

New Security Setup Application Webinar

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 Q&A feature at the bottom of your screen, type your question related to today's training webinar and hit "enter."
- Once your question is answered, it will appear in the "Answered" tab.
- All questions will be answered by the end of the webinar.

New Security Setup Application for Administrative Representatives

Presented by:

Provider Relations Department
Blue Cross and Blue Shield of
Louisiana

Spring 2022



What's Changing

A New Security Setup Application is Coming

On **June 13, 2022**, Blue Cross is introducing a new security setup application for administrative representatives called Delegated Access. It will be available through iLinkBlue only.

This application will replace the existing Sigma Security Setup Tool.

The new application gives administrative representatives a better user experience with simpler navigation while maximizing functionality.



Last Day to use Sigma is June 7

On **June 7, 2022**, Blue Cross is disabling the existing Sigma Security Setup Tool. This means you cannot make security setup changes until the Delegated Access application is available on June 13.



During this time, Blue Cross is migrating your provider organization's user data to the new application. This allows seamless access when using the new application.

Keep Your Account Active

Your Sigma Security Setup Tool and iLinkBlue accounts share the same username and password. In the Sigma Security Setup Tool, passwords expire every 30 days. To ensure your password does not expire during the transition, please follow the steps below **before June 7**:

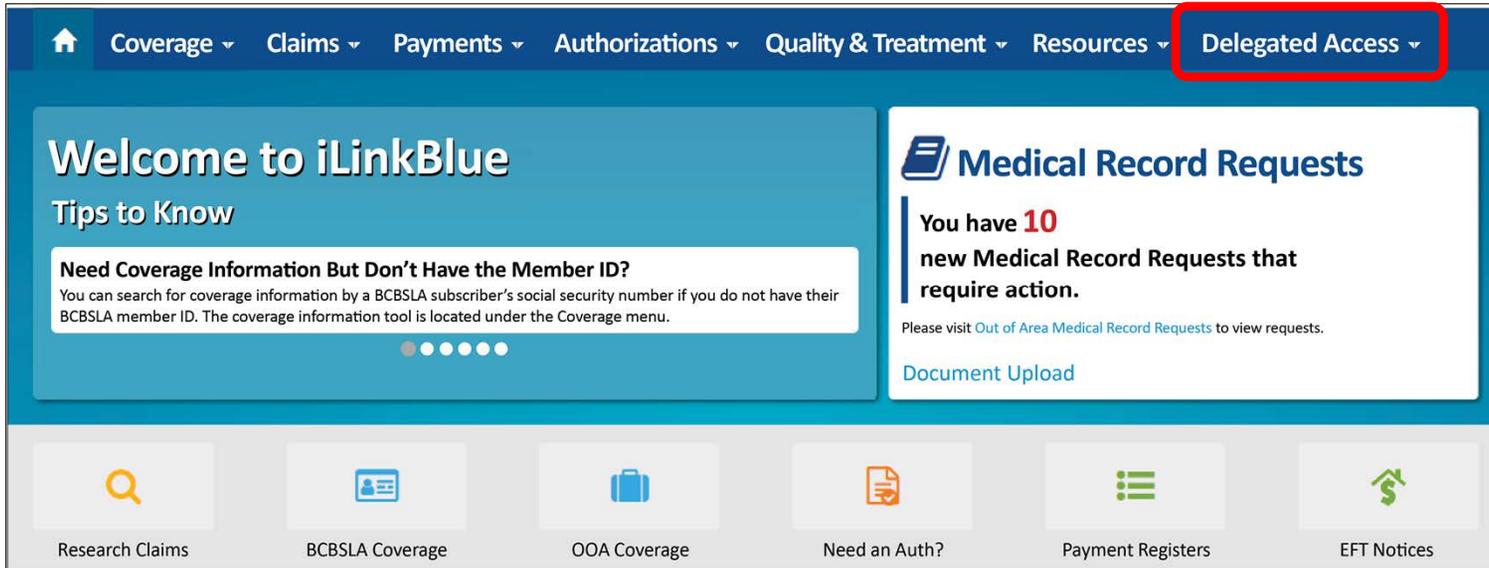
1. Access the Sigma Security Setup Tool at <https://AuthPortalSecurity.bcbsla.com>.
2. Select "**Forgot Password**."
3. Follow the prompts to change your password.

This will keep your user account active when Blue Cross begins migrating administrative representatives into the new application.

Note: If you receive a "Password Disabled" message when you log into the Sigma Security Setup Tool, contact our Provider Identity Management (PIM) Team at PIMTeam@bcbsla.com or 1-800-716-2299, option 5 for assistance.

Delegated Access

Delegated Access



Administrative representatives will find the “Delegated Access” menu option on the iLinkBlue home page beginning June 13.

Click on the “Delegated Access” menu option and click on “Manage Users” to open the application to manage your iLinkBlue users.

Note: This menu option will only display for administrative representatives. It will not appear for other iLinkBlue users.

Delegated Access

ILINKBLUE
Delegated Access

1

SS Simon Sais
View My Account

Search
Search

2 Location Filter

- Demo Rehabilitation Hospital
TaxID:12345678911 NPI:720123456789
- Demo Hand Clinic
TaxID:12345678911 NPI:720123456789
- Demo General Surgery Hospital
TaxID:12345678911 NPI:720123456789
- Demo Medical Facility
TaxID:12345678911 NPI:720123456789
- Demo Medical Center
TaxID:12345678911 NPI:720123456789
- Demo Regional Hospital
TaxID:12345678911 NPI:720123456789

3 Delegated Users

+ Add a new user

| | |
|--|--|
| Rita Book rita.book@hospital.com View Access | Stanely Cupp stanely.cupp@hospital.com View Access |
| Teri Dactyl teri.dactyl@hospital.com View Access | Art Decco art.decco@hospital.com View Access |
| Jane Doe jane.doe@hospital.com View Access | John Doe john.doe@hospital.com View Access |
| Stan Dupp stan.dupp@hospital.com View Access | Dee End dee.end@hospital.com View Access |

The Delegated Access main page will open to display:

1. Your name. Click the “View my Account” link to see your administrative representative account information.
2. The location list of TaxID:NPI combinations you are authorized to assign a user to.
3. The list of delegated users from your organization whose security access you manage.

Note: You will see delegated users setup by a different administrative representative if you both have access to those Tax ID:NPI combinations.

Delegated Access: Filter a Location

The screenshot shows the ILINKBLUE Delegated Access interface. At the top left, the logo 'ILINKBLUE' and the text 'Delegated Access' are visible. Below this, there is a user profile for 'Simon Sais' with a 'View My Account' link. A search bar is located in the top right corner. The main content area is divided into two sections: 'Location Filter' and 'Delegated Users'. The 'Location Filter' section lists six locations with toggle buttons: 'Demo Rehabilitation Hospital', 'Demo Hand Clinic', 'Demo General Surgery Hospital', 'Demo Medical Facility' (which is selected and highlighted in blue), 'Demo Medical Center', and 'Demo Regional Hospital'. A red circle with the number '1' is placed over the toggle for 'Demo Medical Facility'. The 'Delegated Users' section has a header 'Now filtering 6 users for Demo Medical Facility' and an 'Add a new user' button. Below the header, there are six user cards, each with a name, email address, and a 'View Access' button. A red circle with the number '2' is placed over the toggle for 'Demo Medical Facility' in the location filter section.

| Location | TaxID | NPI | Status |
|-------------------------------|-------------|--------------|--------|
| Demo Rehabilitation Hospital | 12345678911 | 720123456789 | Off |
| Demo Hand Clinic | 12345678911 | 720123456789 | Off |
| Demo General Surgery Hospital | 12345678911 | 720123456789 | Off |
| Demo Medical Facility | 12345678911 | 720123456789 | On |
| Demo Medical Center | 12345678911 | 720123456789 | Off |
| Demo Regional Hospital | 12345678911 | 720123456789 | Off |

| User Name | Email | Action |
|--------------|---------------------------|-------------|
| Rita Book | rita.book@hospital.com | View Access |
| Stanely Cupp | stanely.cupp@hospital.com | View Access |
| Art Decco | art.decco@hospital.com | View Access |
| John Doe | john.doe@hospital.com | View Access |
| Neil Down | neil.down@hospital.com | View Access |
| Polly Ester | polly.ester@hospital.com | View Access |

Select a Tax ID:NPI combination in the location filter to display only the users assigned to that location.

1. Click on the toggle button to right of the location name to select that Tax ID:NPI combination. In this example, Demo Medical Facility is selected.
2. Only the six employees associated with that Tax ID:NPI combination are displayed.

Note: If the you want to find a specific user, type their name into the Search tool in the top right corner of the screen.

Add a New User

Add a New User

The screenshot shows the ILINKBLUE Delegated Access interface. At the top left, the logo 'ILINKBLUE' and the title 'Delegated Access' are displayed. Below this, a user profile for 'Simon Sais' is shown with a 'View My Account' link. A search bar is located in the top right corner. The main content area is divided into two sections: 'Location Filter' and 'Delegated Users'. The 'Location Filter' section contains six entries, each with a name, TaxID, NPI, and a toggle switch. The 'Delegated Users' section contains six user cards, each with a name, email address, and a 'View Access' button. A red box highlights a green button labeled '+ Add a new user' in the top right corner of the 'Delegated Users' section.

