: 11-2222222,22-3333333,... OR 112222222 223333333 ...

Back Next

**Review & Submit**

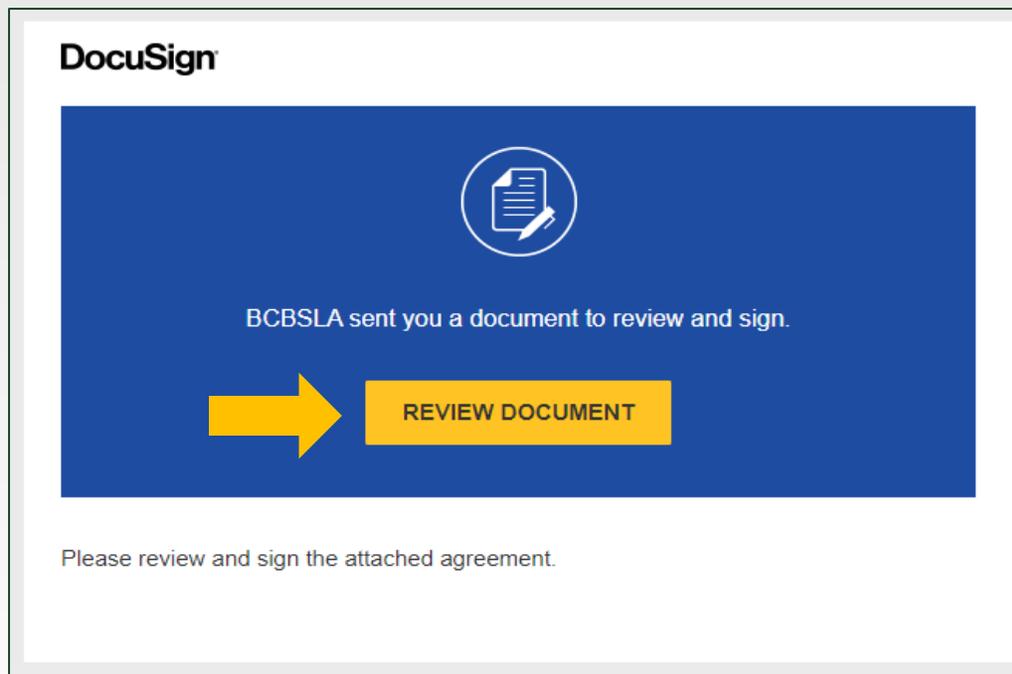
Name	John Doe
Email	portaluser@gmail.com
Phone	(111)222-3333
Group Name	Your Company's Name
Tax IDs	11-2222222, 22-3333333

I'm not a robot  reCAPTCHA  
Privacy - Terms

Back Submit

# Registering A New Group

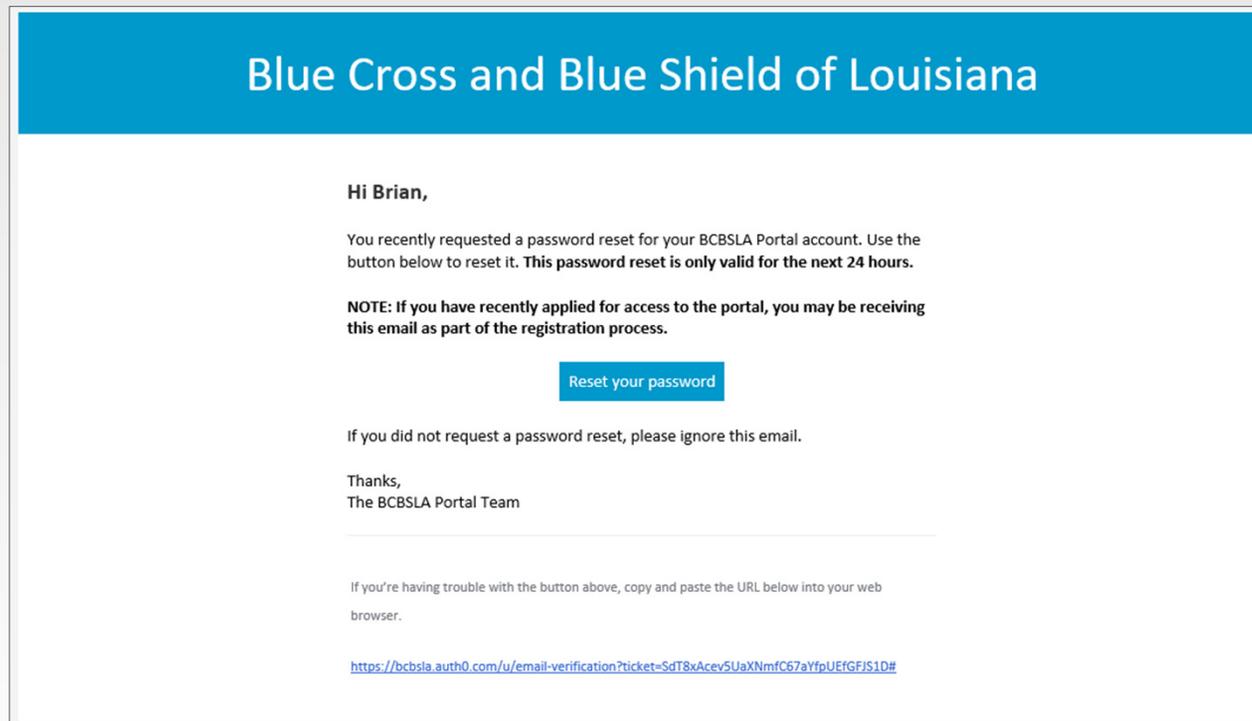
- You will receive an email from BCBSLA via DocuSign (dse\_NA3@docusign.net) containing Blue Advantage's Portal User Agreement. Click **Review Document** in the email to review and sign this document via DocuSign.



**A Blue Advantage employee must approve your user agreement before you can complete the registration process**

# Registering A New Group

- Once your portal agreement has been approved, you will receive an email from **Auth0 Mail** ([auth0mail@vhpla.onmicrosoft.com](mailto:auth0mail@vhpla.onmicrosoft.com)) asking you to reset your password



# Didn't Receive A Password Reset Email?

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- If you do not receive your password reset email from [auth0mail@vhpla.onmicrosoft.com](mailto:auth0mail@vhpla.onmicrosoft.com), please check your spam/junk folder. If you are still unable to locate your email, return to the Blue Advantage provider portal and reset your password by clicking "Login" then "Forgot Password"
- If you don't receive a new email, you may need to contact your organization's IT department:
  - To whitelist the Auth0 email address in the organization's email security platform

Or

  - Run a message trace to investigate what is blocking the email

# Registering A New Group

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- Once you have reset your password, you can now login to the new 2021 Blue Advantage Provider Portal
- Portal Access will be limited to the following features until December 15, 2020:
  - My Profile
  - Group Profile
  - Admin Center
- If you attempt to access any portal features not listed above a temporarily restricted message will appear on the screen

# Join An Existing Group

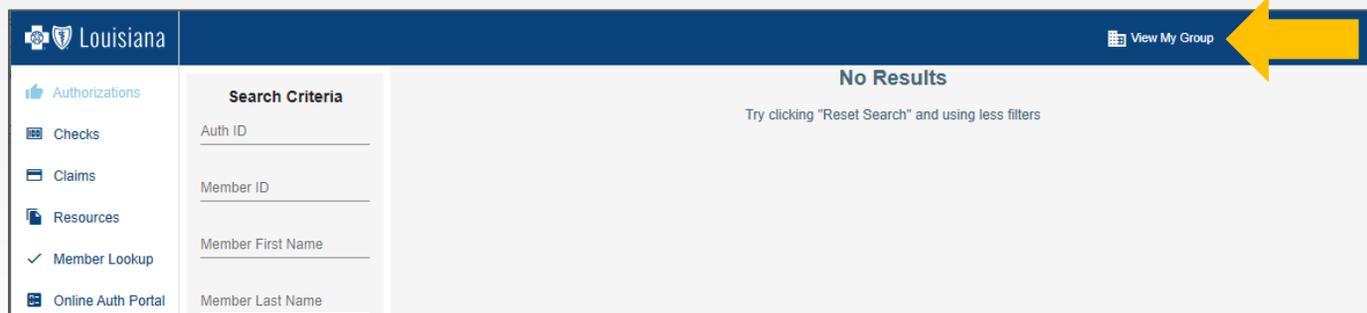
To add users to your organization's group, they must complete the user registration form through one of two options

## Option 1

- As the group moderator, you can invite users to join your group's security access for the Blue Advantage Provider Portal

To do so:

- click "View My Group" at the top of the portal screen



# Join An Existing Group

- Select "Send Portal Invite"
- Enter the user's email address and click "Send Email"

Group Profile	
Group and group owner info	
Name:	
Owner:	
Owner Phone:	
Owner Email:	
Provider Group Code:	
Tax IDs:	
EMAIL	CALL
SEND PORTAL INVITE	

### Send Portal Invite

Send an email with a link to request portal access.

