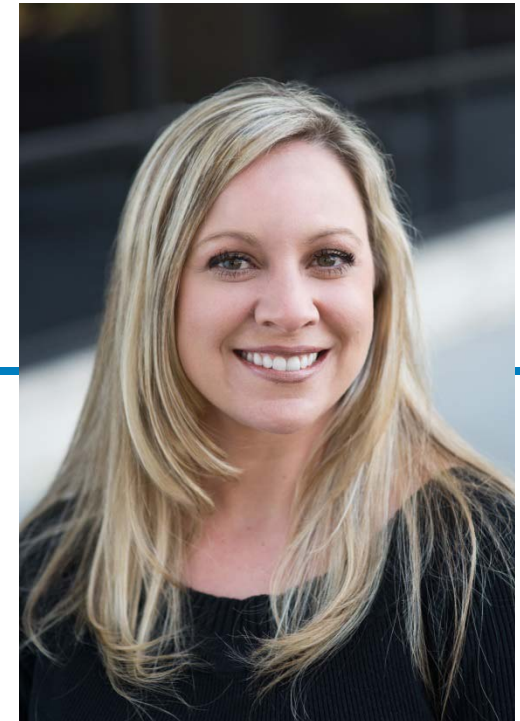# Accessing Blue Cross'
Secure Online Services

(a training webinar for administrative representatives)

2016-2017

Presented by Jami Zachary
Provider Relations Department
Blue Cross and Blue Shield of Louisiana

Blue Cross and Blue Shield of Louisiana is an independent licensee of the Blue Cross and Blue Shield Association and incorporated as Louisiana Health Service & Indemnity Company.

Will you have access to iLinkBlue in mid-March 2017?

If your office currently does not have an administrative representative registered with Blue Cross, then you will lose access to iLinkBlue in mid-March 2017.

Don't worry, we're here to help!

Hi! I'm Julie and this is Adam and we are administrative representatives. We will walk you through the steps your office needs to take to ensure you have access to iLinkBlue in mid-March 2017.

What's new for iLinkBlue in March 2017?

- Will be placed under a higher level of security to ensure your information remains safe.

- Will be more user friendly with a new look and feel but still similar to the current version so you can easily find the tools you use today.

When is the launch date for the new iLi

The launch date will be mid-March 2017.

What online services require higher security?

iLinkBlue – This secure online tool for healthcare providers allows you to quickly complete important functions such as eligibility and coverage verification, claims filing and review, and payment queries and transactions.

BCBSLA Authorizations – This application allows network providers to submit and research authorizations as well as provide clinical information 24 hours a day, seven days a week.

Behavioral Health Authorizations – This application is a web-based tool offered by New Directions called the WebPass Portal. It is designed to be an effective and easy-to-use tool for behavioral health facilities to obtain an authorization.

Pre-service Review for Out-of-Area Members – This application is used to research pre-service information for BlueCard® (out-of-area) members. It is designed to allow Blue Cross and Blue Shield of Louisiana network providers access to pre-service information offered by other Blue Plans.

Blue Advantage Provider Portal – This portal allows our Blue Advantage (HMO) providers to submit authorizations and access secure information for Blue Advantage (HMO) members.

What do you need to do to make sure you have access in 2017?

Your office needs to set up at least one administrative representative **before the end of February**. The administrative representative will self-manage user access to our secure online services.

What if you already have an administrative representative?

Previously administrative representatives only granted user access to clinical information. **Please make sure your administrative representative is the correct person to also grant access to all iLinkBlue users in your organization.** If not, then you need to register additional administrative representatives.

An administrative representative is:

- A person at your organization who will serve as the key person for delegating access to our secure online services to appropriate users for the provider.
- A person who agrees to adhere to Blue Cross' guidelines.
- A person who will only grant access to those employees who legitimately must have access in order to fulfill their job responsibilities.
- A person who promptly terminates employee access when an employee changes roles or terminates employment.

How do I register my administrative representative with Blue Cross?

1. Determine who at your organization should be an administrative representative.

2. Complete the Administrative Representative Registration Packet that can be found on our Provider page (www.bcbsla.com/providers).

3. Send completed documents to our Provider Identity Management Team.

   Email: ProviderIdentMgmt@bcbsla.com

   Fax: 1-800-515-1128
   Attn. Provider Identity Management

   Mail: BCBSLA - Provider Identity Management
   P.O. Box 98029
   Baton Rouge, LA 70898-9029

4. Once your administrative representative is registered, we will send an email with detailed instructions on how to log into our Security Setup Tool.

The registration process is not immediate
Please allow 7-10 business days for us to complete the registration process.

What are my next steps?

- Once the administrative representative is registered, an **instructional email** will be sent that includes how to access "secure email" information.

- The administrative representative must set up a secure email account in our security system to receive their secure email.

- Make sure to click on the "Click Here" button to view the secure email.

- You will then create your own password to view the secure email.

- If you do not setup a password, then you will not be able to access our secure email system and will be unable to access your "Welcome Email" that includes vital information about accessing our Security Setup Tool.

sample email

From: Provider Identity Mgmt
Sent:
To:
Subject: Your Administrative Representative account is now setup and ready to use

You have a Blue Cross Blue Shield of Louisiana Secure Email message from provideridentmgmt@bcbsla.com.

If you previously registered prior to 3/9/2011, you will need to register again in order to create a new account.

To view the secure message, click here.

Do not reply to this notification message. This notification message was auto-generated by the sender's security system. To reply to the sender, please go to your secure message by clicking on the link above.

The secure message expires on Jan 20, 2017 @ 08:56 PM (GMT).

If you would like to have your secure messages delivered directly to your inbox, find out more about ZixMail.