ILINKBLUE
Delegated Access

SS Simon Sais
View My Account

Search
Search

Location Filter

- Demo Rehabilitation Hospital
TaxID:12345678911 NPI:720123456789
- Demo Hand Clinic
TaxID:12345678911 NPI:720123456789
- Demo General Surgery Hospital
TaxID:12345678911 NPI:720123456789
- Demo Medical Facility
TaxID:12345678911 NPI:720123456789
- Demo Medical Center
TaxID:12345678911 NPI:720123456789
- Demo Regional Hospital
TaxID:12345678911 NPI:720123456789

Delegated Users

- Rita Book
rita.book@hospital.com
View Access
- Stanely Cupp
stanely.cupp@hospital.com
View Access
- Teri Dactyl
teri.dactyl@hospital.com
View Access
- Art Decco
art.decco@hospital.com
View Access
- John Doe
john.doe@hospital.com
View Access
- Stan Dupp
stan.dupp@hospital.com
View Access

+ Add a new user

To start setting up a new user, click the "Add a new user" button.

Add a New User: Details

- The “User Details” page will display as Step 1 of the setup process.
- Complete the fields under “Enter Users Details” with the user’s data. All fields are required.
- If the email is already registered to a user, you will not be able to create another user account.
- Once all data is entered, click the “Continue to Applications” button.

The screenshot shows the 'Add a New User' page in the iLinkBlue Delegated Access interface. The page is titled 'Add a New User' and is part of a 5-step process: 1. Details, 2. Applications, 3. Associations, 4. Providers, and 5. Review. The current step is 'Details', which is labeled 'Step 1 of 5' and 'User Details'. The page contains a form titled 'ENTER USER DETAILS' with the following fields: Email (required), Date of Birth (required, format mm/dd/yy), First Name (required), Last Name (required), and Phone Number (required). A note states: 'NOTE: If the email address is not registered to any other user, you will be able to continue creating the new user account. If the email address is already registered to another user, you will be notified/alerted and will not be able to create a new user account with that email address.' The form has a 'Cancel' button and a 'Continue to Applications' button with a right arrow.

Note: The user’s email address acts as their username for logging into iLinkBlue.

Add a New User: Applications

- The “Applications” page will display as Step 2 in the setup process.
- The top of the page includes a description of the applications you can grant the user access to. This includes iLinkBlue and authorization applications.
- Grant application access to a user based on their job duties. Only grant the minimum necessary access to applications for that employee to fulfill their job responsibilities.

The screenshot shows the 'Add a New User' interface in the iLinkBlue Delegated Access system. The user is Simon Sais. The process is in Step 2 of 5, 'Applications'. A progress bar at the top shows five steps: 1. Details, 2. Applications (current), 3. Associations, 4. Providers, and 5. Review.

Applications

Select the appropriate application(s) the user will be authorized to access and the applicable role(s) to assign to the user for the iLinkBlue application and the BCBSLA Authorizations application (if selected).

NOTE: By default, the iLinkBlue application and "iLB Research Only" role will be granted to all new users to allow access to the normal iLinkBlue functions. To grant the user access to the claims feature in iLinkBlue, select the "iLB Research Claims/Entry" role instead.

iLinkBlue
This application is a secure online provider resource for eligibility and coverage verification, claims filing and review, payment queries and transactions, medical policies and more. For complete instructions, view the iLinkBlue user guide available under the Resources menu option of iLinkBlue.

BCBSLA Authorizations
This application allows access to submit and research authorizations as well as upload clinical information for BCBSLA members. For complete instructions, view the user guides available under the Resources menu option of iLinkBlue.

Behavioral Health Authorizations
This application allows access to WebPass, a Web-based portal offered by New Directions. Behavioral health providers can request authorizations for behavioral health services and submit clinical information electronically.

Out of Area (Pre-Service Review - EPA)
This application allows BCBSLA providers access to pre-service information offered by other Blue Plans for out of area members. The application uses the BlueCard member's prefix (the first three characters of the member ID) to route you to the member's Blue Plan. Each Plan uses its landing page to communicate its pre-service capabilities, processes and requirements.

APPLICATION SELECTION [Select All Applications](#)

Select the Application(s) and Role(s) to assign to the user.

| | |
|---|-------------------------------------|
| iLinkBlue | <input checked="" type="checkbox"/> |
| iLB Research Only Allows an iLinkBlue user to access coverage information for local and out of state members. | <input checked="" type="checkbox"/> |
| iLB Research Claims/Entry Allows an iLinkBlue user to access coverage information for local and out of state members and access to all of the claims feature. | <input type="checkbox"/> |
| BCBSLA Authorizations | <input type="checkbox"/> |
| Behavioral Health Authorizations | <input type="checkbox"/> |
| Out of Area (Pre-Service Review - EPA) | <input type="checkbox"/> |

← Back Cancel Continue to Associations →

Add a New User: Applications (continued)

APPLICATION SELECTION Select All Applications

Select the Application(s) and Role(s) to assign to the user.

| | |
|---|-------------------------------------|
| iLinkBlue | <input checked="" type="checkbox"/> |
| iLB Research Only Allows an iLinkBlue user to access coverage information for local and out of state members. | <input checked="" type="checkbox"/> |
| iLB Research Claims/Entry Allows an iLinkBlue user to access coverage information for local and out of state members and access to all of the claims feature. | <input type="checkbox"/> |
| BCBSLA Authorizations | <input checked="" type="checkbox"/> |
| Episode Only A/E/V Allows a user the ability to add, edit and view episodes they create/submit in the BCBSLA Authorizations portal. | <input checked="" type="checkbox"/> |
| Supervisor A/E/V/ ReAssign Only for users that will have the ability to add, edit, and view episodes they create/submit in the BCBSLA Authorizations portal, as well as episodes submitted by other users for the Provider IDs the Supervisor is authorized to access. Supervisor role will also have the ability to reassign episodes from one user (staff member) to another user (the reassigned staff member must have access to the provider ID on episode). | <input type="checkbox"/> |
| Behavioral Health Authorizations | <input type="checkbox"/> |
| Out of Area (Pre-Service Review - EPA) | <input type="checkbox"/> |

- Select the application(s) the user can access by marking checkboxes.
- A dropdown will open on the iLinkBlue and BCBSLA Authorizations to offer role assignment options.
- Click on the toggle button to the right of a role description to assign that role to a user.
- Once all selections are made, click the "Continue to Associations" button.

Add a New User: Associations

- The “Associations” page will display as Step 3 in the setup process.
- Associations include the location Tax ID:NPI combinations you are authorized to assign a user to. Only assign the minimum necessary Tax ID:NPI combinations needed for the employee to fulfill their job responsibilities.
- If you do not see a Tax ID:NPI combination that you should be able to assign, contact our PIM Team for assistance.

The screenshot shows the 'Add a New User' process in the iLinkBlue Delegated Access system. The page is titled 'Add a New User' and is part of a five-step process: 1. Details, 2. Applications, 3. Associations (current step), 4. Providers, and 5. Review. The user is Simon Sais, and there is a search bar in the top right. The 'Associations' section is titled 'ASSOCIATIONS SELECTION' and includes a 'Select All Associations' link. Below this, there is a prompt: 'Select at least one Tax ID:NPI combination to assign to the user.*'. A list of associations is provided, each with a checkbox and details:

| Association Name | TaxID | NPI | Select |
|-------------------------------|-------------|--------------|--------------------------|
| Demo Rehabilitation Hospital | 12345678911 | 720123456789 | <input type="checkbox"/> |
| Demo Hand Clinic | 12345678911 | 720123456789 | <input type="checkbox"/> |
| Demo General Surgery Hospital | 12345678911 | 720123456789 | <input type="checkbox"/> |
| Demo Medical Facility | 12345678911 | 720123456789 | <input type="checkbox"/> |
| Demo Medical Center | 12345678911 | 720123456789 | <input type="checkbox"/> |
| Demo Regional Hospital | 12345678911 | 720123456789 | <input type="checkbox"/> |

At the bottom of the page, there are three buttons: 'Back', 'Cancel', and 'Continue to Providers'.

Add a New User: Associations (continued)

ASSOCIATIONS SELECTION Select All Associations

Select at least one Tax ID:NPI combination to assign to the user. *

| | |
|---|-------------------------------------|
| Demo Rehabilitation Hospital TaxID:12345678911 NPI:720123456789 | <input type="checkbox"/> |
| Demo Hand Clinic TaxID:12345678911 NPI:720123456789 | <input checked="" type="checkbox"/> |
| Demo General Surgery Hospital TaxID:12345678911 NPI:720123456789 | <input type="checkbox"/> |
| Demo Medical Facility TaxID:12345678911 NPI:720123456789 | <input type="checkbox"/> |
| Demo Medical Center TaxID:12345678911 NPI:720123456789 | <input checked="" type="checkbox"/> |
| Demo Regional Hospital TaxID:12345678911 NPI:720123456789 | <input type="checkbox"/> |

- Select Tax ID:NPI associations by marking the checkbox by that location. At least one Tax ID:NPI combination must be assigned.
- The “Select All Associations” option allows you to assign all listed Tax ID:NPI combinations to the user.
- In this example, two locations are selected. The user will only be assigned to those Tax ID:NPI combinations.
- Once you complete assigning Tax ID:NPI combinations to the user, click the “Continue to Providers” button.

Add a New User: Providers

- The “Providers” page will display as Step 4 in the setup process.
- The listed providers will be based on the Tax ID:NPI combination(s) you selected in Step 3 Associations.
- You may authorize access for any or all providers listed. Only assign the minimum necessary providers for the employee to fulfill their job responsibilities.