Email Address

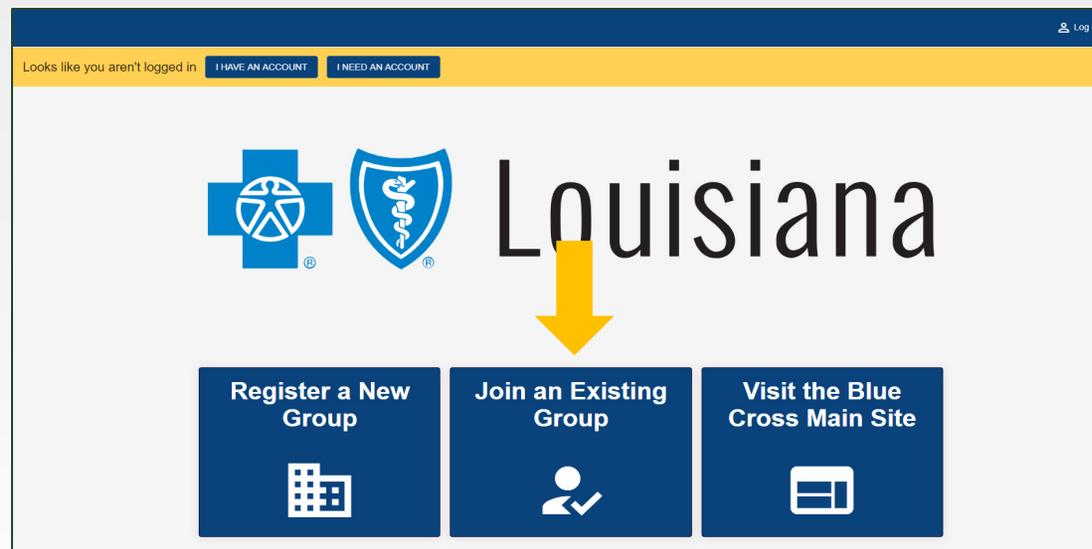
CANCEL **Send Email**

The user will receive an email containing a link to the user registration form as well as the group code they will need to complete registration

# Join An Existing Group

## Option 2

- Users may initiate the request themselves to join an existing group on the Blue Advantage Provider Portal by going through iLinkBlue ([www.BCBSLA.com/ilinkblue](http://www.BCBSLA.com/ilinkblue)), then click "Blue Advantage" under the "Other Sites" section
- Then click "Join an Existing Group"



# Join An Existing Group

- Review the “What We Will Need” list and click “Next” to complete steps 2 and 3 of the registration form

The image displays two screenshots of a registration form. The left screenshot shows the 'User Registration Form' step (Step 1) with a 'Next' button highlighted by a yellow arrow. The right screenshot shows the 'Contact Information' step (Step 2) with a yellow arrow pointing to the 'Next' button.

**Step 1: User Registration Form**

Note: You will need a Portal Group Code (“group code can be found in the invite email you received. If you did not receive an email or cannot locate the group code, contact your group moderator.”)

**What We Will Need**

- Your contact info (Name, Email, & Phone)
- The Portal Group Code for your company

Back Next

**Step 2: Contact Information**

First Name Middle Name (Optional) Last Name

Email  
Ex: portaluser@gmail.com

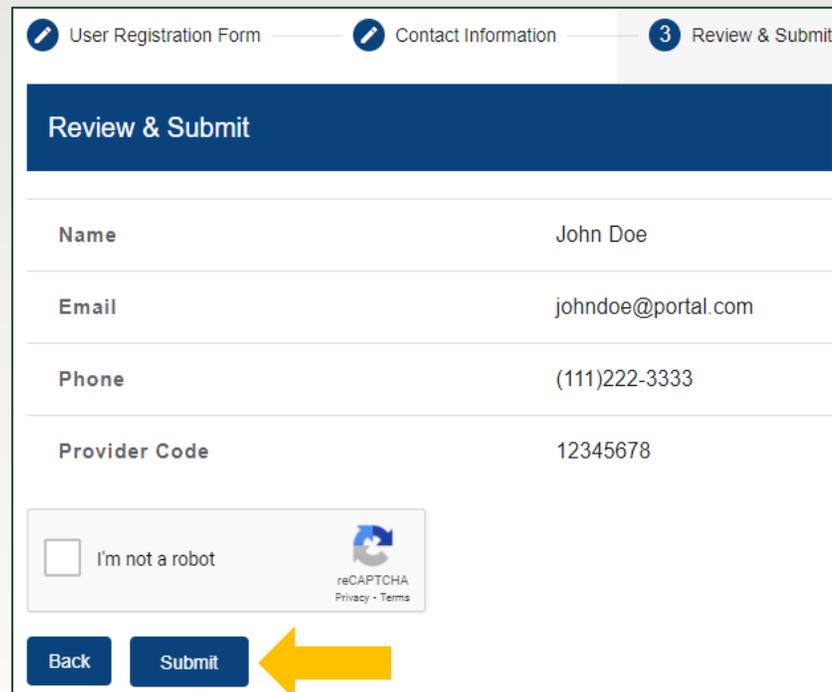
Phone Number  
Ex: (111)222-3333 OR 1112223333

Portal Group Code  
Please enter the code provided by your group moderator.

Back Next

# Join An Existing Group

- Once all information has been provided, review your information and click "Submit"



The screenshot shows a multi-step registration process. The current step is 'Review & Submit', indicated by a blue circle with the number '3' and a checkmark. The previous steps are 'User Registration Form' and 'Contact Information', both marked with checkmarks. The form displays the following information:

<b>Name</b>	John Doe
<b>Email</b>	johndoe@portal.com
<b>Phone</b>	(111)222-3333
<b>Provider Code</b>	12345678

Below the form fields is a reCAPTCHA widget with the text 'I'm not a robot' and a checkbox. At the bottom of the form are two buttons: 'Back' and 'Submit'. A yellow arrow points to the 'Submit' button.

# Join An Existing Group

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- After completing Option 1 or Option 2, users will then receive an email from BCBSLA via DocuSign ([dse\\_NA3@docusign.net](mailto:dse_NA3@docusign.net)) containing Blue Advantage's Portal User Agreement. Click **Review Document** in the email to review and sign this document via DocuSign.
  - The Portal User Agreement **must** be reviewed and signed before the Group Moderator can approve group access
- Once access has been granted, you will receive an email from **Auth0 Mail** ([auth0mail@vhpla.onmicrosoft.com](mailto:auth0mail@vhpla.onmicrosoft.com)) asking you to reset your password