NOTE: If your mail program does not support active links, you can view your secure message by copying and pasting the text below into the "Address" or "Location" bar of your Internet browser and press "Enter" or click "Go".

https://securemail-bcbsla.com/s/e?m=ABAQjnOHl9bbB86Agpu3VpLp&c=ABANltGOcDYiOx5JS4ZFUdB1&em=ericarodriguez21%40gmail%2ecom

What is my "Welcome Email?"

From: Provider Identity Management
Sent: Wednesday, June, 2016 9:15 AM
To: 'firstname@abchosp.com'
Subject: Admin Rep-BCBSLA Security Setup Tool

Dear Fname Lname,

Dear NAME,

You have been designated and set up as an Administrative Representative for use of our Security Set-Up Tool. This new tool will allow you to set up and delegate security access for staff to the applications available on our Authorizations Portal (AP).

Application access should be granted individually (by application) to each employee based on the authorizations the employee is responsible for handling. You will also be allowed and required to Terminate the user when an employee terminates employment or is no longer required to perform this function. Please use and maintain the attached User Profile spreadsheet to comply with all AR obligations. For more detail regarding your AR responsibilities, please refer to the copy of the AR Acknowledgment (that you previously signed) in the attached Security Set-Up Guide.

The attached Security Set-Up Guide provides the detailed application instructions that will be required for using the new tool. In addition; attached you will also find the AP Quick Start Guide that you will be required to send to each in the User Notification process (see details in the Security Set-Up Guide). It is very important that you save a copy of all documents attached to this email for future use/reference.

To begin using the Security Set-Up Tool, please click on the following link: https://AuthPortalSecurity.bcbsla.com Or, open Internet Explorer Browser and manually type the URL.

You will be required to follow the instructions within the Security Set-Up Guide before you will gain access into the link/tool.

The following Username and Password have been assigned and will be used for accessing the Security Set-Up tool:
Username:
Password:

Note: The password (above) is temporary; the system will prompt you to change this password before you are able to log in.

PLEASE DO NOT RESPOND TO OR FORWARD THIS EMAIL

The following documents will be included with your "Welcome Email:"

- Delegated User Profile spreadsheet
- Security Setup Guide
- Quick Start Setup Guide

As an administrative representative, your duties include the following:

1. **Identify users** – You are responsible for identifying who at your location will need access to our secure online services.
2. **Assign user access to applications** – You will assign individual user access to the appropriate users.
3. **Manage users** – You are responsible for terminating a user's access when it is no longer needed.
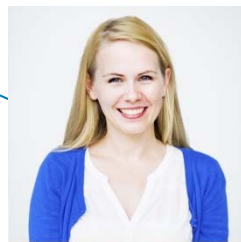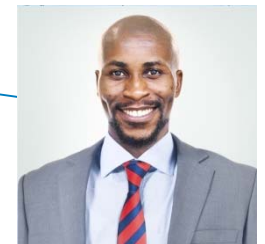
What access can you assign to users?

Administrative Representative

BCBSLA Authorizations

Behavioral Health Authorizations (WebPass)

Blue Advantage Provider Portal

Pre-Service Review

All designated users must have their own iLinkBlue user access and complete Blue Cross' training tutorials. Users may be given access to more than one of the security applications shown above.

How do I keep track of all my users?

Administrative representatives should maintain a chart of designated users. We have developed a spreadsheet for your office use. It should not be returned to Blue Cross.

Sample Spreadsheet:

Delegated User Profile *(FOR ADMINISTRATIVE REPRESENTIATVE USE ONLY)*

User First Name	User Last Name	User Title	User Email	User Phone Number	User Date of Birth	Provider Name	Provider ID (required only if user is to access the BCBSLA Authorizations application)	Request ID #	Tax ID	NPI	Application Access				comments
											BCBSLA Authorizations	Behavioral Health Authorization	Preservice Review	Blue Advantage Provider Portal	
Sun	Shine	Auth Specialist	Sunshine@testhospofbr.org	225-123-4567	MM/DD/YYYY	TEST HOSPITAL OF BATON ROUGE Acute Care	67890		123456789	123456789	x		x		
Cake	Walk	Auth Specialist	cakewalk@testclinicofbr.com	225-456-7891	MM/DD/YYYY	TEST CLINIC OF BATON ROUGE	12345		987654321	987654321		x	x		
Pretty	Day	Medicare Specialist	Prettyday@testhospofbr.org	225-123-4567	MM/DD/YYYY	TEST HOSPITAL OF BATON ROUGE SNF	21342							x	

Maintain this spreadsheet for your own records. Do not return it to Blue Cross and Blue Shield of Louisiana.

Where can you find this spreadsheet?
This spreadsheet is one of the attachments included in your "Welcome Email" from Blue Cross.

How do I access the Security Setup Tool?

- Within the secure email, click on the link to the Security Setup Tool:
  https://AuthPortalSecurity.bcbsla.com
  Note: Internet Explorer (IE) 11.0 (or higher) is optimal for using the tool. Other versions will work; however, you may encounter IE closures.

- You will receive the error "System is currently unavailable."

- You are required to add the Security Setup URL as a trusted site. If you do not have authority to add a trusted site, contact the area in your organization that supports your technical needs.

Once you have access to the tool, your next steps include:

- Adding the URL to your IE Favorites
- Changing temporary password
- Logging in using your new password

What is a primary and secondary administrative representative?