ILINKBLUE
Delegated Access

Simon Sais
View My Account

Search

Search

Add a New User

Details 1 Applications 2 Associations 3 **Providers 4** Review 5

Step 4 of 5

Providers

If the user has been granted access to BCBSLA Authorizations, you may select a provider(s) for each of your authorized Tax ID:NPI location(s) to allow the user to view and submit authorizations through the BCBSLA Authorizations application.

NOTE: You will only see a list of providers available for your Tax ID:NPI location(s) assigned to the user.

PROVIDER SELECTION

Select the Tax ID:NPI combination(s) for each provider you wish to grant BCBSLA authorization access to.
*By selecting the physician group, you are granting this user permission to view and submit authorizations for all providers that currently belong to this physician group, as well as any future providers added to this physician group.

Demo Hand Clinic
TaxID:12345678911 NPI:720123456789

| | | |
|-------------------|------------------|--------------------------|
| Dee Allysis | NPI:720123456789 | <input type="checkbox"/> |
| Maureen Biologist | NPI:720123456789 | <input type="checkbox"/> |
| Rose Bush | NPI:720123456789 | <input type="checkbox"/> |
| Ryan Cure | NPI:720123456789 | <input type="checkbox"/> |
| Neil Down | NPI:720123456789 | <input type="checkbox"/> |
| Stan Dupp | NPI:720123456789 | <input type="checkbox"/> |
| Reeve Ewer | NPI:720123456789 | <input type="checkbox"/> |

Demo Medical Center
TaxID:12345678911 NPI:7201234567

| | | |
|---------------|------------------|--------------------------|
| Barry Cuda | NPI:720123456789 | <input type="checkbox"/> |
| Eileen Dover | NPI:720123456789 | <input type="checkbox"/> |
| Gene Therapee | NPI:720123456789 | <input type="checkbox"/> |

← Back Cancel Continue to Review →

Add a New User: Providers (continued)

PROVIDER SELECTION

Select the Tax ID:NPI combination(s) for each provider you wish to grant BCBSLA authorization access to.

*By selecting the physician group, you are granting this user permission to view and submit authorizations for all providers that currently belong to this physician group, as well as any future providers added to this physician group.

Demo Hand Clinic
TaxID:12345678911 NPI:720123456789

| | | |
|-------------------|------------------|-------------------------------------|
| Dee Allysis | NPI:720123456789 | <input type="checkbox"/> |
| Maureen Biologist | NPI:720123456789 | <input checked="" type="checkbox"/> |
| Rose Bush | NPI:720123456789 | <input type="checkbox"/> |
| Ryan Cure | NPI:720123456789 | <input checked="" type="checkbox"/> |
| Neil Down | NPI:720123456789 | <input checked="" type="checkbox"/> |
| Stan Dupp | NPI:720123456789 | <input type="checkbox"/> |
| Reeve Ewer | NPI:720123456789 | <input type="checkbox"/> |

Demo Medical Center
TaxID:12345678911 NPI:7201234567

| | | |
|---------------|------------------|-------------------------------------|
| Barry Cuda | NPI:720123456789 | <input type="checkbox"/> |
| Eileen Dover | NPI:720123456789 | <input checked="" type="checkbox"/> |
| Gene Therapee | NPI:720123456789 | <input type="checkbox"/> |

[← Back](#) [Cancel](#) [Continue to Review →](#)

- Select the provider(s) to assign to the user by marking the associated checkboxes.
- Once your selections are complete, click the "Continue to Review" button.

Add a New User: Selecting Provider Groups

- Some organizations have large provider groups associated with a Tax ID:NPI combination. They display in this step by the provider group name.
- Click “Options” next to a provider group name to open a menu with the following:
 1. Select this group – Choose this option to assign all current and future providers in this group to the user. With this option, the user will automatically be assigned any new providers that join the group in the future.
 2. Select individual providers in this group – Choose this option to select individual providers from a listing of providers in that group.
 3. Deselect – Choose this option to unassign the group to the user.

ILINKBLUE
Delegated Access

Simon Sais
View My Account

Search
Search

Add a New User

Details 1 Applications 2 Associations 3 Providers 4 Review 5

Step 4 of 5
Providers

If the user has been granted access to BCBSLA Authorizations, you may select a provider(s) for each of your authorized Tax ID:NPI location(s) to allow the user to view and submit authorizations through the BCBSLA Authorizations application.

NOTE: You will only see a list of providers available for your Tax ID:NPI location(s) assigned to the user.

PROVIDER SELECTION

Select the Tax ID:NPI combination(s) for each provider you wish to grant BCBSLA authorization access to.
*By selecting the physician group, you are granting this user permission to view and submit authorizations for all providers that currently belong to this physician group, as well as any future providers added to this physician group.

Demo Medical Facility
TaxID:12345678911 NPI:720123456789

Demo EMS Physicians
NPI:720123456789 Options ...

Demo Pediatrics Group
NPI:720123456789 Options ...

Demo Physician Oncology Group
NPI:720123456789 Options ...

Demo Radiology Consultants
NPI:720123456789 Options ...

1 Select this group
Recommended - Selects all current and future providers

2 Select individual providers in this group

3 Deselect

← Back Cancel Continue to Review →

Add a New User: Selecting Provider Groups (continued)

PROVIDER SELECTION

Select the Tax ID:NPI combination(s) for each provider you wish to grant BCBSLA authorization access to.
*By selecting the physician group, you are granting this user permission to view and submit authorizations for all providers that currently belong to this physician group, as well as any future providers added to this physician group.

Demo Medical Facility
TaxID:12345678911 NPI:720123456789 [Select All](#)

Demo EMS Physicians
NPI:720123456789 [Options](#) ...

Demo Pediatrics Group
NPI:720123456789 [Options](#) ...

Demo Physician Oncology Group
NPI:720123456789 [Options](#) ...

Demo Radiology Consultants
NPI:720123456789 [Options](#) ...

Select the individual providers of this physician group you want to grant the user BCBSLA authorization access to. Note: If you select individual providers of the physician group, any new providers added to the group will need to be manually assigned to the user.

| | | |
|--------------------------------|------------------|-------------------------------------|
| Barry Cuda | NPI:720123456789 | <input type="checkbox"/> |
| Reeve Ewer | NPI:720123456789 | <input type="checkbox"/> |
| Arthur Rightus | NPI:720123456789 | <input checked="" type="checkbox"/> |
| Gene Therapee | NPI:720123456789 | <input type="checkbox"/> |

- If you chose the “Select this group” option, that provider group will become marked in green to denote it was selected.
- If you chose the “Select individual providers in this group” option, a list of providers will display. Select individual providers to assign to the user by marking the associated checkboxes.
 - This option should be used if you do not want to assign the entire group to a user.
 - If you use this option, any future providers that join the group will need to be added to the user manually.

Add a New User: No Providers Display

- If you did not assign BCBSLA Authorizations to the user in Step 2 Applications, you will see the following screen display in Step 4 Providers.
- You can use the back button to return to Step 2 to assign BCBSLA Authorizations, if the user needs that access.

ILINKBLUE
Delegated Access

SS Simon Sais
View My Account

Search
Search

Add a New User

Details Applications Associations Providers Review

1 2 3 4 5

Step 4 of 5
Providers

If the user has been granted access to BCBSLA Authorizations, you may select a provider(s) for each of your authorized Tax ID:NPI location(s) to allow the user to view and submit authorizations through the BCBSLA Authorizations application.

NOTE: You will only see a list of providers available for your Tax ID:NPI location(s) assigned to the user.

PROVIDER SELECTION

You must grant this user BCBSLA Authorization Portal access on the Applications step before proceeding with adding providers on the Providers step.

← Back Cancel Continue to Review →

Note: If the user does not need to submit authorizations through BCBSLA Authorizations, you can continue to the Review step.

Add a New User: Review

- The “Review” page will display as Step 5 in the setup process.
- The screen displays the information you entered for the user at each step.
- Use the “Back” button to return to a previous step to change any selection or correct information.
- If everything is correct, click the “Create this new user” button.

The screenshot shows the 'Add a New User' process in the iLinkBlue Delegated Access system. The page is titled 'Add a New User' and is part of a 5-step process. The current step is 'Review', which is highlighted as Step 5 of 5. The process steps are: 1. Details, 2. Applications, 3. Associations, 4. Providers, and 5. Review. The 'Review' section contains four main review areas: 'USER DETAILS REVIEW', 'APPLICATION REVIEW', 'ASSOCIATION REVIEW', and 'PROVIDER REVIEW'. The 'USER DETAILS REVIEW' section shows the following information: First Name: Jane, Last Name: Doe, Email: jane.doe@hospital.com, Date of Birth: 3/11/1990, and Phone Number: 225-123-4567. The 'APPLICATION REVIEW' section shows three items: 'iLinkBlue: iLB Research Only' (checked), 'BCBSLA Authorizations Role: Episode Only A/E/V' (checked), 'Behavioral Health Authorizations' (unchecked), and 'Out of Area (Pre-Service Review - EPA)' (unchecked). The 'ASSOCIATION REVIEW' section shows two associations: 'Demo Hand Clinic' (TaxID: 12345678911, NPI: 720123456789) and 'Demo Medical Center' (TaxID: 12345678911, NPI: 7201234567). The 'PROVIDER REVIEW' section shows '7 providers selected.' At the bottom of the page, there are three buttons: a 'Back' button, a 'Cancel' button, and a 'Create this new user' button.

iLINKBLUE
Delegated Access

Simon Sais
View My Account

Search
Search

Add a New User

Details Applications Associations Providers Review

1 2 3 4 5

Step 5 of 5
Review

Check to make sure all information entered and selected for the user is correct. If any information is incorrect or missing, click the Back option to go back to the step where the change is needed.