**See slides 13 through 16 for steps to complete registration**

# Navigating the Portal

# Login Help

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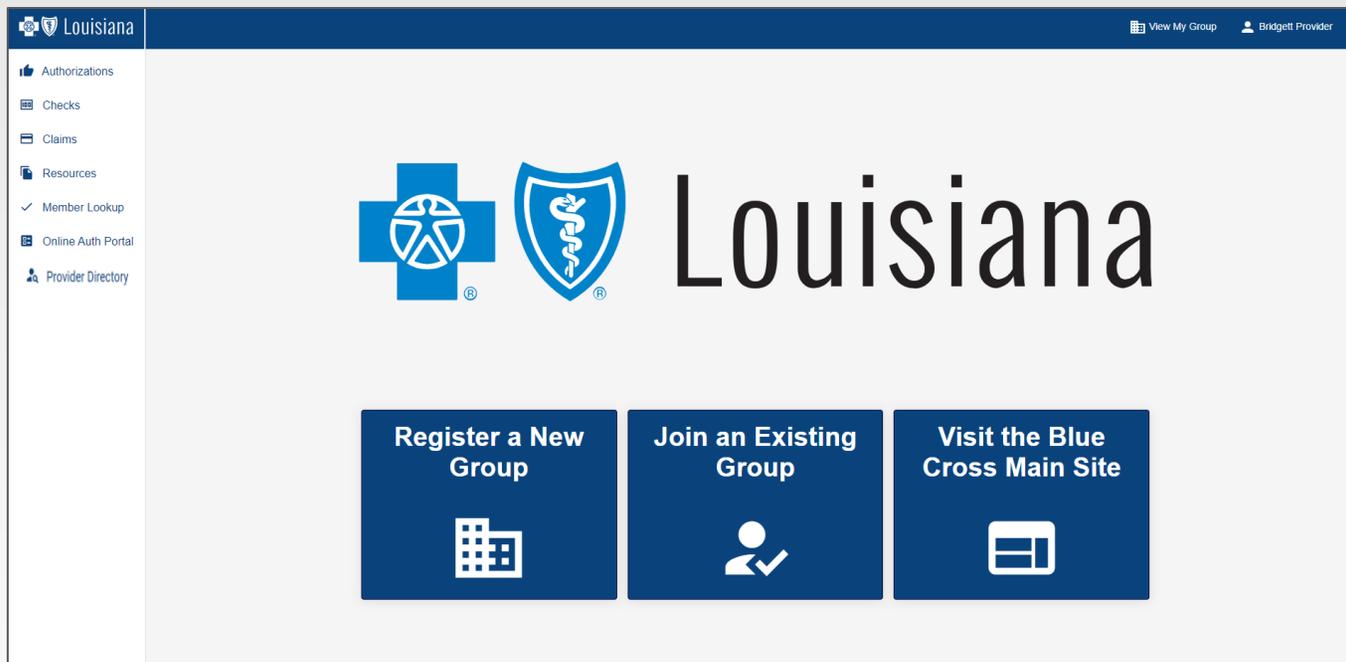
If multiple users are accessing the Blue Advantage Provider Portal on the same computer, they must clear their browser cache before the next user can login to the provider portal on that computer

OR

The initial users must logout of the provider portal and their Windows account in order for the next user to successfully login to the Blue Advantage Provider Portal on the same computer. Users must have different Windows login information.

# Provider Portal Home Page

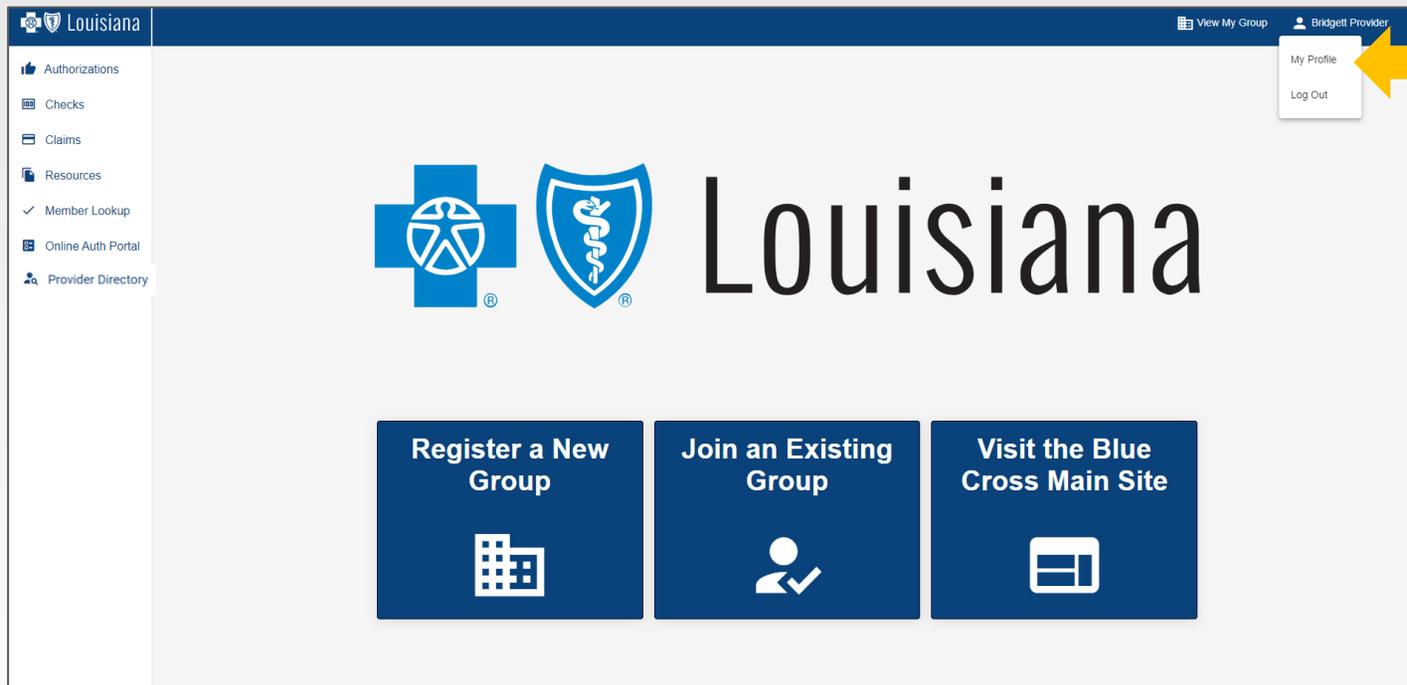
Once logged in, the following home screen will appear, giving providers access to all available portal features, and individual and group profile information



**The new 2021 Blue Advantage Provider Portal will go live on December 15, 2020. Until that date, the new portal will only be available for registration purposes.**

# My Profile

To view your personal portal profile, click the icon at the top right of the portal screen and select "My Profile"



# My Profile

Providers can also complete the following tasks:

- Review and update profile information
- Join a different group by selecting “Request Group Change,” you will need the group code associated with the group you wish to join
- Change portal role to group moderator by selecting “Request Moderator Access”

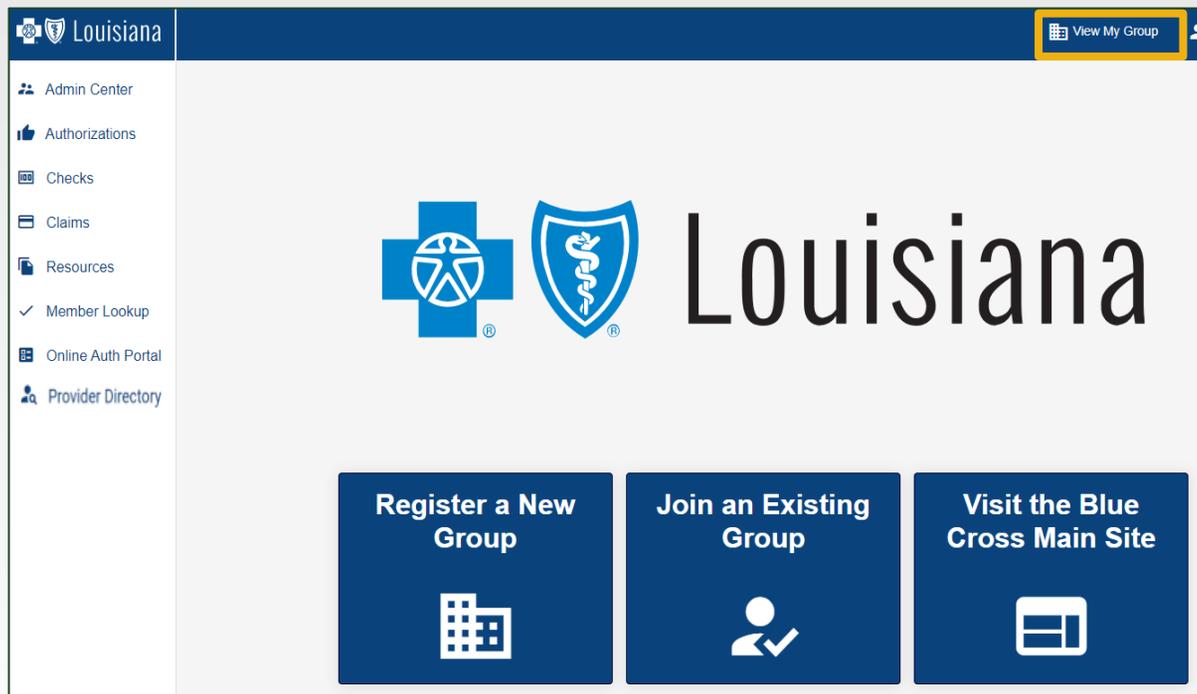
The screenshot displays the 'My Profile' page in the Louisiana portal. The page features a dark blue header with the Louisiana logo and the text 'Louisiana' on the left, and 'View My Group' and 'Bridgett Provider' on the right. A left sidebar contains navigation links: Authorizations, Checks, Claims, Resources, Member Lookup, Online Auth Portal, and Provider Directory. The main content area shows 'Account Details' with the following information:

Account Details	
Name	Bridgett Prier Provider
Email	BridgettPrierprovider@bcbsla.test
Company	Bridgett Prier Test Group
Access Level	Provider

Below the account details, three buttons are highlighted with a yellow border: 'UPDATE PROFILE', 'REQUEST GROUP CHANGE', and 'REQUEST MODERATOR ACCESS'.

# Group Profile

To view your group's profile information, such as group name and Tax ID, click "View My Group" at the top right of the portal screen



# Group Profile

Group moderators **only**, will have the option to send portal invites from this screen

Group Profile	
Group and group owner info	
Name:	Provider Accounting Services
Owner:	Holly Manager
Owner Phone:	(111) 222-3333
Owner Email:	hmanager@pas.fake
Provider Group Code:	30775463
Tax IDs:	43-5492892, 26-1517214, 33- 4444444, 22-3333333, 11-2222222
EMAIL	CALL
<b>SEND PORTAL INVITE</b>	

# Portal Features

# Portal Feature List

Depending on your provider portal user role, you will see one of the following feature lists below:

**Louisiana**

- Authorizations
- Checks
- Claims
- Resources
- Member Lookup
- Online Auth Portal
- Provider Directory

**Search Criteria**

Auth ID

Member ID

Member First Name

Member Last Name

Effective Date

Status

**User View**

**Louisiana**

- Admin Center
- Authorizations
- Checks
- Claims
- Resources
- Member Lookup
- Online Auth Portal
- Provider Directory

Approve & Deny Requests for Portal

**Search Criteria**

Name

Company Name

Role

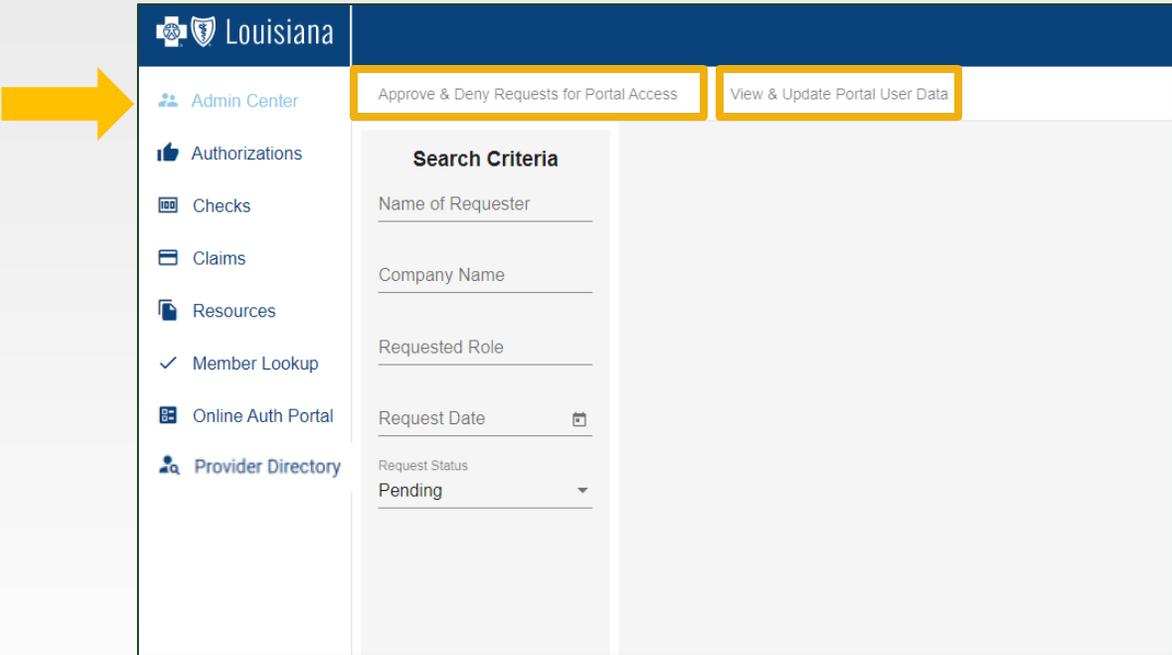
Date Created

**Group Moderator View**

# Admin Center

The Admin Center is accessible to **group moderators** only. Users will not see this option in their list of portal features.

Group moderators will have access to approve and deny requests for portal access as well as view and update portal user data



# Approving Portal Access

To view requests for portal access, click **Admin Center** and then click **Approve and Deny Requests for Portal Access**

If no search criteria is entered, by default all pending requests will appear

To narrow down your search results or locate a request that has been approved or denied, enter the following:

- Name
- Company name
- Requested role
- Request date
- Request status

The screenshot shows the Louisiana Admin Center interface. The 'Admin Center' menu item is highlighted with a yellow box. The page title is 'Approve & Deny Requests for Portal Access'. Below the title is a 'Search Criteria' section with input fields for 'Name of Requester', 'Company Name', 'Requested Role', and 'Request Date'. There is also a 'Request Status' dropdown menu.

Search Criteria	Name of Requester	Company	Requested Role	Request Status	Request Date
Name of Requester	[REDACTED]	[REDACTED]	GroupModerator	Pending	8/20/2020
Company Name	[REDACTED]	[REDACTED]	GroupModerator	Pending	8/20/2020
Requested Role	[REDACTED]	[REDACTED]	GroupModerator	Pending	8/20/2020
Request Date	[REDACTED]	[REDACTED]	GroupModerator	Pending	8/18/2020
Request Status	[REDACTED]	[REDACTED]	GroupModerator	Pending	8/18/2020
Pending	[REDACTED]	[REDACTED]	GroupModerator	Pending	8/18/2020
	[REDACTED]	[REDACTED]	GroupModerator	Pending	8/18/2020
	[REDACTED]	[REDACTED]	GroupModerator	Pending	8/18/2020

# Approving Portal Access

Click on the request within the list to view additional details and approve or deny the request

Notice in the screenshot to the right that the Approve button is grayed out, this happens when the user's portal agreement has not been signed and a note will appear at the top of the screen in **red**

Once the agreement is signed the group moderator will be able to approve the request

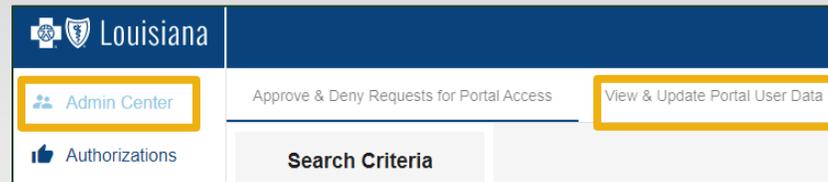
Request Details	
Details about the user account being requested	
<b>NOTE: user has not signed DocuSign documents</b>	
Status	Pending
First Name	[REDACTED]
Middle Name	[REDACTED]
Last Name	[REDACTED]
Role	GroupModerator
Date Requested	8/20/2020
Group Name	[REDACTED]
Date of Last Update	No Record
Last Updated By	No Record
DENY APPROVE ←	

Contact User	
Contact information for this user	
Email	[REDACTED]
Phone	
New User	Yes
EMAIL CALL	