- **Primary Administrative Representative** – this is the administrative representative that sets up a user with initial access to the system

- **Secondary Administrative Representative** – any other administrative representative required to delegate access to the established user

PRIMARY

SECONDARY

Admin Rep 1 sets up user with initial access to system

At a later time, Admin Rep 2 delegates access to an established user

Sets up user with system access

Delegates access to established user
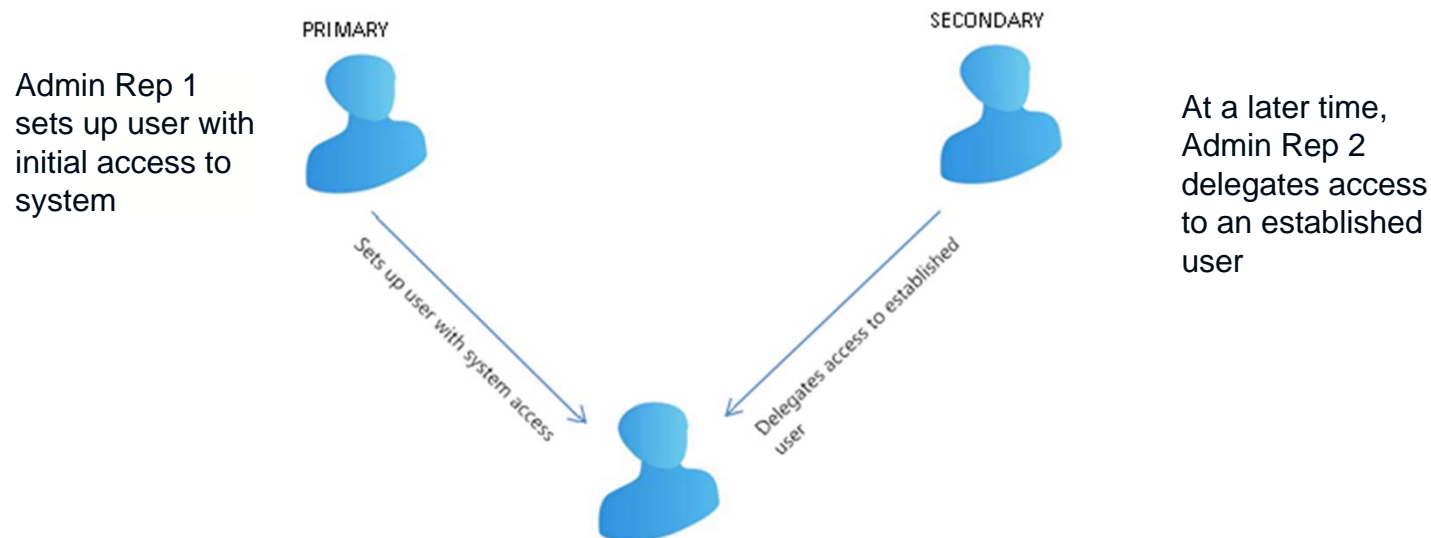
How do I set up user access as a primary administrative representative?

1. Click on the "BCBS User Management" icon.
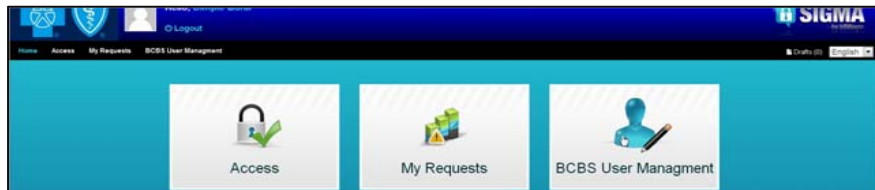
2. On the "Manage Users" page, click on the "Create New" button. Then click "Create New User."
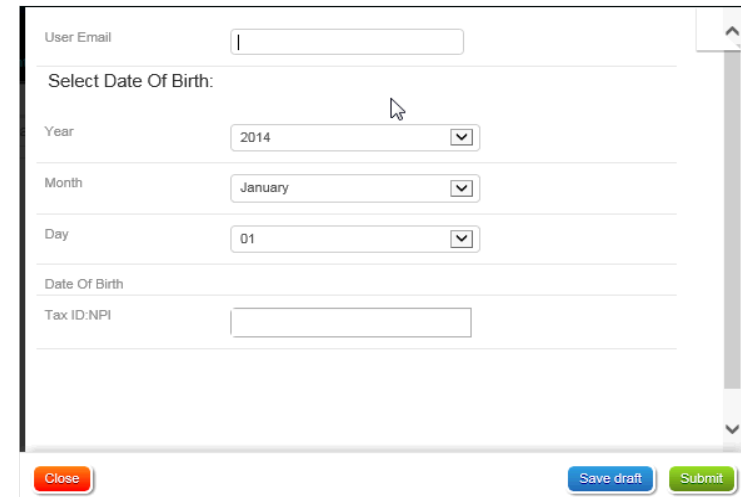
4. The "User Profile" page will display.

5. Complete the "User Profile" page with data collected on the Designated User Profile spreadsheet in order to complete the fields on the person you are setting up.

6. Once all data has been entered, click the "Submit" button. A confirmation will be displayed indicating the setup was successful.

7. The confirmation page showing the Request ID # will display. Please record the Request ID # assigned in your Designated User Profile spreadsheet for future reference.

There is a guide to help you complete the user profile

In the Security Setup Guide, included with your "Welcome Email", are step-by-step instructions.

How will I know if I am the secondary administrative representative? If I am, what do I need to do?

- When the secondary administrative representative uses the "Set Up User" feature to set up an existing user, they will receive a "Duplicate User already exists" error.
- If a secondary administrative representative must grant additional access to an established user, they will need to follow the "Grant Access to Foreign User" instructions in the *Security Setup Guide*.
- The secondary administrative representative must use the user's exact email address and date of birth that was used by the primary administrative representative.

How does a secondary administrative representative set up a user?

