

ONLINE RESOURCES

What Can iLinkBlue Do For You?

Claims Confirmation Reports

Our Claims Confirmation Reports application can be found under the iLinkBlue (www.lablue.com/ilinkblue) "Claims" menu option. Click on the "View Report" links to access the reports.

The reports allow providers to research daily reports confirming if the Louisiana Blue editing system accepted your claims. They are available up to 120 days. These reports indicate detailed claim information on transactions that were accepted or not accepted for processing. The provider is responsible for reviewing these reports and correcting claims appearing on the Not Accepted report.

Request an Outpatient Fee Schedule

To request a full outpatient fee schedule for a facility in iLinkBlue, select the "Payments" menu tab, then the "Outpatient Facility Allowable Charges" option, then "Outpatient Fee Schedule." Enter a date up to two years prior to the current date, and select the facility by name and NPI. Click the "Continue" button and select the appropriate Louisiana Blue network. Then click on "Request Full Fee Schedule" to submit your request. Allow up to two business days for a response to your full fee schedule request.

Returned fee schedule results will display below this application. Click the "View" button to download a Microsoft Excel spreadsheet with the full outpatient fee schedule results. We retain fee schedule results in iLinkBlue for 10 business days. The data elements included on a full fee schedule are the same as those that appear in the search by code examples. The Outpatient Facility Allowable Charges application is for acute care hospitals and ambulatory surgical centers on a contracted fee schedule only.

Document Upload

iLinkBlue offers the ability to upload documents instead of faxing, email or mailing them to select departments. The feature is quick, secure and available any time through the iLinkBlue provider portal. The Document Upload feature is accessible on iLinkBlue under "Claims," then "Medical Records" and "Document Upload." A list of frequently asked questions is also available next to the feature. Select the department from the drop-down list you wish to send your document. The fax numbers are available as a reference to assist in selecting the correct department:

- Payment Integrity
- ACA Risk Optimization
- ITS Host Medical Records
- Health and Quality Management (HEDIS)
- Federal Employee Program (FEP) Appeals
- Medical Necessity & Investigational Appeals Only
- Medical Records for Retrospective or Post Claim Review
- Provider Appeals – Non-Louisiana
- Population Health
- Blue adVantage

Once Louisiana Blue receives the uploaded document, a confirmation message displays indicating the file uploaded with a date/time stamp and unique identifier. Please keep the confirmation number for your records. Allow 14 days before inquiring that your transaction is in process.