
BlueCard® Program Tutorial

Requesting Authorizations

Learn how to request an authorization for
out-of-state Blue plan members

After completing the Requesting Authorizations tutorial, you will be able to:

- Locate the *Pre-Service Review for Out-of-Area Members* link
- Identify the three options of information you can choose from
- Understand the meaning of Electronic Provider Access
- Enter the required information to begin access of authorization request



home



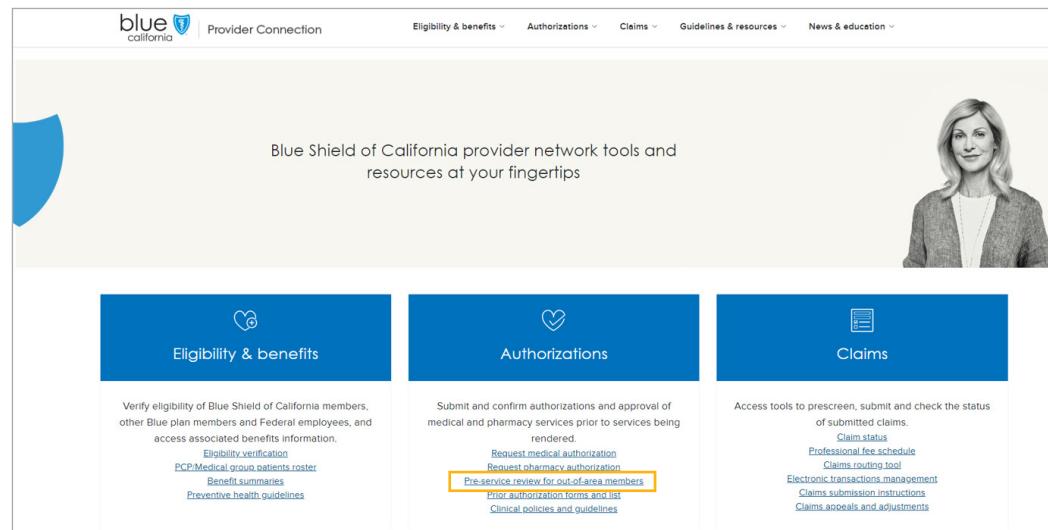
back

next

Provider Connection home page

For online access to authorization requests for out-of-state Blue plan members, log in to Provider Connection at blueshieldca.com/provider and click the **Pre-Service Review link** in the "Authorizations" box.

The **Pre-Service Review link** is dedicated for California providers requesting authorizations for other states' Blue plan members.



Blue Shield of California provider network tools and resources at your fingertips

Eligibility & benefits

Verify eligibility of Blue Shield of California members, other Blue plan members and Federal employees, and access associated benefits information.

Eligibility verification
PCP/Medical group patients roster
Benefit summaries
Preventive health guidelines

Authorizations

Submit and confirm authorizations and approval of medical and pharmacy services prior to services being rendered.

Request medical authorization
Request pharmacy authorization
Pre-service review for out-of-area members
Prior authorization forms and list
Clinical policies and guidelines

Claims

Access tools to prescreen, submit and check the status of submitted claims.

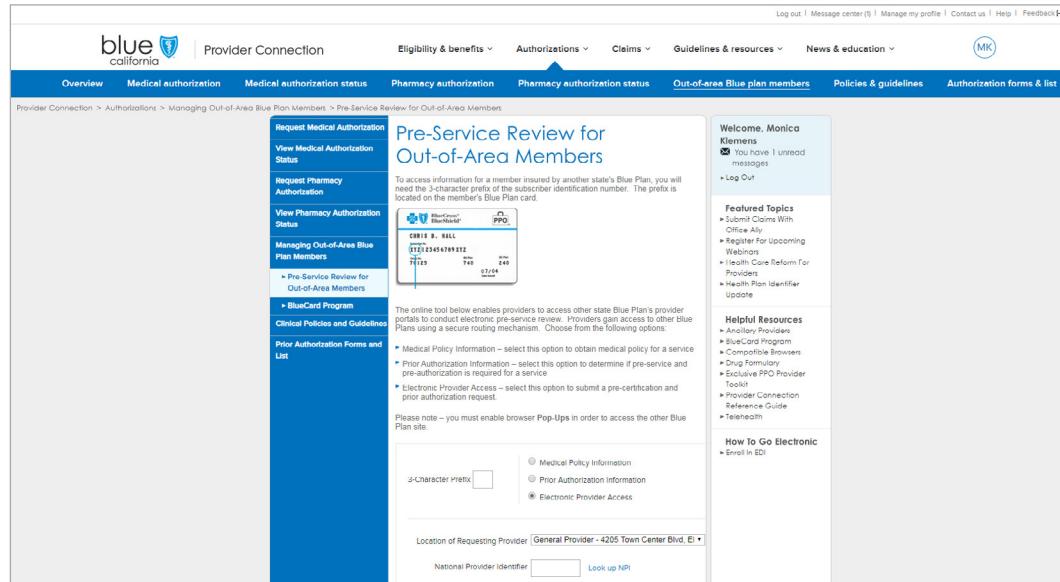
Claim status
Professional fee schedule
Claims routing tool
Electronic transactions management
Claims submission instructions
Claims appeals and adjustments