1. Once logged in to the Security Setup Tool, click on the "BCBS User Management" icon.
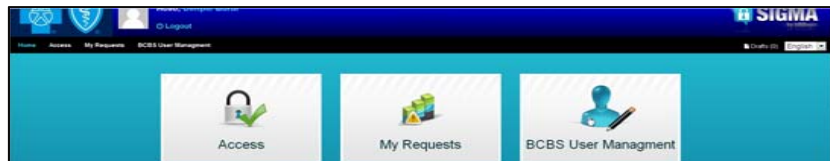
2. On the "Manage Users" page, click on the "Create New" button.
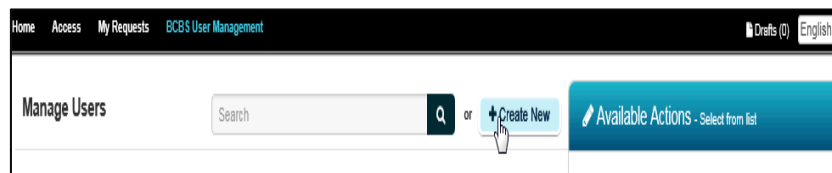
3. The "Manage Users" page will be redisplayed with Available Actions populated. Click on the "Grant Access to Foreign User" button.
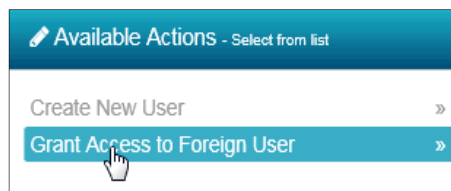
4. Complete all fields in the "Grant Access to Foreign User" entry screen.

- User Email: Enter the user's work email address as recorded on the Delegated User Profile spreadsheet.

- Date of Birth: (year, month, day) Click on each drop-down box to reveal the date information.

- TaxID:NPI: This is a drop-down box that shows the tax ID and NPI combination you are authorized to assign to a user. If multiple tax ID and NPI combinations need to be assigned to the user, select the first appropriate combination, then press the "enter" key (or left click your mouse) to redisplay the listing. Continue this process until all tax ID and NPI combinations have been added to the user.

User Email		
Select Date Of Birth:		
Year	2014	☑
Month	January	☑
Day	01	☑
Date Of Birth		
Tax ID:NPI		

Close   Save draft   Submit

Helpful Hint!

When the tax ID and NPI combination is displayed, hovering over the "I" will display the provider name.

7206'4:15381'   *Provider Name displays here.*

2740;8:10334'

5. Once all data has been entered, click the "Submit" button. A confirmation will display indicating the setup was successful.

6. The confirmation page showing the Request ID # will display. Please record the Request ID # assigned in Designated User Profile spreadsheet for future reference.

Request ID #379

Your request has been
submitted successfully

Your request id is # **379** , please use it for tracking purposes

Close
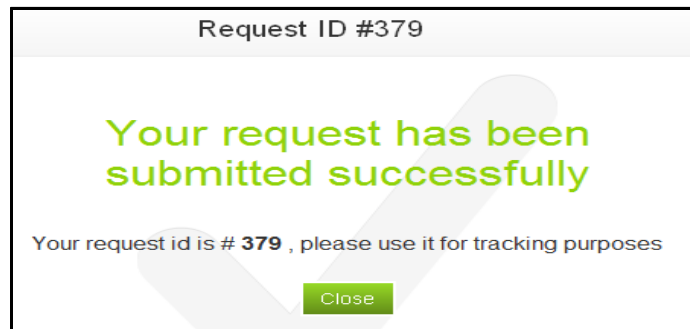
7. If user access is required for additional provider IDs for the BCBSLA Authorizations or new applications, follow the "Add User Access" instructions.

How do I make sure new users have iLinkBlue access?

The administrative representative will need to assign the level of iLinkBlue user access as either:

- "iLB Research Only"

            or

- "iLB Research/Clms Entry"

After you grant new users access to iLinkBlue, you need to send them the email below.

> Hello _____ (user first name),
>
> You are now set up to begin using the new iLinkBlue starting in March 2017. At that time, your username will be your email address of:
> _____.

For existing users that need to be set up in the security setup tool:

On November 17, 2016, users who already had access to our secure online applications were automatically assigned the "iLB Research Only" role so there will be no disruption in their usage.

The "**iLB Research Only**" role allows iLinkBlue users to access the normal iLinkBlue functions. It does not allow access to the claims entry function or authorizations portal access.

What do I do once I set up a user for the Authorizations Portal?

You need to send the email below to the user and attach the *Authorizations Portal Quick Start Guide.* This lets the user know that access has been granted to the Authorizations Portal.

Hello _____ (user first name),

You are now set up to begin using the Authorizations Portal. Your username will be your email address of: _____.

Attached you will find the *Authorizations Portal Quick Start Guide*, which will provide you with step-by-step instructions for correctly setting up your system and logging on to iLinkBlue and the Authorizations Portal.

I have set you up with access to the following Applications:

**BCBSLA Authorizations
**Behavioral Health Authorizations
**Pre-Service Review
**iLinkBlue

Once you login to the Authorizations Portal landing page, only the applications you were given access will be displayed.

Please follow each step in the guide that corresponds with the applications identified above. This will ensure you have full access to all features in each application.

The *Authorizations Portal Quick Start Guide* is easy to find.

It is one of the attachments in your "Welcome Email."

**Note to administrative representative: only list the applicable application(s) above that were actually granted to the user you are emailing.

For existing users, here's how to use the "Add User Access" and "Remove User Access" features:

The administrative representative should select:

- the "**Add User Access**" feature to add applications, provider IDs and tax ID:NPIs to an established user's profile.

- the "**Remove User Access**" feature to remove applications, provider IDs and tax ID:NPIs to an established user's profile.

    Administrative representatives can only add/remove the tax ID:NPI or provider ID access contained within their own administrative representative profile.