NOTE: After you submit the new user, they will receive an email to let them know a new iLinkBlue account has been created for them.

USER DETAILS REVIEW

First Name: Jane
Last Name: Doe
Email: jane.doe@hospital.com
Date of Birth: 3/11/1990
Phone Number: 225-123-4567

APPLICATION REVIEW

- iLinkBlue: iLB Research Only
- BCBSLA Authorizations Role: Episode Only A/E/V
- Behavioral Health Authorizations
- Out of Area (Pre-Service Review - EPA)

ASSOCIATION REVIEW

Demo Hand Clinic
TaxID:12345678911 NPI:720123456789

Demo Medical Center
TaxID:12345678911 NPI:7201234567

PROVIDER REVIEW

7 providers selected.

[← Back](#) [Cancel](#) [Create this new user](#)

Add a New User: Success!

- You will return to the Delegated Access main page.
 - A "Success" message will appear above your delegated users list. The added user's name will display in the confirmation message.
 - A new user card will also display in your Delegated Users list.
- iLinkBlue will also generate a setup notification email to the user.

The screenshot shows the iLinkBlue Delegated Access interface. At the top, there is a dark blue header with the iLinkBlue logo and the text "Delegated Access". Below the header, there is a user profile section for "Simon Sais" with a "View My Account" link and a search bar. The main content area is divided into two sections: "Location Filter" and "Delegated Users".

The "Location Filter" section contains a list of five locations, each with a toggle switch:

- Demo Rehabilitation Hospital (TaxiID:12345678911 NPI:720123456789)
- Demo Hand Clinic (TaxiID:12345678911 NPI:720123456789)
- Demo General Surgery Hospital (TaxiID:12345678911 NPI:720123456789)
- Demo Medical Facility (TaxiID:12345678911 NPI:720123456789)
- Demo Medical Center (TaxiID:12345678911 NPI:720123456789)
- Demo Regional Hospital (TaxiID:12345678911 NPI:720123456789)

The "Delegated Users" section features a green success message at the top: "Success! Jane Doe has been added as a delegated user." Below this, there is a grid of user cards. Each card displays the user's name, email address, and a "View Access" button. The users listed are:

- Rita Book (rita.book@hospital.com)
- Stanely Cupp (stanely.cupp@hospital.com)
- Teri Dactyl (teri.dactyl@hospital.com)
- Art Decco (art.decco@hospital.com)
- Jane Doe (jane.doe@hospital.com) - highlighted with a red circle and the number 2
- John Doe (john.doe@hospital.com)
- Stan Dupp (stan.dupp@hospital.com)
- Dee End (dee.end@hospital.com)

A red circle with the number 1 is positioned above the success message, and a red circle with the number 2 is positioned above the Jane Doe user card.

Manage an Existing User

Manage an Existing User's Access

ILINKBLUE
Delegated Access

SS Simon Sais
View My Account

Search
Search

Location Filter

- Demo Rehabilitation Hospital
TaxID:12345678911 NPI:720123456789
- Demo Hand Clinic
TaxID:12345678911 NPI:720123456789
- Demo General Surgery Hospital
TaxID:12345678911 NPI:720123456789
- Demo Medical Facility
TaxID:12345678911 NPI:720123456789
- Demo Medical Center
TaxID:12345678911 NPI:720123456789
- Demo Regional Hospital
TaxID:12345678911 NPI:720123456789

Delegated Users [+ Add a new user](#)

| | |
|---|---|
| Rita Book rita.book@hospital.com View Access | Stanely Cupp stanely.cupp@hospital.com View Access |
| Teri Dactyl teri.dactyl@hospital.com View Access | Art Decco art.decco@hospital.com View Access |
| Jane Doe jane.doe@hospital.com View Access | John Doe john.doe@hospital.com View Access |

To manage an existing user's access, click the "View Access" button on their user card in Delegated Access.

Manage an Existing User: Account Information

The “Account Information” page will open to display the selected user’s existing account. It includes the following information:

1. User Details
2. Application Access
3. Associations Access
(Tax ID:NPI combinations)
4. Number of providers the user is assigned.

Click the “Edit User” button to make changes.

The screenshot displays the 'Account Information' page for a user named Teri Dactyl. The page is titled 'Delegated Access' and includes a search bar and a user profile for Simon Sais. The account information is organized into four sections, each marked with a red circle and number:

- 1 USER DETAILS:** First Name: Teri, Last Name: Dactyl, Email: teri.dactyl@hospital.com, Date of Birth: 4/22/1989, Phone Number: 225-123-4567.
- 2 APPLICATION ACCESS:** iLinkBlue: iLB Research Only (checked), BCBSLA Authorizations Role: Episode Only A/E/V (unchecked), Behavioral Health Authorizations (unchecked), Out of Area (Pre-Service Review - EPA) (unchecked).
- 3 ASSOCIATIONS ACCESS:** Demo Hand Clinic (TaxID:12345678911 NPI:720123456789), Demo Medical Center (TaxID:12345678911 NPI:7201234567).
- 4 PROVIDER ACCESS:** 87 providers assigned.

At the bottom of the page, there are three buttons: 'Cancel', 'Remove Access', and 'Edit User'. The 'Edit User' button is highlighted with a red box.

Edit User: Details

- The “User Details” page will display as Step 1 of the edit user process.
- The “Enter Users Details” fields will prepopulate with the user’s existing data.
- The only fields you can modify are First Name, Last Name and Phone Number.
- Once all needed changes are made, click the “Continue to Applications” button.

ILINKBLUE
Delegated Access

SS Simon Sais
View My Account

Search
Search

Edit User

Details Applications Associations Providers Review

Step 1 of 5

User Details

Update the user's information including their First Name, Last Name, and Phone Number.

NOTE: The user's email address and date of birth cannot be updated. If their email address or date of birth are incorrect, their account will need to be deactivated and a new account will need to be created.

ENTER USER DETAILS

Email *
teri.dactyl@hospital.com

Date of Birth *
4/22/1989

First Name *
Teri

Last Name *
Dactyl

Phone Number *
225-123-4567

Cancel

Continue to Applications →

Note: If a user’s email address changes, you must deactivate the existing account for the user. Then set up a new account using the new email address.

Edit User: Applications

- The “Applications” page will display as Step 2 in the edit user process.
- The applications the user is currently granted access to will be checked.
- The toggle for their assigned role(s) will be set to the on position.
- Grant application access to a user based on their job duties. Only grant the minimum necessary access to applications for that employee to fulfill their job responsibilities.

The screenshot shows the 'Edit User' page in the iLinkBlue Delegated Access system. The page is titled 'Edit User' and is part of a 5-step process. The current step is 'Applications', which is highlighted with a blue circle and the number '2'. The other steps are 'Details' (1), 'Associations' (3), 'Providers' (4), and 'Review' (5). The page is for user 'Simon Sais' and includes a search bar. The 'Applications' section contains a note about iLinkBlue access and a list of applications with their respective roles and access toggles. The 'iLinkBlue' application is selected, and the 'iLB Research Only' and 'iLB Research Claims/Entry' roles are also selected. The 'BCBSLA Authorizations', 'Behavioral Health Authorizations', and 'Out of Area (Pre-Service Review - EPA)' applications are not selected. At the bottom, there are buttons for 'Back', 'Cancel', and 'Continue to Associations'.

iLinkBlue
This application is a secure online provider resource for eligibility and coverage verification, claims filing and review, payment queries and transactions, medical policies and more. For complete instructions, view the iLinkBlue user guide available under the Resources menu option of iLinkBlue.

BCBSLA Authorizations
This application allows access to submit and research authorizations as well as upload clinical information for BCBSLA members. For complete instructions, view the user guides available under the Resources menu option of iLinkBlue.

Behavioral Health Authorizations
This application allows access to WebPass, a Web-based portal offered by New Directions. Behavioral health providers can request authorizations for behavioral health services and submit clinical information electronically.

Out of Area (Pre-Service Review - EPA)
This application allows BCBSLA providers access to pre-service information offered by other Blue Plans for out of area members. The application uses the BlueCard member's prefix (the first three characters of the member ID) to route you to the member's Blue Plan. Each Plan uses its landing page to communicate its pre-service capabilities, processes and requirements.