# Updating Portal User Data

To view a list of users within your group, click **Admin Center** and then click **View & Update Portal User Data**



Louisiana

Admin Center

Approve & Deny Requests for Portal Access

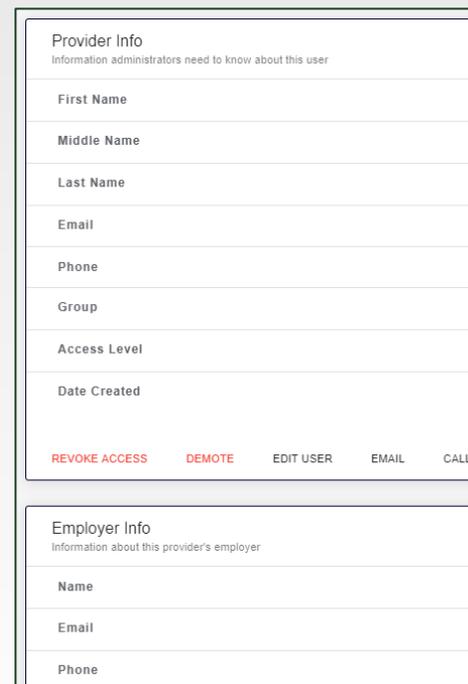
View & Update Portal User Data

Authorizations

Search Criteria

For additional details on a specific user, click on the user's name

Group moderators can demote users or revoke user access if needed on this screen



Provider Info

Information administrators need to know about this user

First Name

Middle Name

Last Name

Email

Phone

Group

Access Level

Date Created

REVOKE ACCESS DEMOTE EDIT USER EMAIL CALL

Employer Info

Information about this provider's employer

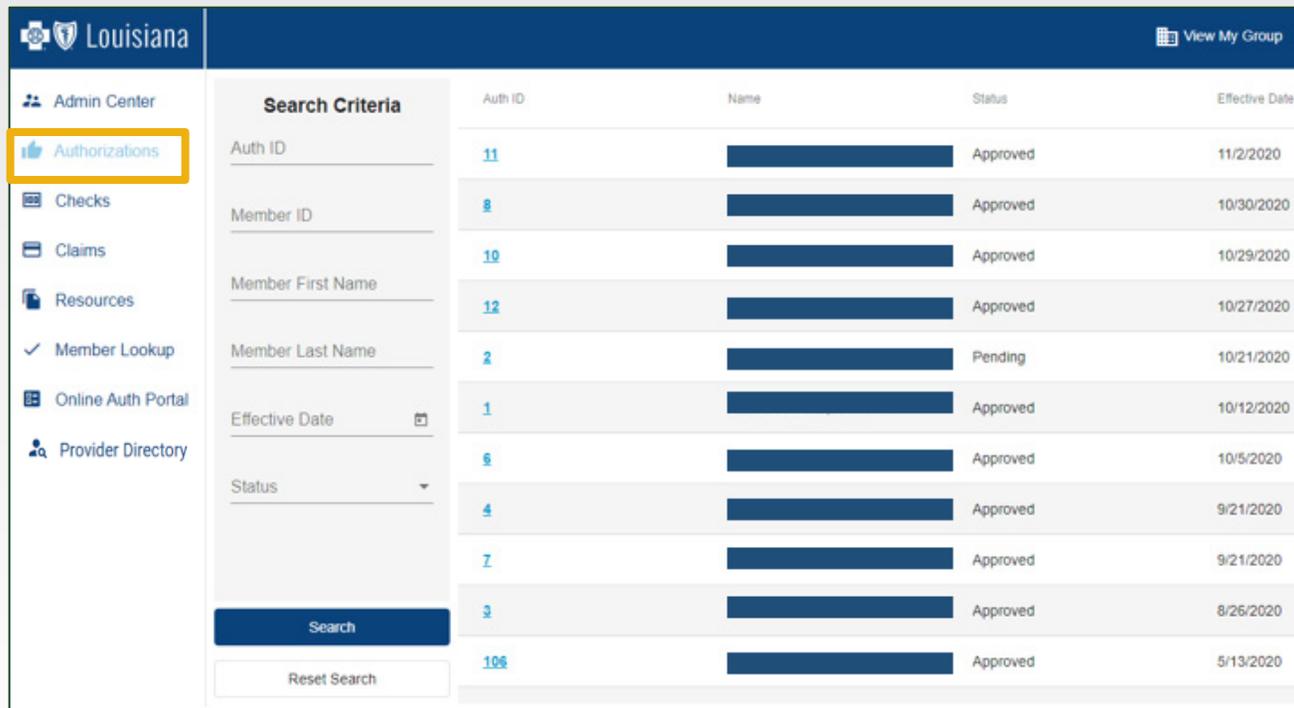
Name

Email

Phone

# Authorizations

Users can view the **status** of a member's authorization, effective date and auth ID by selecting "Authorizations" from portal feature list



Auth ID	Name	Status	Effective Date
11	[REDACTED]	Approved	11/2/2020
8	[REDACTED]	Approved	10/30/2020
10	[REDACTED]	Approved	10/29/2020
12	[REDACTED]	Approved	10/27/2020
2	[REDACTED]	Pending	10/21/2020
1	[REDACTED]	Approved	10/12/2020
9	[REDACTED]	Approved	10/5/2020
4	[REDACTED]	Approved	9/21/2020
7	[REDACTED]	Approved	9/21/2020
3	[REDACTED]	Approved	8/26/2020
106	[REDACTED]	Approved	5/13/2020

# Authorizations

To view additional authorization details, such as "Card #" and "Auth Description" click on the **Auth ID** of the member

Authorization Detail	
Authorization	
Auth#:	12
Member Name:	[REDACTED]
Status:	APPROVED
Card #:	[REDACTED]
Refer From:	[REDACTED]
Refer To:	[REDACTED]
Effective Date:	10/27/2020
Term Date:	11/26/2020
Auth Description:	Outpatient Services in Physician Office

# Authorizations

Under **Authorization Details**, users will also have access to “Diagnosis Details” and “Service Groups”

Diagnosis Details	
Diagnosis Code	Description
G70.01	Myasthenia gravis with (acute) exacerbation

Items per page: 15 1 – 1 of 1 |< < > >|

Service Groups	
Service Group	Status
A: Hospital Observation Services	APPROVED

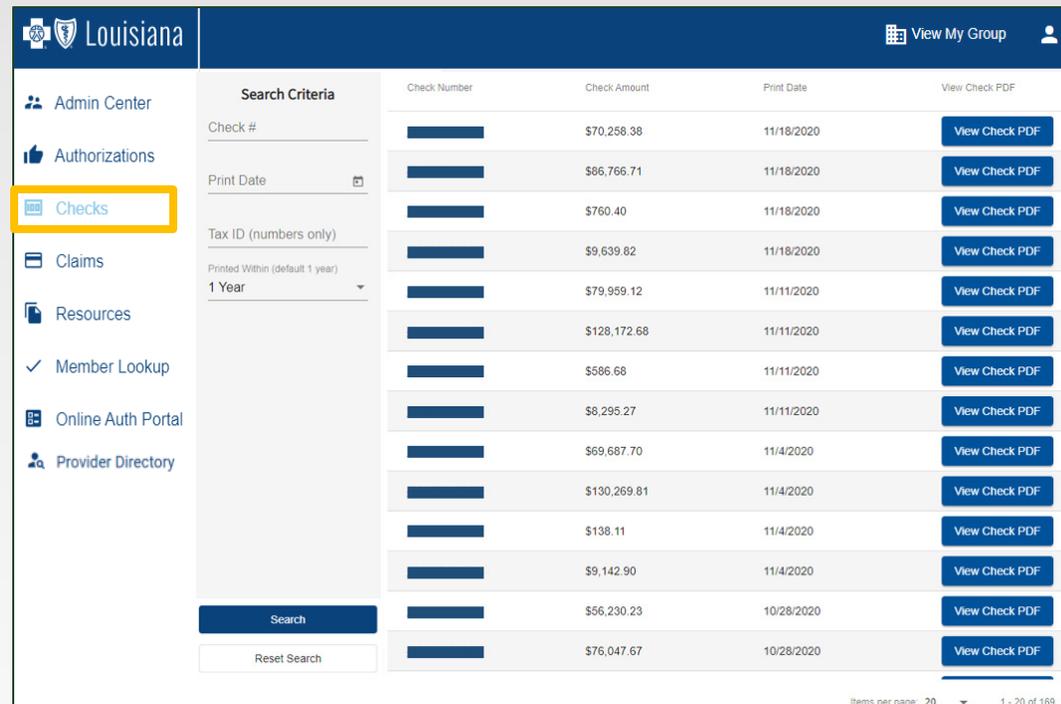
Items per page: 15 1 – 1 of 1 |< < > >|

# Checks

Users can view all checks, paper or electronic, by selecting “Checks” from the portal feature list