    This means that if multiple administrative representatives exist with different profiles, each is required to individually adjust user access, as applicable.

! Administrative representatives cannot change their own profile. If the administrative representative profile requires a change, please email our Provider Identity Management team at ProviderIdentMgmt@bcbsla.com.

What are the steps for using the "Add User Access" or "Remove User Access" feature?

1. Log in and click on the "Access" icon.
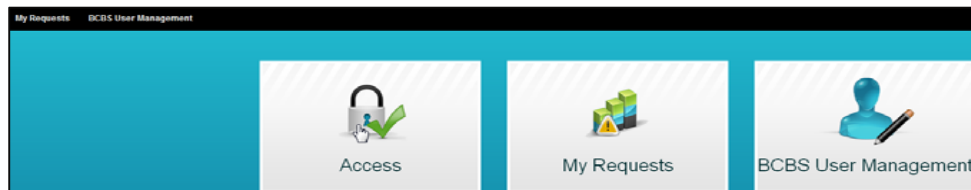
2. The "Access" page will display. Click on the "User(s) Search" button.
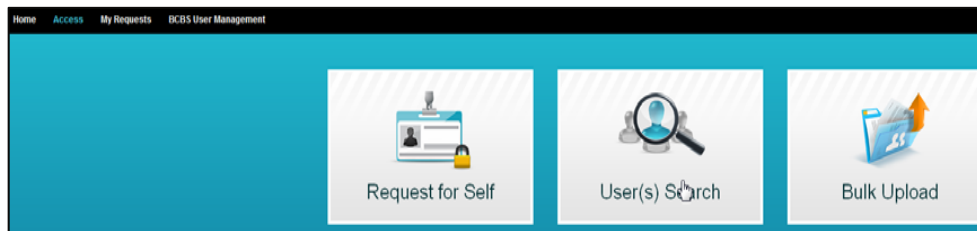
3. The "User Search" page will display. Type the user's name in the search field then click on the "Search" button.
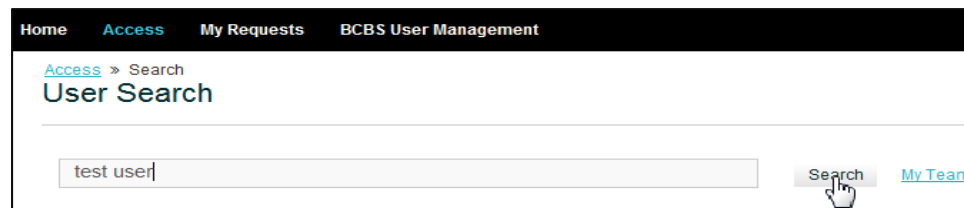
4. The user's name will display. Click on the user's name.
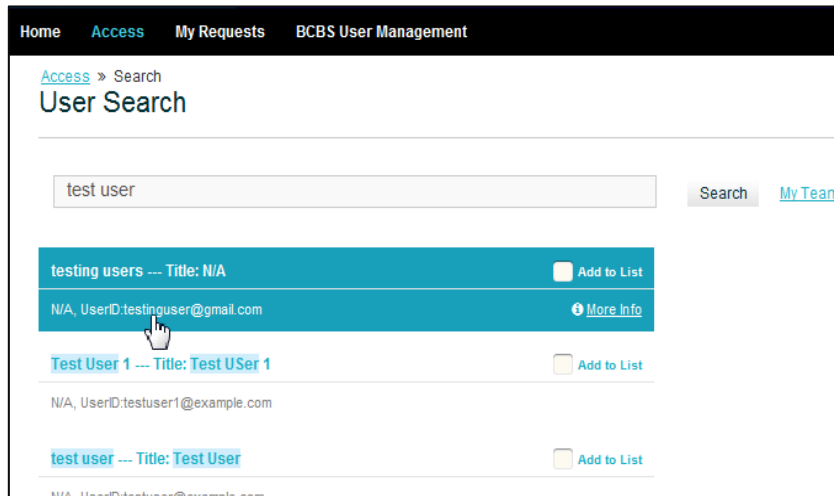
To add a user select the "Add User Access" tab.

To remove a user select the "Current" tab.
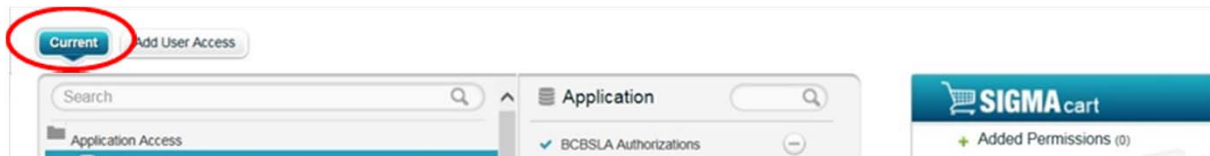
When you notice the user's name does not display:

This indicates that the user does not have the same provider or TaxID:NPI access as found in the administrative representative's profile so you cannot add/remove access for the user.
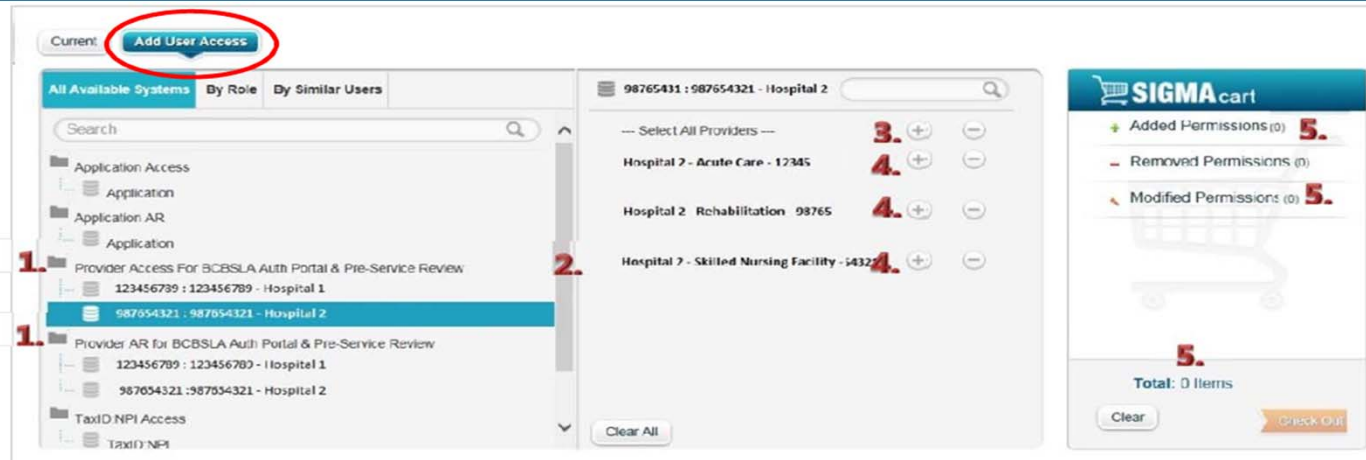
The "**Add User Access**" tab shows existing as well as new access that can be **added** within each category. Categories include:

- Application Access

- Provider Access for BCBSLA Authorizations Portal & Pre-Service Review

- TaxID:NPI Access

To view content in each category, click on each category heading.

The "**Add User Access**" tab shows:
1. a user's existing access
2. the scroll bar to view all user permissions, as applicable
3. the "Provider Access for BCBSLA Auth Portal & Pre-Service Review" category that displays two functions:
   - the "Select All Providers" option for group provider IDs shown, which allows the administrative representative to authorize the user for all associated provider IDs
   - the ability to select each individual provider (shown in alpha order) within the provider group. This allows the administrative representative to authorize the user for individual provider IDs.
4. click the **plus** sign next to each category detail you wish to delegate access
5. if a user's access to an application, provider ID and tax ID:NPI are added, the cart will show the number of "**Added Permissions**"
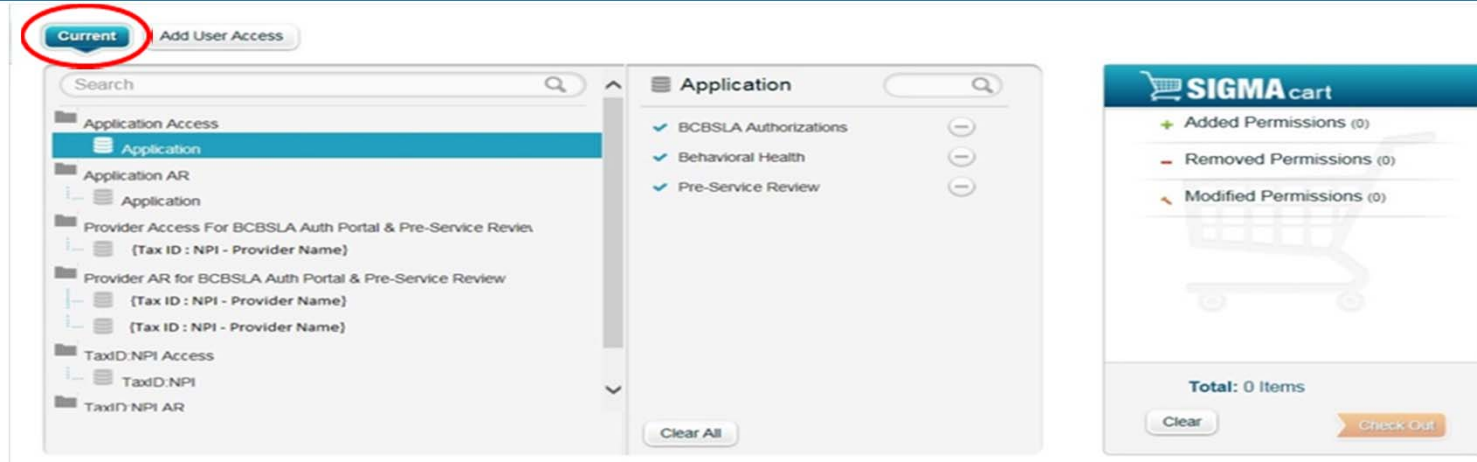
The "**Current**" tab shows existing as well as new access that can be **removed** within each category. Categories include:

- Application Access
- Provider Access for BCBSLA Authorizations Portal & Pre-Service Review
- TaxID:NPI Access

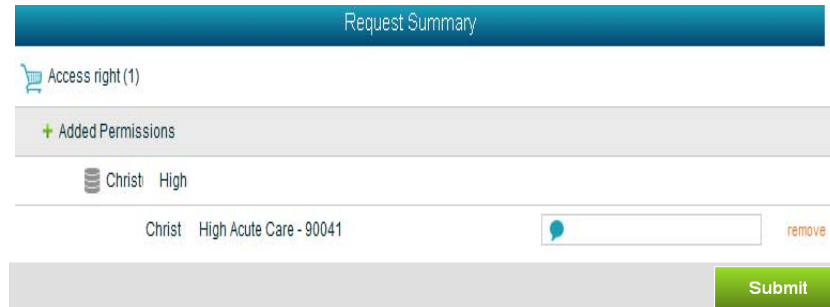To view content in each category, click on each category heading.