APPLICATION SELECTION [Select All Applications](#)

Select the Application(s) and Role(s) to assign to the user.

| | |
|---|-------------------------------------|
| iLinkBlue | <input checked="" type="checkbox"/> |
| iLB Research Only Allows an iLinkBlue user to access coverage information for local and out of state members. | <input checked="" type="checkbox"/> |
| iLB Research Claims/Entry Allows an iLinkBlue user to access coverage information for local and out of state members and access to all of the claims feature. | <input type="checkbox"/> |
| BCBSLA Authorizations | <input type="checkbox"/> |
| Behavioral Health Authorizations | <input type="checkbox"/> |
| Out of Area (Pre-Service Review - EPA) | <input type="checkbox"/> |

[← Back](#) [Cancel](#) [Continue to Associations →](#)

Edit User: Applications (continued)

APPLICATION SELECTION Select All Applications

Select the Application(s) and Role(s) to assign to the user.

| | |
|---|-------------------------------------|
| iLinkBlue | <input checked="" type="checkbox"/> |
| iLB Research Only Allows an iLinkBlue user to access coverage information for local and out of state members. | <input checked="" type="checkbox"/> |
| iLB Research Claims/Entry Allows an iLinkBlue user to access coverage information for local and out of state members and access to all of the claims feature. | <input type="checkbox"/> |
| BCBSLA Authorizations | <input checked="" type="checkbox"/> |
| Episode Only A/E/V Allows a user the ability to add, edit and view episodes they create/submit in the BCBSLA Authorizations portal. | <input checked="" type="checkbox"/> |
| Supervisor A/E/V/ ReAssign Only for users that will have the ability to add, edit, and view episodes they create/submit in the BCBSLA Authorizations portal, as well as episodes submitted by other users for the Provider IDs the Supervisor is authorized to access. Supervisor role will also have the ability to reassign episodes from one user (staff member) to another user (the reassigned staff member must have access to the provider ID on episode). | <input type="checkbox"/> |
| Behavioral Health Authorizations | <input type="checkbox"/> |
| Out of Area (Pre-Service Review - EPA) | <input type="checkbox"/> |

- Uncheck or toggle off any application or role access that needs to be removed.
- Check or toggle on any application or role access that needs to be added.
- Once all needed changes are made, click the "Continue to Associations" button.
- **Note:** The iLinkBlue application cannot be deselected. Only the role can be changed. If you need to remove iLinkBlue access from a user, you will need to deactivate their account.

Edit User: Associations

- The “Associations” page will display as Step 3 in the edit user process.
- The Tax ID:NPI combinations the user is currently associated with will be checked.
- Associations displayed include the location Tax ID:NPI combinations you are authorized to assign a user to.
- If you do not see a Tax ID:NPI combination that you should be able to assign, contact our PIM Team for assistance.

The screenshot shows the 'Edit User' page in the iLinkBlue Delegated Access system. The page is titled 'Edit User' and is part of a five-step process: Details (1), Applications (2), Associations (3), Providers (4), and Review (5). The current step is 'Associations', which is highlighted with a blue circle and a blue line. The page header includes the iLinkBlue logo and the user's name, Simon Sais, with a 'View My Account' link. A search bar is located in the top right corner. The main content area is titled 'Associations Selection' and includes a 'Select All Associations' checkbox. Below this, there is a list of associations with their respective Tax ID and NPI numbers. The 'Demo Hand Clinic' and 'Demo Medical Center' are selected, indicated by checked checkboxes. At the bottom of the page, there are three buttons: 'Back', 'Cancel', and 'Continue to Providers'.

ILINKBLUE
Delegated Access

Simon Sais
View My Account

Search
Search

Edit User

Details Applications Associations Providers Review

Step 3 of 5

Associations

Select the Tax ID:NPI combination(s) to assign to the user to provide access for that location within iLinkBlue.

NOTE: You are only allowed to assign or remove a Tax ID:NPI combination to a user for your authorized locations.

ASSOCIATIONS SELECTION [Select All Associations](#)

Select the **Tax ID:NPI** combination(s) to assign to the user.

| | |
|---|-------------------------------------|
| Demo Rehabilitation Hospital TaxID:12345678911 NPI:720123456789 | <input type="checkbox"/> |
| Demo Hand Clinic TaxID:12345678911 NPI:720123456789 | <input checked="" type="checkbox"/> |
| Demo General Surgery Hospital TaxID:12345678911 NPI:720123456789 | <input type="checkbox"/> |
| Demo Medical Facility TaxID:12345678911 NPI:720123456789 | <input type="checkbox"/> |
| Demo Medical Center TaxID:12345678911 NPI:720123456789 | <input checked="" type="checkbox"/> |
| Demo Regional Hospital TaxID:12345678911 NPI:720123456789 | <input type="checkbox"/> |

[← Back](#) [Cancel](#) [Continue to Providers →](#)

Edit User: Associations (continued)

ASSOCIATIONS SELECTION Select All Associations

Select the Tax ID:NPI combination(s) to assign to the user.

| | |
|---|-------------------------------------|
| Demo Rehabilitation Hospital TaxID:12345678911 NPI:720123456789 | <input type="checkbox"/> |
| Demo Hand Clinic TaxID:12345678911 NPI:720123456789 | <input checked="" type="checkbox"/> |
| Demo General Surgery Hospital TaxID:12345678911 NPI:720123456789 | <input type="checkbox"/> |
| Demo Medical Facility TaxID:12345678911 NPI:720123456789 | <input type="checkbox"/> |
| Demo Medical Center TaxID:12345678911 NPI:720123456789 | <input checked="" type="checkbox"/> |
| Demo Regional Hospital TaxID:12345678911 NPI:720123456789 | <input type="checkbox"/> |

- Uncheck any Tax ID:NPI combinations that need to be removed from the user.
- Check any Tax ID:NPI combinations that need to be assigned to the user.
- Only assign the minimum necessary Tax ID:NPI combinations needed for the employee to fulfill their job responsibilities.
- Once all needed changes are made, click the "Continue to Providers" button.

Edit User: Providers

- The “Providers” page will display as Step 4 in the edit user process.
- The listed providers will be based on the Tax ID:NPI combinations selected in Step 3 Associations.
- The providers the user is currently associated with will be checked. Uncheck any who need to be removed. Check any who need to be assigned.
- Only assign the minimum necessary providers for the employee to fulfill their job responsibilities.
- Once all needed changes are made, click the “Continue to Review” button.

LINKBLUE
Delegated Access

SS Simon Sais
View My Account

Search
Search

Edit User

Details 1 Applications 2 Associations 3 Providers 4 Review 5

Step 4 of 5
Providers

If the user has been granted access to BCBSLA Authorizations, you may select a provider(s) for each of your authorized Tax ID:NPI location(s) to allow the user to view and submit authorizations through the BCBSLA Authorizations application.

NOTE: You will only see a list of providers available for your Tax ID:NPI location(s) assigned to the user.

PROVIDER SELECTION

Select the Tax ID:NPI combination(s) for each provider you wish to grant BCBSLA authorization access to.
*By selecting the physician group, you are granting this user permission to view and submit authorizations for all providers that currently belong to this physician group, as well as any future providers added to this physician group.

Demo Hand Clinic
TaxID:12345678911 NPI:720123456789

| | | |
|-------------------|------------------|-------------------------------------|
| Dee Allysis | NPI:720123456789 | <input type="checkbox"/> |
| Maureen Biologist | NPI:720123456789 | <input checked="" type="checkbox"/> |
| Rose Bush | NPI:720123456789 | <input type="checkbox"/> |
| Ryan Cure | NPI:720123456789 | <input checked="" type="checkbox"/> |
| Neil Down | NPI:720123456789 | <input checked="" type="checkbox"/> |
| Stan Dupp | NPI:720123456789 | <input type="checkbox"/> |
| Reeve Ewer | NPI:720123456789 | <input type="checkbox"/> |

Demo Medical Center
TaxID:12345678911 NPI:7201234567

| | | |
|---------------|------------------|-------------------------------------|
| Barry Cuda | NPI:720123456789 | <input type="checkbox"/> |
| Eileen Dover | NPI:720123456789 | <input checked="" type="checkbox"/> |
| Gene Therapee | NPI:720123456789 | <input type="checkbox"/> |

← Back Cancel Continue to Review →

Edit User: Selecting Provider Groups

- Some organizations have large provider groups associated with a Tax ID:NPI combination. They display in this step by the provider group name.
- Click “Options” next to a provider group name to open a menu with the following:
 1. Select this group – Choose this option to assign all current and future providers in this group to the user. With this option, the user will automatically be assigned any new providers that join the group in the future.
 2. Select individual providers in this group – Choose this option to select individual providers from a listing of providers in that group.
 3. Deselect – Choose this option to unassign the group to the user.

ILINKBLUE
Delegated Access

SS Simon Sais
View My Account

Search
Search

Edit User

Details Applications Associations Providers Review

Step 4 of 5
Providers

If the user has been granted access to BCBSLA Authorizations, you may select a provider(s) for each of your authorized Tax ID:NPI location(s) to allow the user to view and submit authorizations through the BCBSLA Authorizations application.

NOTE: You will only see a list of providers available for your Tax ID:NPI location(s) assigned to the user.

PROVIDER SELECTION

Select the Tax ID:NPI combination(s) for each provider you wish to grant BCBSLA authorization access to.
*By selecting the physician group, you are granting this user permission to view and submit authorizations for all providers that currently belong to this physician group, as well as any future providers added to this physician group.

Demo Medical Facility
TaxID:12345678911 NPI:720123456789

Demo EMS Physicians
NPI:720123456789 Options ...

Demo Pediatrics Group
NPI:720123456789 Options ...

Demo Physician Oncology Group
NPI:720123456789 Options ...

Demo Radiology Consultants
NPI:720123456789 Options ...

1 Select this group
Recommended - Selects all current and future providers

2 Select individual providers in this group

3 Deselect

← Back Cancel Continue to Review →

Edit User: Selecting Provider Groups (continued)

PROVIDER SELECTION

Select the Tax ID:NPI combination(s) for each provider you wish to grant BCBSLA authorization access to.
*By selecting the physician group, you are granting this user permission to view and submit authorizations for all providers that currently belong to this physician group, as well as any future providers added to this physician group.

Demo Medical Facility
TaxID:12345678911 NPI:720123456789

Demo EMS Physicians
NPI:720123456789 [Options](#) ...

Demo Pediatrics Group
NPI:720123456789 [Options](#) ...