Note: AuthAccel is a provider authorization tool for Blue Shield of California members only.

Pre-Service Review page

You have access to other state's Blue plan provider portals to request authorization, access medical policy, and confirm precertification policy and guidelines.

This allows you to connect directly to the Blue plan within a secured routing mechanism.



The screenshot shows the blue California Provider Connection interface. The top navigation bar includes links for Log out, Message center, Manage my profile, Contact us, Help, and Feedback. A user profile icon for 'Monica Klemens' is shown with a message: 'You have 1 unread messages' and a 'Log Out' option. The main menu has categories like Overview, Medical authorization, Medical authorization status, Pharmacy authorization, Pharmacy authorization status, Out-of-area Blue plan members, Policies & guidelines, and Authorization forms & list. The 'Out-of-area Blue plan members' section is active. The central content area is titled 'Pre-Service Review for Out-of-Area Members'. It contains a sub-section for 'Managing Out-of-Area Blue Plan Members' with a 'Pre-Service Review for Out-of-Area Members' link. Below this is a 'BlueCard Program' section with a 'Clinical Policies and Guidelines' link. A 'Prior Authorization Forms and List' section is also present. A '3-Character Prefix' input field is shown with a dropdown menu for selecting 'Medical Policy Information', 'Prior Authorization Information', or 'Electronic Provider Access'. A note states: 'Please note - you must enable browser Pop-Ups in order to access the other Blue Plan site.' A 'Location of Requesting Provider' dropdown is set to 'General Provider - 4205 Town Center Blvd, E'. A 'National Provider Identifier' input field and a 'Look up NPI' button are at the bottom. The right sidebar features 'Featured Topics' and 'Helpful Resources' sections.

Choose from three options

Choose from the available options to assist in obtaining the necessary information:

- Medical Policy Information –**
Select this option to obtain medical policy for a service
- Prior Authorization Information –**
Select this option to determine if pre-service and pre-authorization is required for a service
- Electronic Provider Access (EPA) –**
Select this option to request an authorization

Please note you will need the three-character prefix to complete each search.

Request Medical Authorization

View Medical Authorization Status

Request Pharmacy Authorization

View Pharmacy Authorization Status

Managing Out-of-Area Blue Plan Members

- Pre-Service Review for Out-of-Area Members
- BlueCard Program

Clinical Policies and Guidelines

Prior Authorization Forms and List

Pre-Service Review for Out-of-Area Members

BlueCard Program

Clinical Policies and Guidelines

Prior Authorization Forms and List

3-Character Prefix

Medical Policy Information

Prior Authorization Information

Electronic Provider Access

Location of Requesting Provider

National Provider Identifier

Look up NPI

Are you a Blue Shield of California Contracted Provider? Yes No

If you have questions about your Provider location or NPI Information, please call Provider Services Liaison Unit at 1-800-258-3091.

Submit

Welcome, Monica Klemens

 You have 1 unread messages

[Log Out](#)

Featured Topics

- Submit Claims With Office Ally
- Register For Upcoming Webinars
- Health Care Reform For Providers
- Health Plan Identifier Update

Helpful Resources

- Ancillary Providers
- BlueCard Program
- Compatible Browsers
- Drug Formulary
- Exclusive PPO Provider Toolkit
- Provider Connection Reference Guide
- Telehealth

How To Go Electronic

- Enroll In EDI

Requesting an authorization

To begin access to request an authorization, select the **“Electronic Provider Access”** radio button.