Checks are listed in order, starting with the most recent. To pull up a specific check, enter the following:

- Check number
- Print date
- Tax ID
- Printed within time period



Search Criteria	Check Number	Check Amount	Print Date	View Check PDF
Check #	██████████	\$70,258.38	11/18/2020	<a href="#">View Check PDF</a>
Print Date	██████████	\$86,766.71	11/18/2020	<a href="#">View Check PDF</a>
Tax ID (numbers only)	██████████	\$760.40	11/18/2020	<a href="#">View Check PDF</a>
Printed Within (default 1 year)	██████████	\$9,639.82	11/18/2020	<a href="#">View Check PDF</a>
1 Year	██████████	\$79,959.12	11/11/2020	<a href="#">View Check PDF</a>
	██████████	\$128,172.68	11/11/2020	<a href="#">View Check PDF</a>
	██████████	\$586.68	11/11/2020	<a href="#">View Check PDF</a>
	██████████	\$8,295.27	11/11/2020	<a href="#">View Check PDF</a>
	██████████	\$69,687.70	11/4/2020	<a href="#">View Check PDF</a>
	██████████	\$130,269.81	11/4/2020	<a href="#">View Check PDF</a>
	██████████	\$138.11	11/4/2020	<a href="#">View Check PDF</a>
	██████████	\$9,142.90	11/4/2020	<a href="#">View Check PDF</a>
	██████████	\$56,230.23	10/28/2020	<a href="#">View Check PDF</a>
	██████████	\$76,047.67	10/28/2020	<a href="#">View Check PDF</a>

The first 3 digits of the check number will let providers know if they received a paper or electronic check, **311** for paper checks and **322** for electronic checks (EFT)

# Checks

Checks can be sorted by check number or print date

Click the check number to see all claims associated with a specific check

Users can click "View Check PDF" to view a copy of the check and remittance advice (this option is available for all providers even if they are not set up for EFT and ERA services)

The screenshot shows the Louisiana provider portal interface. On the left is a navigation menu with options: Admin Center, Authorizations, Checks (highlighted with a yellow box), Claims, Resources, Member Lookup, Online Auth Portal, and Provider Directory. The main area features a 'Search Criteria' section with fields for 'Check #', 'Print Date', and 'Tax ID (numbers only)'. Below these is a 'Printed Within' dropdown set to '1 Year'. A 'Search' button is at the bottom of the search criteria. To the right is a table of checks with columns for 'Check Number', 'Check Amount', 'Print Date', and 'View Check PDF'. The 'View Check PDF' button for the first row is highlighted with a yellow box. At the bottom right, it shows 'Items per page: 20' and '1 - 20 of 169'.

Check Number	Check Amount	Print Date	View Check PDF
[REDACTED]	\$70,258.38	11/18/2020	<a href="#">View Check PDF</a>
[REDACTED]	\$86,766.71	11/18/2020	<a href="#">View Check PDF</a>
[REDACTED]	\$760.40	11/18/2020	<a href="#">View Check PDF</a>
[REDACTED]	\$9,639.82	11/18/2020	<a href="#">View Check PDF</a>
[REDACTED]	\$79,959.12	11/11/2020	<a href="#">View Check PDF</a>
[REDACTED]	\$128,172.68	11/11/2020	<a href="#">View Check PDF</a>
[REDACTED]	\$586.68	11/11/2020	<a href="#">View Check PDF</a>
[REDACTED]	\$8,295.27	11/11/2020	<a href="#">View Check PDF</a>
[REDACTED]	\$69,687.70	11/4/2020	<a href="#">View Check PDF</a>
[REDACTED]	\$130,269.81	11/4/2020	<a href="#">View Check PDF</a>
[REDACTED]	\$138.11	11/4/2020	<a href="#">View Check PDF</a>
[REDACTED]	\$9,142.90	11/4/2020	<a href="#">View Check PDF</a>
[REDACTED]	\$56,230.23	10/28/2020	<a href="#">View Check PDF</a>
[REDACTED]	\$76,047.67	10/28/2020	<a href="#">View Check PDF</a>

# Claims

To view claims associated with your group, select “Claims” from the portal feature list. Users can search for a specific claim by entering any of the following criteria:

- Member ID
- Member Name
- Claim ID
- NPI
- Check number
- Within time period
- Claims status

The screenshot shows the Louisiana portal interface. On the left is a navigation menu with 'Claims' highlighted. The main area is titled 'Search Criteria' and contains several input fields: Member ID, Member First Name, Member Last Name, Claim ID, NPI, and Check #. Below these are dropdown menus for 'Within (default: 1 year)' (set to 1 Year) and 'Claim Status'. A 'Search' button and a 'Reset Search' button are at the bottom of the search criteria section. To the right is a table with columns: Claim ID, Status, Member Name, Provider Name, Check Number, and Service Date. The table contains 14 rows of data, all with a status of 'Open' and 'No Record' for the check number. The service dates range from 8/15/2020 to 5/26/2020. A 'View My Group' link is in the top right corner. At the bottom right of the table, it says 'Items per page: 20'.

Claim ID	Status	Member Name	Provider Name	Check Number	Service Date
[REDACTED]	Open	[REDACTED]	[REDACTED]	No Record	8/15/2020
[REDACTED]	Open	[REDACTED]	[REDACTED]	No Record	7/5/2020
[REDACTED]	Open	[REDACTED]	[REDACTED]	No Record	7/5/2020
[REDACTED]	Open	[REDACTED]	[REDACTED]	No Record	7/1/2020
[REDACTED]	Open	[REDACTED]	[REDACTED]	No Record	5/26/2020
[REDACTED]	Open	[REDACTED]	[REDACTED]	No Record	5/26/2020
[REDACTED]	Open	[REDACTED]	[REDACTED]	No Record	5/26/2020
[REDACTED]	Open	[REDACTED]	[REDACTED]	No Record	5/26/2020
[REDACTED]	Open	[REDACTED]	[REDACTED]	No Record	5/26/2020
[REDACTED]	Open	[REDACTED]	[REDACTED]	No Record	5/26/2020
[REDACTED]	Open	[REDACTED]	[REDACTED]	No Record	5/26/2020
[REDACTED]	Open	[REDACTED]	[REDACTED]	No Record	5/26/2020
[REDACTED]	Open	[REDACTED]	[REDACTED]	No Record	5/26/2020
[REDACTED]	Open	[REDACTED]	[REDACTED]	No Record	5/26/2020

# Claims

By clicking on the Claim ID, users can access claim, provider, financial and diagnosis details

Claim Details	
Details about the member involved with this claim	
Patient	HMO, TEST VII
Card #	MDV15630001400
Check Number	No Record
Claim ID	20322000001
Status	Pending
Paid Date	

Provider Details	
Details about the provider involved with this claim	
Provider	ITS PROXY PROVIDER SPECIALIST MD NON-PAR
Plan Sponsor	INTERNAL USE ONLY - HMO INDIV
Description	PHYSICIAN
Par Status	Non Par Provider

### Financial Details

**Paid to Billed**

Paid: \$36.09 | Billed: \$93

**Copay and Coinsurance to Paid**

Copay and Coinsurance: \$0 | Paid: \$36.09

Filter

Service Date	Code	Code Description	Quantity	Billed	Not Allowed	Allowed	Copay	Deductible	Coinsurance	Paid	Reason Code(s)
8/15/2020	76705	ULTRASOUND ABDOMINAL R-T W/IMAG LIMITED	1	\$45.00	\$8.91	\$36.09	\$0.00	\$0.00	\$0.00	\$36.09	
8/15/2020	76706	US ABDOMINAL AORTA REAL TIME SCREEN STUDY AAA	1	\$48.00	\$48.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	undefinedDuplicate Claim/Claim Line