Demo Physician Oncology Group
NPI:720123456789 [Options](#) ...

Demo Radiology Consultants
NPI:720123456789 [Options](#) ...

Select the individual providers of this physician group you want to grant the user BCBSLA authorization access to. Note: If you select individual providers of the physician group, any new providers added to the group will need to be manually assigned to the user.

| | | |
|----------------|------------------|-------------------------------------|
| Barry Cuda | NPI:720123456789 | |
| Reeve Ewer | NPI:720123456789 | <input type="checkbox"/> |
| Arthur Rightus | NPI:720123456789 | <input checked="" type="checkbox"/> |
| Gene Therapee | NPI:720123456789 | <input type="checkbox"/> |

- If you chose the “Select this group” option, that provider group will become marked in green to denote it was selected.
- If you chose the “Select individual providers in this group” option, a list of providers will display. Select individual providers to assign to the user by marking the associated checkboxes.
 - This option should be used if you do not want to assign the entire group to a user.
 - If you use this option, any future providers that join the group will need to be added to the user manually.

Edit User: Reminder Message in the Provider Step

- Instead of a list, you may receive a message on the assign Providers step of the edit user process.
- The message will give instruction on granting access in the Applications and/or Associations steps for the user to be assigned providers in this step.
- You can use the back button to return to previous steps.

The screenshot shows the 'Edit User' interface in the 'Delegated Access' section. The user is Simon Sais. The progress bar indicates five steps: Details (1), Applications (2), Associations (3), Providers (4), and Review (5). The current step is 'Providers'. A message box titled 'PROVIDER SELECTION' contains the following text: 'You must grant this user BCBSLA Authorization Portal access on the Applications tab and associate this user with a Tax ID:NPI location on the Associations tab before proceeding with adding providers on the Providers tab.' Below the message are three buttons: 'Back', 'Cancel', and 'Continue to Review'.

ILINKBLUE
Delegated Access

Simon Sais
View My Account

Search
Search

Edit User

Details Applications Associations Providers Review

1 2 3 4 5

Step 4 of 5
Providers

If the user has been granted access to BCBSLA Authorizations and at least 1 Tax ID:NPI location, you may select a provider(s) for each of your authorized Tax ID:NPI location(s) to allow the user to view and submit authorizations through the BCBSLA Authorizations application.

NOTE: You will only see a list of providers available for your Tax ID:NPI location(s) assigned to the user.

PROVIDER SELECTION

You must grant this user BCBSLA Authorization Portal access on the Applications tab and associate this user with a Tax ID:NPI location on the Associations tab before proceeding with adding providers on the Providers tab.

← Back Cancel Continue to Review →

Note: If the user does not need to submit authorizations through BCBSLA Authorizations, you can continue to the Review step.

Edit User: Review

- The “Review” page will display as Step 5 in the edit user process.
- The screen previews the information for the user at each step. It will not display a comparison of what you changed.
- Use the “Back” button to return to a previous step to change any selection or correct information.
- If all edits are correct, click the “Edit this user” button to update this user’s account.

iLINKBLUE
Delegated Access

Simon Sais
View My Account

Search

Edit User

Details Applications Associations Providers Review

Step 5 of 5
Review

Check to make sure all information entered and selected for the user is correct. If any information is incorrect or missing, click the Back option to go back to the step where the change is needed.

NOTE: The system will not notify the user that their account has been updated. You will need to let the user know when any changes are made to their account.

USER DETAILS REVIEW

First Name: Teri
Last Name: Dactyl
Email: teri.dactyl@hospital.com
Date of Birth: 4/22/1989
Phone Number: 225-123-4567

APPLICATION REVIEW

- iLinkBlue: iLB Research Only
- BCBSLA Authorizations Role: Episode Only A/E/V
- Behavioral Health Authorizations
- Out of Area (Pre-Service Review - EPA)

ASSOCIATION REVIEW

Demo Hand Clinic
TaxID:12345678911 NPI:720123456789

Demo Medical Center
TaxID:12345678911 NPI:7201234567

PROVIDER REVIEW

87 providers selected.

← Back Cancel Edit this user

Edit User: Success!

- You will return to the Delegated Access main page.
- A “Success” confirmation message will appear above your Delegated Users list.
- The updated user’s name will display in the confirmation message.
- When you edit a user’s access, iLinkBlue will not generate an email to the user. You will need to communicate any changes you made to that user.

The screenshot shows the iLinkBlue Delegated Access interface. At the top, the user is identified as Simon Sais with a 'View My Account' link. A search bar is present in the top right. The main content area is divided into two sections: 'Location Filter' and 'Delegated Users'. The 'Location Filter' section lists six locations, each with a toggle switch: Demo Rehabilitation Hospital, Demo Hand Clinic, Demo General Surgery Hospital, Demo Medical Facility, Demo Medical Center, and Demo Regional Hospital. The 'Delegated Users' section features a green success message: 'You have successfully edited Teri Dactyl.' Below this, a grid of user cards is displayed, each with a 'View Access' button. The users listed are Rita Book, Stanely Cupp, Teri Dactyl, Art Decco, Jane Doe, John Doe, Stan Dupp, and Dee End.

| Location | TaxID | NPI | Toggle |
|-------------------------------|-------------|--------------|--------|
| Demo Rehabilitation Hospital | 12345678911 | 720123456789 | Off |
| Demo Hand Clinic | 12345678911 | 720123456789 | Off |
| Demo General Surgery Hospital | 12345678911 | 720123456789 | Off |
| Demo Medical Facility | 12345678911 | 720123456789 | Off |
| Demo Medical Center | 12345678911 | 720123456789 | Off |
| Demo Regional Hospital | 12345678911 | 720123456789 | Off |

| User Name | Email | Action |
|--------------|---------------------------|-------------|
| Rita Book | rita.book@hospital.com | View Access |
| Stanely Cupp | stanely.cupp@hospital.com | View Access |
| Teri Dactyl | teri.dactyl@hospital.com | View Access |
| Art Decco | art.decco@hospital.com | View Access |
| Jane Doe | jane.doe@hospital.com | View Access |
| John Doe | john.doe@hospital.com | View Access |
| Stan Dupp | stan.dupp@hospital.com | View Access |
| Dee End | dee.end@hospital.com | View Access |

Deactivating a User

Deactivating a User

The screenshot displays a user management interface. At the top left, there is a logo for 'Simon Sais' with the text 'View My Account'. To the right is a search bar with the placeholder text 'Search'. Below the header, the interface is divided into two main sections: 'Location Filter' and 'Delegated Users'. The 'Location Filter' section contains six entries, each with a name, TaxID, NPI, and a toggle switch. The 'Delegated Users' section contains eight user cards, each with a name, email address, and a 'View Access' button. A red rectangle highlights the 'View Access' button for the user 'Allie Grater'.

Location Filter

- Demo Rehabilitation Hospital
TaxID:12345678911 NPI:720123456789
- Demo Hand Clinic
TaxID:12345678911 NPI:720123456789
- Demo General Surgery Hospital
TaxID:12345678911 NPI:720123456789
- Demo Medical Facility
TaxID:12345678911 NPI:720123456789
- Demo Medical Center
TaxID:12345678911 NPI:720123456789
- Demo Regional Hospital
TaxID:12345678911 NPI:720123456789

Delegated Users

- Rita Book
rita.book@hospital.com
View Access
- Stanely Cupp
stanely.cupp@hospital.com
View Access
- Teri Dactyl
teri.dactyl@hospital.com
View Access
- Art Decco
art.decco@hospital.com
View Access
- Jane Doe
jane.doe@hospital.com
View Access
- John Doe
john.doe@hospital.com
View Access
- Allie Grater
allie.grater@hospital.com
View Access
- Stan Dupp
stan.dupp@hospital.com
View Access

To start the process of deactivating a user, click the “View Access” button on their user card in Delegated Access.

Remove Access Button

- The Account Information page will display for that user.
- Click the “Remove Access” button to deactivate all the user’s access to the Tax ID:NPI combinations you manage.
- You should deactivate a user’s access when that employee terminates employment or no longer requires iLinkBlue access to perform job duties.
- You will receive a message asking you to confirm the deactivation.

The screenshot displays the 'Delegated Access' interface for a user named Teri Dactyl. The page is titled 'Account Information' and is divided into several sections:

- USER DETAILS:** Lists personal information including First Name (Teri), Last Name (Dactyl), Email (teri.dactyl@hospital.com), Date of Birth (4/22/1989), and Phone Number (225-123-4567).
- APPLICATION ACCESS:** Shows a list of applications with their status. 'iLinkBlue: iLB Research Only' is active (green checkmark), while 'BCBSLA Authorizations Role: Episode Only A/E/V', 'Behavioral Health Authorizations', and 'Out of Area (Pre-Service Review - EPA)' are inactive (red X).
- ASSOCIATIONS ACCESS:** Lists two associations: 'Demo Hand Clinic' (TaxID: 12345678911, NPI: 720123456789) and 'Demo Medical Center' (TaxID: 12345678911, NPI: 7201234567).
- PROVIDER ACCESS:** Indicates that 87 providers are assigned.

At the bottom of the page, there are three buttons: 'Cancel' (red), 'Remove Access' (yellow, highlighted with a red box), and 'Edit User' (green).

Remove Access: Confirming the Deactivation

You will receive the below message if the user's access is only linked to Tax ID: NPI combinations you manage. Click "Yes" to deactivate the user's account.