Request Medical Authorization

View Medical Authorization Status

Request Pharmacy Authorization

View Pharmacy Authorization Status

Managing Out-of-Area Blue Plan Members

► Pre-Service Review for Out-of-Area Members

► BlueCard Program

Clinical Policies and Guidelines

Prior Authorization Forms and List

Pre-Service Review for Out-of-Area Members

BlueCross® BlueShield® PPO

CHRIS B. HALL

TXZ 123456789 TXZ

76125 80 Plan 740 80 Plan 240

07/04 Card issued

The online tool below enables providers to access other state Blue Plan's provider portals to conduct electronic pre-service review. Providers gain access to other Blue Plans using a secure routing mechanism. Choose from the following options:

► Medical Policy Information – select this option to obtain medical policy for a service

► Prior Authorization Information – select this option to determine if pre-service and pre-authorization is required for a service

► Electronic Provider Access – select this option to submit a pre-certification and prior authorization request.

Please note – you must enable browser Pop-Ups in order to access the other Blue Plan site.

3-Character Prefix

Medical Policy Information

Prior Authorization Information

Electronic Provider Access

Location of Requesting Provider

National Provider Identifier

Are you a Blue Shield of California Contracted Provider? Yes No

If you have questions about your Provider location or NPI information, please call Provider Services Liaison Unit at 1-800-258-3091.

Required information

Once the EPA radio button is selected, supply the following information:

- The Blue plan member's **three-character prefix**
- The **location of the requesting provider** (select from the dropdown menu)
- Your **National Provider Identifier (NPI)**
- **Answer Yes or No** to the question, "Are you a Blue Shield of California Contracted Provider?"

Note: If you don't know your NPI, you may use the "Look Up NPI" tool to find it.

Request Medical Authorization

View Medical Authorization Status

Request Pharmacy Authorization

View Pharmacy Authorization Status

Managing Out-of-Area Blue Plan Members

► Pre-Service Review for Out-of-Area Members

► BlueCard Program

Clinical Policies and Guidelines

Prior Authorization Forms and List

Pre-Service Review for Out-of-Area Members

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Please note – you must enable browser Pop-Ups in order to access the other Blue Plan site.

3-Character Prefix

Medical Policy Information

Prior Authorization Information

Electronic Provider Access

Location of Requesting Provider General Provider - 4205 Town Center Blvd, El

National Provider Identifier [Look up NPI](#)

Are you a Blue Shield of California Contracted Provider? Yes No

If you have questions about your Provider location or NPI Information, please call Provider Services Liaison Unit at 1-800-258-3091.

Submit

Final steps

Once you've completed all the required fields, **click Submit** at the bottom of the page.

This instantly launches you from Blue Shield of California's provider portal to the member's Blue plan provider portal to begin your authorization request.

This allows you to work directly with the member's Blue plan to request your authorization.

Each Blue plan will provide you with authorization instructions and notifications.

Request Medical Authorization

View Medical Authorization Status

Request Pharmacy Authorization

View Pharmacy Authorization Status

Managing Out-of-Area Blue Plan Members

- ▶ Pre-Service Review for Out-of-Area Members
- ▶ BlueCard Program
- ▶ Clinical Policies and Guidelines

Prior Authorization Forms and List

Pre-Service Review for Out-of-Area Members

To access information for a member insured by another state's Blue Plan, you will need the 3-character prefix of the subscriber identification number. The prefix is located on the member's Blue Plan card.



The online tool below enables providers to access other state Blue Plan's provider portals to conduct electronic pre-service review. Providers gain access to other Blue Plans using a secure routing mechanism. Choose from the following options:

- ▶ Medical Policy Information – select this option to obtain medical policy for a service
- ▶ Prior Authorization Information – select this option to determine if pre-service and pre-authorization is required for a service
- ▶ Electronic Provider Access – select this option to submit a pre-certification and prior authorization request.

Please note – you must enable browser Pop-Ups in order to access the other Blue Plan site.

3-Character Prefix

Medical Policy Information

Prior Authorization Information

Electronic Provider Access

Location of Requesting Provider

National Provider Identifier [Look up NPI](#)

Are you a Blue Shield of California Contracted Provider? Yes No

If you have questions about your Provider location or NPI information, please call Provider Services Liaison Unit at 1-800-258-3091.

Submit

Conclusion

Congratulations! You have completed the Requesting Authorizations tutorial.

We encourage you to continue your learning. The [BlueCard Tutorials web page](#) contains other informative BlueCard tutorials, plus additional resources you may find helpful.

For questions related to:

- BlueCard eligibility: **(800) 676-BLUE (2583)**
- BlueCard Claims Unit: **(800) 622-0632**
- Authorization requests: Call the Medical Management number printed on the member's ID card
- Web technical support: **(800) 541-6652**

BlueCard claims mailing address:

Blue Shield of California
BlueCard Program
P.O. Box 1505
Red Bluff, CA 96080-1505

Your online resources for:

- [Member eligibility](#)
- [Authorization requests](#)
- [Claims status](#)

