



AUTHORIZATIONS PORTAL update

August 2016

Blue Cross' Provider Identity Management Team

We created the Provider Identity Management Team to help providers establish and manage system access through our new Security Setup Tool, which today allows access to our Authorizations Portal and in 2017 access to iLinkBLUE. One of the roles of this team is to set up, educate and assist administrative representatives.

The Provider Identity Management Team will work with existing administrative representatives to transition users through future security changes coming to iLinkBLUE.

In early 2017, the iLinkBLUE *Provider Suite* will be moved under a higher level of security to meet additional compliance requirements. iLinkBLUE offers online access to benefits, eligibility, claims information, electronic fund transfers and more.

You can contact the Provider Identity Management Team at ProviderIdentMgmt@bcbsla.com.

New Behavioral Health Authorizations Application Added to Authorizations Portal

As of January 1, 2016, New Directions manages behavioral health authorizations for our members, performs all utilization and case management activities, as well as ABA case management. We are pleased to announce the arrival of the Behavioral Health Authorizations application to our Authorizations Portal. This application allows behavioral health providers to electronically submit authorization requests for behavioral health services directly to New Directions.

Authorizations Portal Opened to Professional Providers

Today, facilities can use our BCBSLA Authorizations application (available through iLinkBLUE) to submit and manage authorization requests electronically for Blue Cross and Blue Shield of Louisiana members.

We are excited to announce that soon professional providers will be able to use the BCBSLA Authorizations application. To prepare for using this tool, we ask professional providers to begin the process of setting up an administrative representative now. Administrative representatives are a requirement for accessing our Authorizations Portal, which includes our online BCBSLA Authorizations, Behavioral Health Authorizations and Pre-Service Review applications.

Authorizations Portal Applications

The applications within our Authorizations Portal are:

1. BCBSLA Authorizations
2. Behavioral Health Authorizations
3. Pre-Service Review

The authorizations portal is an online platform that gives network providers access to applications for submitting and reviewing authorization requests electronically. The portal is accessed through iLinkBLUE (www.bcbsla.com/ilinkblue) and is available 24/7. It is available under the "Authorizations and Medical Policy" menu option. Currently the Authorizations Portal includes the BCBSLA Authorizations, Behavioral Health Authorizations and Pre-service Review applications.

Access to Multiple TaxID/NPI Combinations

The Security Setup Tool is designed to permit our providers the ability to allow up to three of their employees to serve as administrative representatives.

Administrative representatives must use the Security Setup Tool in order to delegate security access to their employees for using the applications currently found on our Authorizations Portal.

In the Security Setup Tool, administrative representatives are now required to grant user access by selecting the TaxID/NPI provider numbers. The administrative representative can select all providers under that specific TaxID/NPI or select individual providers under that TaxID/NPI.

The administrative representative will use the “Add User Access” feature to add applications, provider IDs and tax ID/NPIs to an established user’s profile.

Administrative representatives can only add the tax ID and NPI or provider ID access that is contained within their own administrative representative profile. If multiple administrative representatives exist with different profiles, each is required to individually add user access, as applicable.

Administrative representative access can only be adjusted by Blue Cross. If the administrative representative profile requires a change, please email our Provider Identity Management team at ProviderIdentMgmt@bcbsla.com.

New User Roles in BCBSLA Authorizations Application

The BCBSLA Authorizations application offers two user roles. In the Security Setup tool an administrative representative can modify a BCBSLA Authorizations user’s role. The default role is set to “Episode Only,” but the administrative representative may change a user’s role to “Supervisor” if needed.

The **Episode Only** role is for users who should only have “Add,” “Edit” and “View” access. The **Supervisor** role further allows the ability to reassign activities from one user to another in the BCBSLA Authorizations application when staff members are out or unavailable.

Authorizations Portal Webinars

Blue Cross recently held Administrative Representative Training and Behavioral Health Authorizations webinars. They each outlined the enhancements made to the Authorizations Portal. If you were unable to attend the webinars, you can find a copy of the presentations on our website www.bcbsla.com/providers >Education on Demand >Provider Workshops.

Resources and Support

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

- Authorizations Portal Quick Start Guide
- BCBSLA Authorizations Application Facility User Guide (**Updated**)
- BCBSLA Authorizations Application Professional User Guide (**New**)
- BCBSLA Security Setup Guide (**Updated**)

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

Support

- For technical support related to BCBSLA Authorizations or Pre-Service Review applications, contact our iLinkBLUE support team at 1-800-216-2583 or via email to ILB@bcbsla.com.
- For technical support related to the Behavioral Health application, contact New Directions at prwebpass@ndbh.com.
- For questions related directly to an authorization, call the authorization number on the back of the Member’s ID card.
- For questions related to delegating users or changing your administration representative, contact our Provider Identity Management department at provideridentmgmt@bcbsla.com.

Feedback

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