Remove Access ✕

Are you sure you want to remove Allie Grater's access to the iLinkBlue application? Note: User accounts can not be reactivated. A new account must be created to provide Allie Grater access to iLinkBlue again.

You will receive the below message if the user is also linked to Tax ID:NPI combinations you do not manage. In these cases, another administrative representative at your organization manages access to those Tax ID:NPI combinations. Click "Yes" to only remove the user's access to iLinkBlue for the combinations that you manage.

Remove Access ✕

Are you sure you want to remove all access to your Tax ID(s):NPI(s) location(s) from Allie Grater? Note: This user's account will remain active within iLinkBlue.

Remove Access: Deactivated

- You will return to the Delegated Access main page.
- A success message will appear above your user list.
- The deactivated user's name will display in the confirmation message.
- The user will no longer display in your Delegated Users list.

The screenshot displays the ILINKBLUE Delegated Access interface. At the top, the logo and title 'ILINKBLUE Delegated Access' are visible. Below this, the user 'Simon Sais' is logged in, with a 'View My Account' link and a search bar. The main content area is divided into two sections: 'Location Filter' and 'Delegated Users'. The 'Location Filter' section lists six locations with toggle switches, all of which are currently turned off. The 'Delegated Users' section features a green success message: 'You have successfully deactivated Alli Grater.' Below this message, a grid of user cards is shown, each with a name, email address, and a 'View Access' button. The users listed are Rita Book, Stanelly Cupp, Teri Dactyl, Art Decco, Jane Doe, John Doe, Stan Dupp, and Dee End.

ILINKBLUE
Delegated Access

Simon Sais
View My Account

Search
Search

Location Filter

- Demo Rehabilitation Hospital
TaxID: 12345678911 NPI: 720123456789
- Demo Hand Clinic
TaxID: 12345678911 NPI: 720123456789
- Demo General Surgery Hospital
TaxID: 12345678911 NPI: 720123456789
- Demo Medical Facility
TaxID: 12345678911 NPI: 720123456789
- Demo Medical Center
TaxID: 12345678911 NPI: 720123456789
- Demo Regional Hospital
TaxID: 12345678911 NPI: 720123456789

Delegated Users [+ Add a new user](#)

✓ You have successfully deactivated Alli Grater. ✕

| | |
|--|--|
| Rita Book rita.book@hospital.com View Access | Stanelly Cupp stanelly.cupp@hospital.com View Access |
| Teri Dactyl teri.dactyl@hospital.com View Access | Art Decco art.decco@hospital.com View Access |
| Jane Doe jane.doe@hospital.com View Access | John Doe john.doe@hospital.com View Access |
| Stan Dupp stan.dupp@hospital.com View Access | Dee End dee.end@hospital.com View Access |

Viewing Your Own Account Information

View My Account

ILINKBLUE
Delegated Access

Simon Sais
View My Account

Search
Search

Location Filter

Demo Rehabilitation Hospital
TaxID:12345678911 NPI:720123456789

Demo Hand Clinic
TaxID:12345678911 NPI:720123456789

Delegated Users

+ Add a new user

Rita Book
rita.book@hospital.com
View Access

Stanely Cupp
stanely.cupp@hospital.com
View Access

To view your administrative representative account information, click the “View My Account” link under your name. This link appears under your name on every screen in Delegated Access.

Note: Administrative representatives can only view their own account information. You cannot view another administrative representative’s account information.

My Administrative Representative Account Information

The "Account Information" page will display with your administrative representative account details.

You cannot modify this information in Delegated Access.

Please contact our Provider Identity Management (PIM) Team to manage changes to your information:

Email: PIMTeam@bcbsla.com or

Phone: 1-800-716-2299, option 5,
Monday – Friday
8:30 a.m. – 4 p.m.

The screenshot shows the 'iLINKBLUE Delegated Access' interface for user Simon Sais. The page title is 'Account Information'. A note states: 'Please contact PIM team at PIMTeam@bcbsla.com or 1-800-716-2299, option 5 to request any changes to your account information. Please note changes made to your account information will not update your multi-factor authentication (MFA) settings. You must update your MFA credentials in the multi-factor authentication tool.'

USER DETAILS

- First Name: Simon
- Last Name: Sais
- Email: simon.sais@hospital.com
- Date of Birth: 5/14/1985
- Phone Number: 225-123-4567

APPLICATION ACCESS

- iLinkBlue: iLB Research Only
- BCBSLA Authorizations Role: Episode Only A/E/V
- Behavioral Health Authorizations
- Out of Area (Pre-Service Review - EPA)

ASSOCIATIONS ACCESS

- Demo Rehabilitation Hospital**
TaxID:12345678911 NPI:720123456789
- Demo Hand Clinic**
TaxID:12345678911 NPI:7201234567
- Demo General Surgery Hospital**
TaxID:12345678911 NPI:7201234567
- Demo Medical Facility**
TaxID:12345678911 NPI:7201234567
- Demo Medical Center**
TaxID:12345678911 NPI:7201234567
- Demo Regional Hospital**
TaxID:12345678911 NPI:7201234567

PROVIDERS ACCESS

As the Administrative Representative, you have access to all current and future providers that are associated to your Tax ID, NPI location(s).

Cancel

Resources

Provider Identity Management Team

Need help?

- Provider Identity Management (PIM) is a dedicated team to help you establish and manage system access to our secure electronic services.
- If you have questions regarding the administrative representative setup process, please contact our PIM Team.
 - Email: PIMTeam@bcbsla.com
 - Phone: 1-800-716-2299, option 5

The PIM Team Can Assist With:

- Setting up administrative representatives.
- Educating and assisting administrative representatives.
- Modifying an administrative representative's account information.

Common issues the PIM Team is asked to help with:

How do I change my administrative representative contact phone number?

This can be done with a phone call to the PIM team.

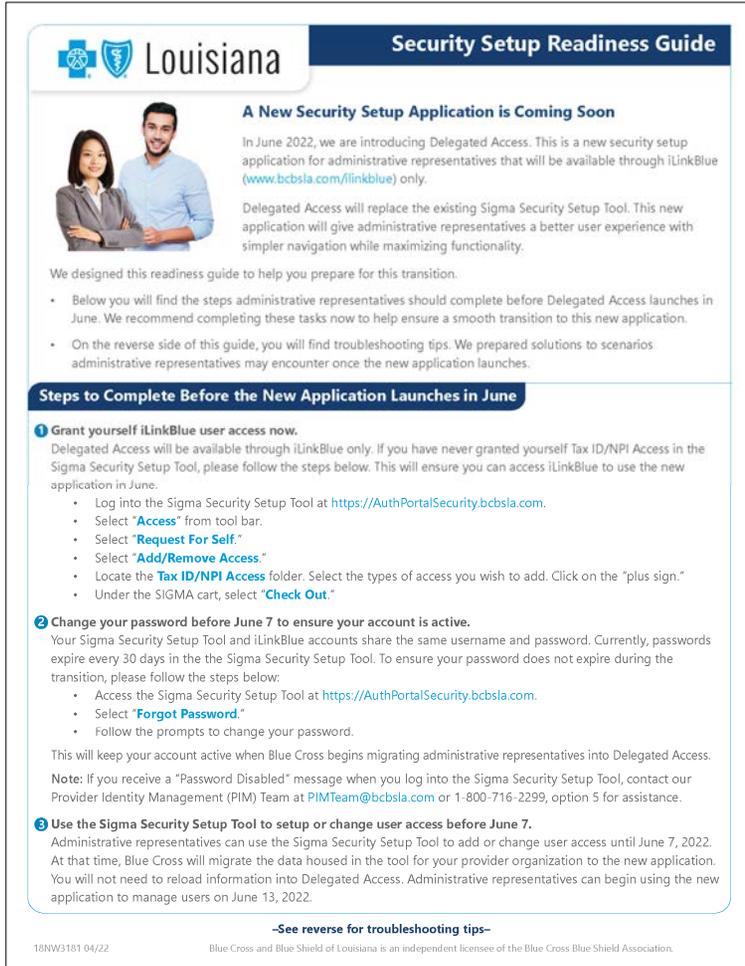
How do I change my administrative representative email address?

Because your email address is your username, you must submit a new Administrative Representative Registration Packet.

How do I terminate my administrative representative?

This requires a written notification be sent to the PIM team. It must be on company letterhead.

Security Setup Readiness Guide



The screenshot shows the Louisiana Security Setup Readiness Guide. It features the Louisiana state logo and the title "Security Setup Readiness Guide". Below the title, there is a photo of a man and a woman. The main heading is "A New Security Setup Application is Coming Soon". The text explains that in June 2022, a new Delegated Access application will be available through iLinkBlue. It states that Delegated Access will replace the existing Sigma Security Setup Tool. A key message is: "We designed this readiness guide to help you prepare for this transition." Below this, there are two bullet points: one about finding steps for administrative representatives to complete before the new application launches, and another about finding troubleshooting tips on the reverse side. A section titled "Steps to Complete Before the New Application Launches in June" contains three numbered steps: 1. Grant yourself iLinkBlue user access now. 2. Change your password before June 7 to ensure your account is active. 3. Use the Sigma Security Setup Tool to setup or change user access before June 7. Each step includes detailed instructions and links. At the bottom, there is a note to see the reverse side for troubleshooting tips and a footer with the document ID 18NW3181 04/22 and the Blue Cross and Blue Shield of Louisiana logo.

Louisiana Security Setup Readiness Guide

A New Security Setup Application is Coming Soon

In June 2022, we are introducing Delegated Access. This is a new security setup application for administrative representatives that will be available through iLinkBlue (www.bcbsla.com/ilinkblue) only.