Items per page: 15 | 1 - 2 of 2 | < > > |

### Diagnosis Details

Filter

Diagnosis Code	Description
I10	Essential (primary) hypertension

Items per page: 15 | 1 - 1 of 1 | < > > |

# Resources

The Resources section is designed to give users access to the most current Blue Advantage resources, such as manuals, guides, forms, educational presentations and newsletters

The screenshot shows a web application interface for Louisiana. The top navigation bar is dark blue with the Louisiana state logo and the text "Louisiana" on the left, and "View My Group" with a user icon on the right. A left-hand sidebar contains a list of menu items: "Admin Center", "Authorizations", "Checks", "Claims", "Resources" (highlighted with a yellow box), "Member Lookup", "Online Auth Portal", and "Provider Directory". The main content area is titled "Provider Resources" and includes "Expand All" and "Collapse All" links. Below this, there are seven expandable menu items, each in a white box with a dark blue border and a downward arrow: "Manuals and Authorizations", "Reference Materials", "Forms", "Webinars and Workshops", "Newsletters", "Compliance", and "Helpful Links".

# Resources

Users can click on the folder title to display each available resource within the category

The screenshot displays a vertical list of resource categories, each in a white box with a thin border. The first three boxes are expanded, showing their contents. The last two are collapsed.

- Manuals and Authorizations** (expanded):
  - [2021 Blue Advantage Provider Manual](#)
  - [2020 Blue Advantage Provider Manual](#)
  - [Blue Advantage Quick Reference Guide](#)
- Reference Materials** (expanded):
  - [Blue Advantage FAQs](#)
  - [Blue Advantage Provider Portal User Guide](#)
  - [2021 Blue Advantage Drug Formulary](#)
- Forms** (expanded):
  - [EFT/ERA Enrollment Form](#)
  - [Voluntary Refund Explanation Form](#)
  - [Behavioral Health Authorization Form](#)
  - [Home Health Authorization Form](#)
  - [Outpatient Authorization Form](#)
  - [Inpatient Authorization Form](#)
- Webinars and Workshops** (collapsed)
- Newsletters** (collapsed)

# Resources

Users can also access CMS compliance materials and contact information as well as helpful links to under the Resource feature

**Compliance** ^

[Code of Business Conduct](#)

[CMS Online General Medicare Compliance and Fraud, Waste and Training](#)

Compliance Hotline (800) 973-7707 | Compliance Email ([compliance.office@bcbsla.com](mailto:compliance.office@bcbsla.com))

Fraud, Waste and Abuse Hotline (800) 392-9249 | FWA Email ([Fraud@bcbsla.com](mailto:Fraud@bcbsla.com))

Privacy Number (225) 298-1751 | Privacy Email ([privacy.office@bcbsla.com](mailto:privacy.office@bcbsla.com))

Security Number (225) 200-2575 | Security Number Email ([SIRT@bcbsla.com](mailto:SIRT@bcbsla.com))

**Helpful Links** ^

[CMS National Coverage Determinations](#)

[LA Local Coverage Determinations](#)

[InterQual](#)

[Summary of Benefits](#)

[Evidence of Coverage](#)

[Provider/Pharmacy Directory](#)

# Member Lookup

In order to lookup member information users **must** have the Member ID. Users will not be able to view more than one member's information at a time.

By clicking on the Member ID number, users will have access to the following:

- Member information
- Plan snapshot
- Documents
- Accumulators
- Coinsurance and Copays

The screenshot displays the Louisiana Member Lookup interface. On the left is a navigation menu with options: Admin Center, Authorizations, Checks, Claims, Resources, Member Lookup (highlighted), Online Auth Portal, and Provider Directory. The main area is titled 'Search Criteria' and contains a search input field for 'Member ID' with a 'Search' button below it and a 'Reset Search' button at the bottom. To the right of the search criteria is a table with the following columns: Member ID, Name, Status, Primary Coverage, Birth Date, and Plan. A single row of results is shown with redacted Member ID and Name, a 'Payable' status, a green checkmark for Primary Coverage, a redacted Birth Date, and the plan name 'BCBSLA HMO NorthEast 006 MA'. The top right of the interface shows 'View My Group' and the user name 'Allison Moderator'.

Member ID	Name	Status	Primary Coverage	Birth Date	Plan
[REDACTED]	[REDACTED]	Payable	✓	[REDACTED]	BCBSLA HMO NorthEast 006 MA

# Member Lookup

## Member Information

- In addition to viewing the member's name and coverage status, users can also view claims and authorizations associated with a member

Member Information	
Member contact and coverage status	
Name:	[REDACTED]
DOB:	[REDACTED]
Coverage Status:	Active
<a href="#">VIEW CLAIMS</a>	<a href="#">VIEW AUTHS</a>

# Member Lookup

## Plan Snapshot

- Includes a summary of the member's enrollment information such as plan year, program and effective date

Plan Snapshot	
A quick summary of this enrollment	
Plan:	BCBSLA HMO North Shore 009 Seg 002 MA
Card #:	[REDACTED]
Plan Year:	2020
Program:	BCBS LA HMO INDIVIDUAL
Effective Date:	1/1/2020
Term Date:	12/31/2078

# Member Lookup

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## Documents and Accumulators

- Plan-specific documents will appear in the documents section of the member lookup
- As claims are received and processed, the amount will be updated in the accumulators section

### Documents

[2021 Annual Notice of Changes](#)

[2021 Summary of Benefits](#)

[2021 Evidence of Coverage](#)

### Accumulators

# Member Lookup

## Coinsurance and Copays

- Includes member's coinsurance or copay amounts by date span and service type

Coinsurance and Copays		
Filter _____		
Description	Day Span	Amount
Inpatient - Acute	Days 1 - 10	\$175
Inpatient - Acute	Days 11 - 90	\$0
Inpatient - Mental Health Care	Days 1 - 8	\$195
Inpatient - Mental Health Care	Days 9 - 90	\$0
Inpatient - Rehab	Days 1 - 10	\$175
Inpatient - Rehab	Days 11 - 90	\$0
Inpatient - Substance Abuse	Days 1 - 8	\$195
Inpatient - Substance Abuse	Days 9 - 90	\$0
Skilled Nursing Facility	Days 1 - 20	\$0
Skilled Nursing Facility	Days 21 - 100	\$165

Items per page: 10 1 - 10 of 14 |< < > >|

# Online Auth Portal

For 2021 dates of services users will be able to submit online authorization requests for select outpatient services, through the “Online Auth Portal” feature

The screenshot displays the Louisiana online portal interface. The top navigation bar includes the Louisiana state logo and the text "Louisiana" on the left, and "View My Group" with a user profile icon on the right. A left-hand sidebar menu lists several navigation options: "Admin Center", "Authorizations", "Checks", "Claims", "Resources", "Member Lookup", "Online Auth Portal", and "Provider Directory". The "Online Auth Portal" option is highlighted with a yellow border. The main content area features a white box with the following text: "Online Auth Portal", "Click the button below to access the online auth portal.", "The online auth portal will open in a new tab.", "If you are having trouble connecting, please ensure that you are not blocking any pop-ups from this site.", and an "IMPORTANT NOTE: The online auth portal is a separate site and does not allow you to log in using your portal account. Portal users may only access the online auth portal from this site and must do so by clicking the button below. Attempting to log in directly to the online auth portal may result in your account being locked." Below this text is a blue button labeled "Visit the Online Auth Portal".