The "**Current**" tab shows:
1. a user's existing access
2. the "Provider Access for BCBSLA Auth Portal & Pre-Service Review" category that displays two functions:
   - the "Select All Providers" option for group provider IDs shown. This allows the administrative representative to **remove** all associated provider IDs from the user at one time.
   - the ability to select each individual provider (shown in alpha order) within the provider group. This allows the administrative representative to **remove** individual provider IDs from the user.
3. click the **minus** sign next to each category detail you wish to remove access
4. if a user's access to an application, provider ID and tax ID/NPI are removed, the cart will show the number of "**Removed Permissions**"

- Once all **additions/removals** have been selected, the "SIGMA Cart" section on the right side of the screen will indicate the number of additions/removals.

- Click the "Check Out" button to **add/remove** the privileges for the user.
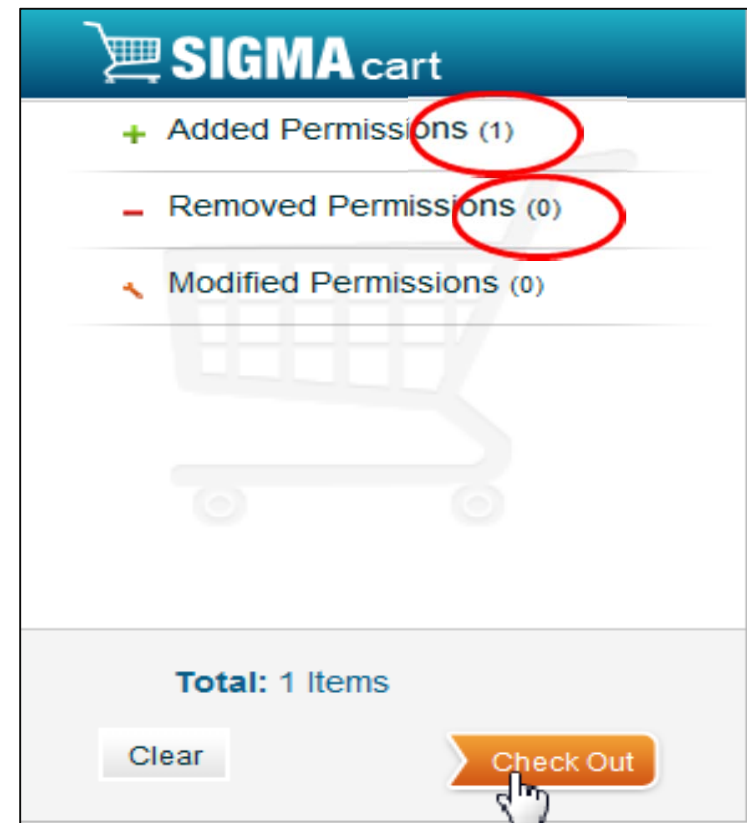
- Once you have clicked the "Check Out" button, a "Request Summary" page will display. Click the "Submit" button to submit all the user access changes.
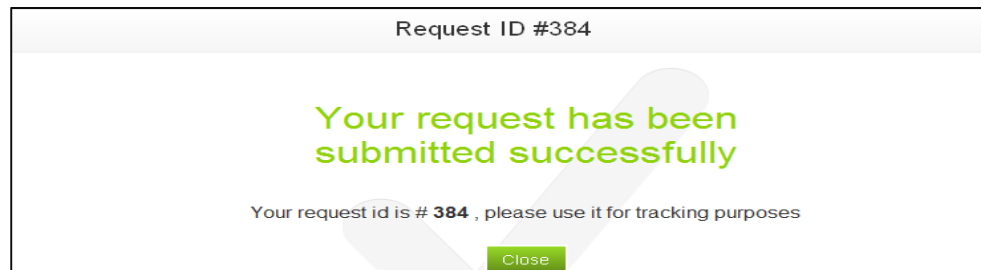
- The confirmation page showing the Request ID # will display. Please record the Request ID # assigned in Designated User Profile spreadsheet for future reference.

How do I terminate a user's access?

Administrative representatives are responsible for implementing procedures to terminate/delete user access when an employee terminates employment or is no longer involved in the authorization process for Blue Cross and Blue Shield of Louisiana members.

1. Log in and click on the "BCBS User Management" icon.

Here's what you do if a user was granted access by multiple administrative representatives.

Each administrative representative will be required to delete the provider access they previously granted. It is the responsibility of the primary administrative representative to coordinate terminations with secondary administrative representatives and ensure that the termination process is complete.
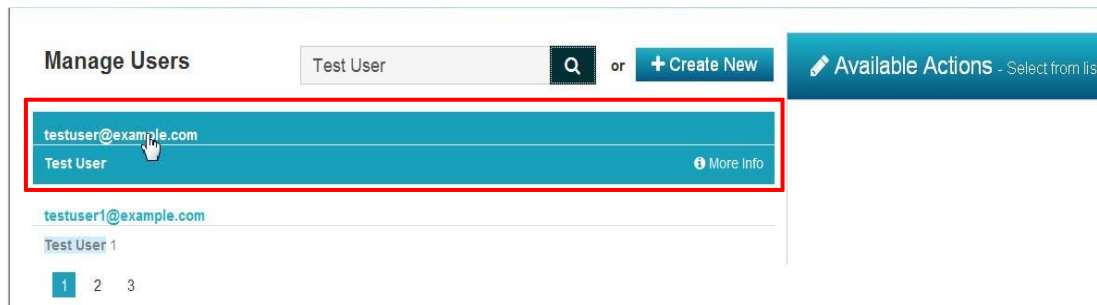
2. Click on the "Search" box and type in the first and last name of the user you plan to terminate. Press "Enter."