Delegated Access will replace the existing Sigma Security Setup Tool. This new application will give administrative representatives a better user experience with simpler navigation while maximizing functionality.

We designed this readiness guide to help you prepare for this transition.

- Below you will find the steps administrative representatives should complete before Delegated Access launches in June. We recommend completing these tasks now to help ensure a smooth transition to this new application.
- On the reverse side of this guide, you will find troubleshooting tips. We prepared solutions to scenarios administrative representatives may encounter once the new application launches.

Steps to Complete Before the New Application Launches in June

- Grant yourself iLinkBlue user access now.**
Delegated Access will be available through iLinkBlue only. If you have never granted yourself Tax ID/NPI Access in the Sigma Security Setup Tool, please follow the steps below. This will ensure you can access iLinkBlue to use the new application in June.
 - Log into the Sigma Security Setup Tool at <https://AuthPortalSecurity.bcbsla.com>.
 - Select **"Access"** from tool bar.
 - Select **"Request For Self."**
 - Select **"Add/Remove Access."**
 - Locate the **Tax ID/NPI Access** folder. Select the types of access you wish to add. Click on the "plus sign."
 - Under the SIGMA cart, select **"Check Out."**
- Change your password before June 7 to ensure your account is active.**
Your Sigma Security Setup Tool and iLinkBlue accounts share the same username and password. Currently, passwords expire every 30 days in the the Sigma Security Setup Tool. To ensure your password does not expire during the transition, please follow the steps below:
 - Access the Sigma Security Setup Tool at <https://AuthPortalSecurity.bcbsla.com>.
 - Select **"Forgot Password."**
 - Follow the prompts to change your password.This will keep your account active when Blue Cross begins migrating administrative representatives into Delegated Access.
Note: If you receive a "Password Disabled" message when you log into the Sigma Security Setup Tool, contact our Provider Identity Management (PIM) Team at PIMTeam@bcbsla.com or 1-800-716-2299, option 5 for assistance.
- Use the Sigma Security Setup Tool to setup or change user access before June 7.**
Administrative representatives can use the Sigma Security Setup Tool to add or change user access until June 7, 2022. At that time, Blue Cross will migrate the data housed in the tool for your provider organization to the new application. You will not need to reload information into Delegated Access. Administrative representatives can begin using the new application to manage users on June 13, 2022.

—See reverse for troubleshooting tips—

18NW3181 04/22 Blue Cross and Blue Shield of Louisiana is an independent licensee of the Blue Cross Blue Shield Association.

We designed a readiness guide to help administrative representatives prepare for the transition to Delegated Access. The guide features:

- Steps administrative representatives should complete before Delegated Access launches to help ensure a smooth transition.
- Troubleshooting tips to scenarios administrative representatives may encounter once the new application launches.

Find the *Security Setup Readiness Guide* online at www.bcbsla.com/providers

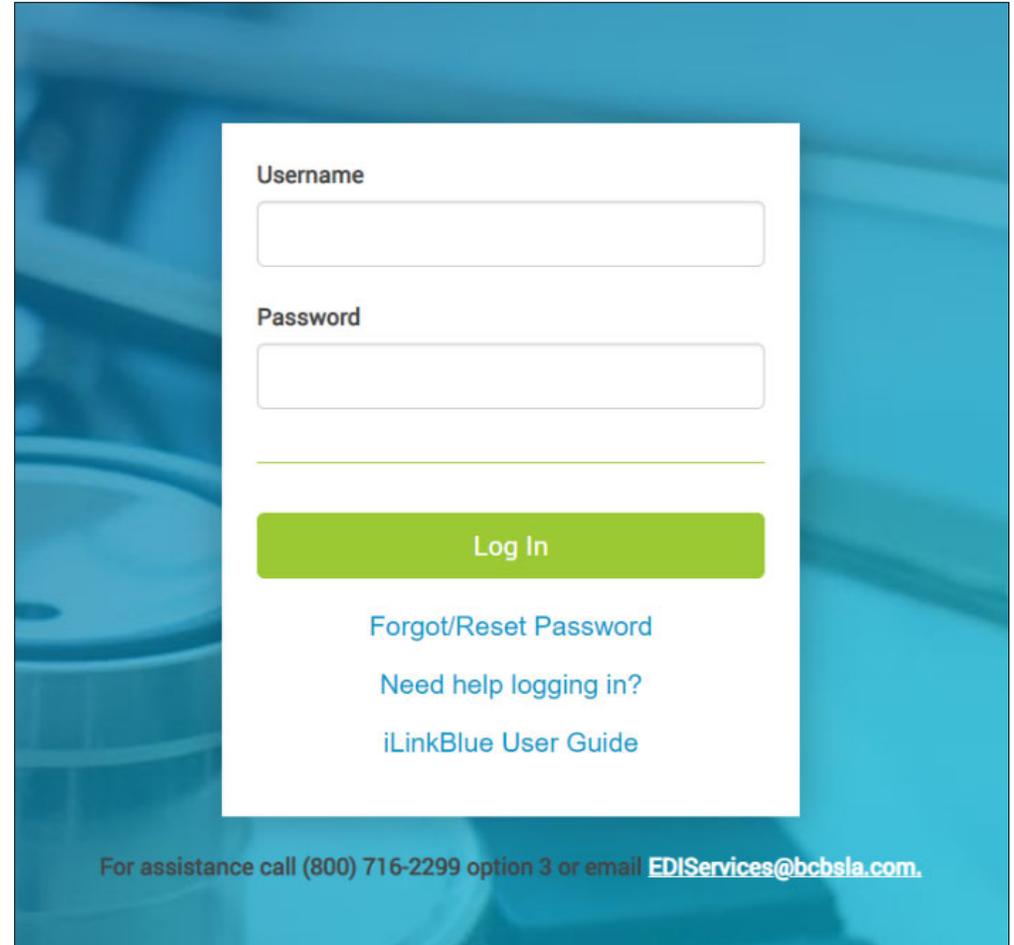
> Resources > Speed Guides

Coming Soon: Updated iLinkBlue FAQs

We will soon update our Frequently Asked Questions for iLinkBlue in preparation of launching Delegated Access.

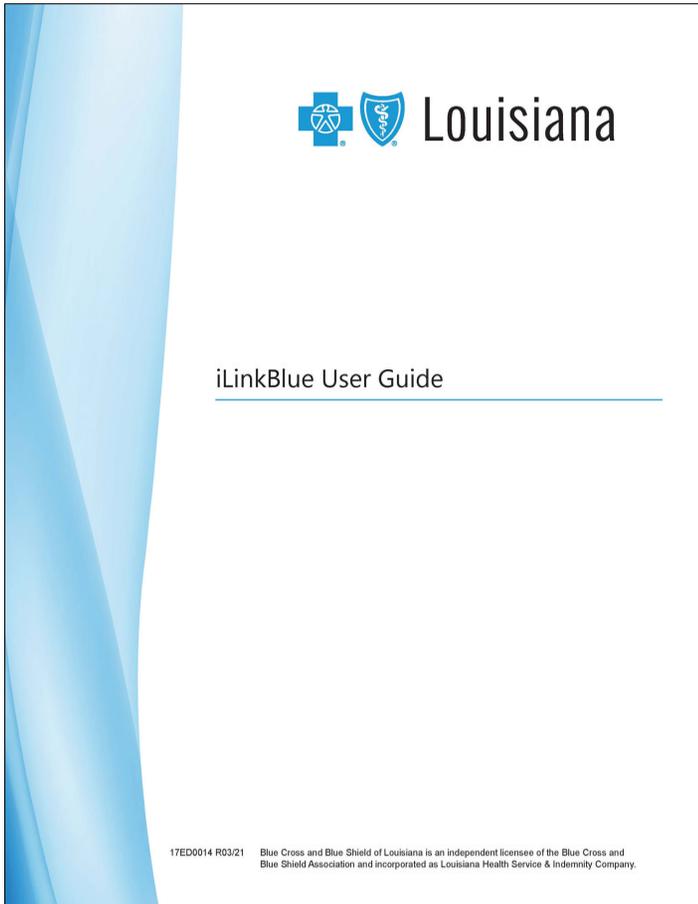
These FAQs provide answers to many common questions administrative representatives and iLinkBlue users may have about accessing iLinkBlue.

Once updated, find the FAQs, by clicking on the "Need help logging in?" link from the iLinkBlue login (www.bcbsla.com/ilinkblue).



The image shows a screenshot of the iLinkBlue login interface. It features a white login form centered on a blue background. The form includes two input fields: "Username" and "Password". Below the password field is a green "Log In" button. Underneath the button are three links: "Forgot/Reset Password", "Need help logging in?", and "iLinkBlue User Guide". At the bottom of the form, there is a footer that reads: "For assistance call (800) 716-2299 option 3 or email EDIServices@bcbsla.com."

Coming Soon: Updated iLinkBlue User Guide



We designed a guide to provide instruction to use the applications available in iLinkBlue.

Soon, we will update the *iLinkBlue User Guide* with the Delegated Access instructions presented in today's webinar.

This will replace the *Security Setup Guide* used for the Sigma Security Setup Tool.

Find the *iLinkBlue User Guide* at www.bcbsla.com/providers > Resources > Manuals.

ADDRESSING YOUR

FEEDBACK

At this time, we will address the questions you submitted electronically through the webinar platform.

You may also email questions after the webinar to provider.relations@bcbsla.com.