# Online Auth Portal

---

A prior authorization request can be submitted online for the following outpatient services:

- **OPMD** - a procedure performed in the office setting
- **OPFAC** - a procedure performed in an outpatient facility setting
- **ASU** - a procedure performed in an ambulatory surgical setting
- **POC** - authorization for post op care for surgeries with 90-day global periods

Inpatient authorizations **can not** be requested through the provider portal at this time

# Creating An Outpatient Authorization

- Locate the member record by entering the Member ID and one of the following:
  - First Name and Last Name or Date of Birth
- Click on the desired member record to display the Member Summary screen

Home

**Member Lookup** Clear Fields

Member ID First Name Last Name Date of Birth

Member ID	Member Name	Date of Birth	PCP	Benefit Product	Insura
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# Creating An Outpatient Authorization

- Click on the "Authorizations" tab
- Then select "New Authorization" and choose "Outpatient" from the menu

The screenshot shows a web application interface for managing medical authorizations. At the top, there are navigation tabs: 'Home', 'Authorizations', 'Care Enrollments', and 'Summary'. The 'Authorizations' tab is selected and highlighted with a yellow box. Below the tabs, there is a patient information section with fields for Member ID, DOB, Benefit Name, Language, Gender, PCP Info, Address, Phone, and Email. A table of authorizations is displayed below, with columns for Auth ID, Request Date, POS, Service Type, Expected Admit Date, Admit Date, Admit Status, Status, and Review Date. A yellow box highlights the 'New Authorization' dropdown menu, which is open and shows 'Inpatient' and 'Outpatient' options. The 'Outpatient' option is selected. Below the table, there is a 'Notes' section with tabs for 'Assessments' and 'Messages', and a search bar. At the bottom, there is a footer with 'javascript:' and 'CPT® copyright 2018 American Medical Association. All rights reserved.'

Auth ID	Request Date	POS	Service Type	Expected Admit Date	Admit Date	Admit Status	Status	Review Date
667419	04/16/2020 08:36	IP	Medical		04/15/2020	INITIATED	Approved	03/09/2020
661801	03/09/2020 14:27	OP	Outpatient Services in MD Office				Approved	02/06/2020
653792	02/05/2020 08:47	IP	Medical		02/04/2020		Approved	01/03/2020
645831	01/02/2020 08:37	IP	Observation		01/01/2020		Approved	12/09/2019
641367	12/09/2019 07:56	OP	Durable Medical Equipment				Approved	07/19/2019
611132	07/19/2019 09:52	OP	Therapy				Approved	07/17/2019
610527	07/17/2019 10:10	OP	Outpatient Service in Facility				Approved	02/18/2019
576760	02/11/2019 13:43	OP	Reimbursement				Approved	11/05/2018
553252	11/05/2018 13:53	OP	Drugs				Approved	

# Creating An Outpatient Authorization

Complete the authorization form and provide all needed information. Mandatory field names are identified by red titles.

The screenshot shows a web form titled "New Outpatient Authorization". The form contains several sections and fields:

- Primary Coverage:** A dropdown menu highlighted with a green border.
- Service Status:** A dropdown menu.
- Request Type:** A dropdown menu.
- Request Date/Time:** A date and time field showing "06/03/2020 13:50".
- Service Section:**
  - Requested Service:** A section header.
  - Service Type:** A dropdown menu highlighted with an orange border.
  - Requested Start Date:** A date field showing "06/03/2020" highlighted with an orange border.
  - # of Services:** A numeric field showing "1".
  - Procedure:** A text field with a dropdown arrow, a plus icon, and a trash icon.
- Requestor Contact Info Section:**
  - Entered By:** A text field containing "Mindy".
  - Phone:** A text field with a mask "(###) ###-#### ~x:####".
- Providers Section:**
  - Requesting Provider:** A text field.
  - Rel:** A dropdown menu.
- Buttons:** "Submit" and "Cancel" buttons at the bottom right.

# Creating An Outpatient Authorization

Comments are not required but users may enter specific information about the request. All available attachments should be included.

New Outpatient Authorization

Requesting Member: [dropdown] Referring Member: [dropdown]

Servicing Provider: [dropdown] Role: REFERTO - Refer To Provider [dropdown]

+

**Diagnosis**

ICD-10 Diagnosis Code: [input] [dropdown] [x] [dropdown]

+

**Comments**

Please enter specific information as to the service you are requesting: [text area]

**Attachments**

Select files... drop files here to upload

Submit Cancel

# Creating An Outpatient Authorization

Once your **Authorization** has been submitted, a decision will be rendered for the services requested. In certain cases, based on criteria for the services submitted, the request will be automatically approved. If your request is not automatically approved, it will be suspended to Blue Advantage's Medical Management team for review. You may return to the **Authorization** browse screen to check on the status of the request.

New Outpatient Authorization

Requesting Member: [Field] Referring Provider: [Field]

Servicing Provider: [Field] Role: REFERTO - Refer To Provider

+

**Diagnosis**

ICD-10 Diagnosis Code: [Field]

+

**Comments**

Please enter specific information as to the service you are requesting:

[Text Area]

**Attachments**

Select files... drop files here to upload

Submit Cancel

# Creating An Outpatient Authorization

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## For Behavioral Health Requests

Once the authorization request has been submitted, **it will be suspended to the Blue Advantage Medical Management team for review.** If medical necessity criteria is met, the request will be approved.

Users will be contacted via phone or fax with the decision. If additional information is needed, specific instructions will be given. Users may return to the **Authorization** browse screen to check on the status of the request.

# Find A Provider

This feature will redirect users to the provider search feature, where they can look up other providers in a member's network

The screenshot shows a web application interface for Louisiana. The top navigation bar features the Louisiana logo on the left and 'View My Group Aaron Moderator' on the right. A left sidebar contains a list of menu items: Admin Center, Authorizations, Checks, Claims, Resources, Member Lookup, Online Auth Portal, and Provider Directory. The 'Provider Directory' item is highlighted with a yellow box. The main content area displays a notification box titled 'Provider and Pharmacy Directory' with the following text: 'Click the button below to access the provider and pharmacy directory . The directory will open in a new tab. If you are having trouble connecting, please ensure that you are not blocking any pop-ups from this site.' Below the text is a blue button labeled 'Visit the Provider Search'.

# Find A Provider

**Provider Search**

All search fields are optional

<b>First Name or Facility Name</b>	<b>Last Name</b>
<input type="text" value="First"/>	<input type="text" value="Last"/>
<b>Specialty</b>	<b>Category</b>
<input type="text" value="-- Any Specialty --"/>	<input type="text" value="-- Any Category --"/>
<b>City</b>	<b>Parish/County</b>
<input type="text" value="City"/>	<input type="text" value="Parish/County"/>
<b>State</b>	<b>ZIP Code</b>
<input type="text" value="-- Any State --"/>	<input type="text" value="Zip Code"/>
<b>Plan Type</b>	<b>Gender</b>
<input type="text" value="-- Any Plan --"/>	<input type="text" value="-- Any Gender --"/>
<b>Language</b>	<b>Hospital Affiliation</b>
<input type="text" value="-- Any Language --"/>	<input type="text" value="-- Any Hospital --"/>
<b>Medical Group</b>	
<input type="text" value="Medical Group"/>	

If you are unable to locate a network provider, please contact Blue Advantage at 1-866-508-7145. If an in-network provider is not available, the services **MUST** be authorized.

# Blue Advantage Network Webinars

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For more information on the entire Blue Advantage network, please attend one of our upcoming webinars on Thursday, December 3 or Tuesday, December 8

If you did not receive an invitation to the Blue Advantage Network webinars, please email our Provider Relations Department at [provider.relations@bcbsla.com](mailto:provider.relations@bcbsla.com) and included "BA network webinar" in the subject line

# Provider Relations

*provider education & training*

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**Kim Gassie**  
Director

**Jami Zachary**  
Manager

**Anna Granen**  
Jefferson, Orleans, Plaquemines, St. Bernard

**Vacant**  
Acadia, Ascension, Calcasieu, Cameron, Iberville,  
Jefferson Davis, Livingston, Pointe Coupee,  
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St. Charles, St. James, St. John the Baptist, St. Mary,  
Terrebonne

**Mary Guy**  
East Feliciana, St. Helena, St. Tammany, Tangipahoa,  
Washington, West Feliciana

**Melonie Martin**  
East Baton Rouge

**Patricia O’Gwynn**  
Allen, Avoyelles, Beauregard, Caldwell, Catahoula,  
Concordia, East Carroll, Evangeline, Franklin, LaSalle,  
Madison, Morehouse, Ouachita, Rapides, Richland,  
Tensas, Vernon, West Carroll

**provider.relations@bcbsla.com | 1-800-716-2299, option 4**

# Questions

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