3. The user name will display.

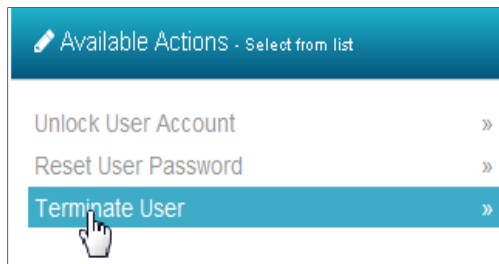**When you notice the user's name does not display:**

This indicates that the user's access does not match the administrative representative's privileges; therefore this administrative representative cannot terminate any existing access for the user.

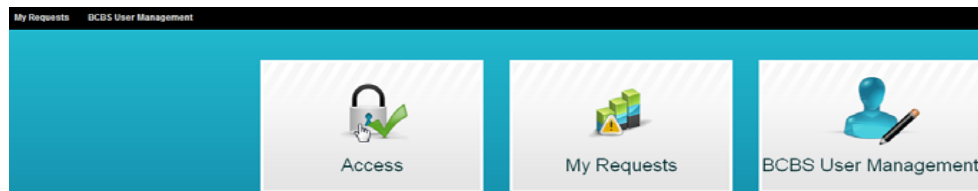4. Click on the user name to display the "Available Actions" box to the right.

5. Click on "Terminate User."

6. To abandon the changes, click the "X" or the "Close" button. To delete the user's privileges that are defined in the administrative representative's profile, click the "Submit" button.

7. The confirmation page showing the Request ID # will display. Please record the Request ID # assigned in the spreadsheet for future reference.

How do I modify an existing user's iLinkBlue role or BCBSLA Authorizations role ?
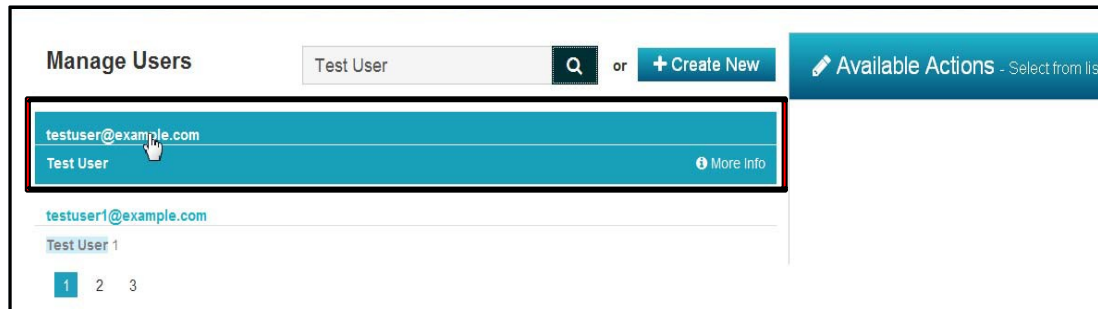
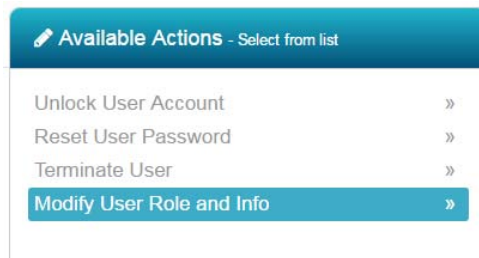1. Log in and click on the "BCBS User Management" icon.

2. Click on the "Search" box and type in the first and last name of the user. Press "Enter."

3. The user name will display. Click on the user name you wish to modify and the "Available Actions" box will display to the right.

4. The "Available Actions" will populate on the right side. Click on the "Modify User Role and Info" option.

5. The user's information will display along with the role currently assigned. Click the drop box arrow to display the user's roles.

User ID	testuser@example.com
*First Name	test
*Last Name	user
Full Name	test users
*Phone Number	225-295-2083
*iLinkBlue Role	ILB Research Only ▼
*BCBSLA Authorizations Role	Episode Only A/E/V ▼

6. Click on the role you wish to assign this user.

*iLinkBlue Role	▼
*Application Access	ILB Research Only
	ILB Research/Clms Entry

The user roles for iLinkBlue...

- "iLinkBlue Research Only" role
- "iLinkBlue Research/Claims Entry" role

7. Click on the role you wish to assign this user.

8. Click the "Submit" button to change the user's role or click the "Close" button to abandon changes.


The user roles in the BCBSLA Authorizations application are...

- Episode Only (for users who should only have Add, Edit and View access)
- Supervisor (further allows the ability to reassign work from one user to another in the BCBSLA Authorizations application)

Where can I find the step-by-step instructions outlined in this presentation?

The *Security Setup Guide* contains full instructions for using the security setup tool. This guide is emailed to administrative representatives once their registration is completed. It is also available under the "Manuals" section of iLinkBlue (www.bcbsla.com/ilinkblue).

Security Setup Guide
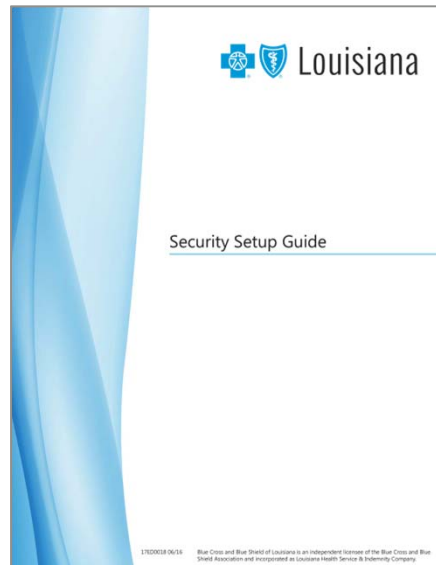
Where can I find the administrative representative registration packet?

It is available on the Provider Page (www.bcbsla.com/providers).
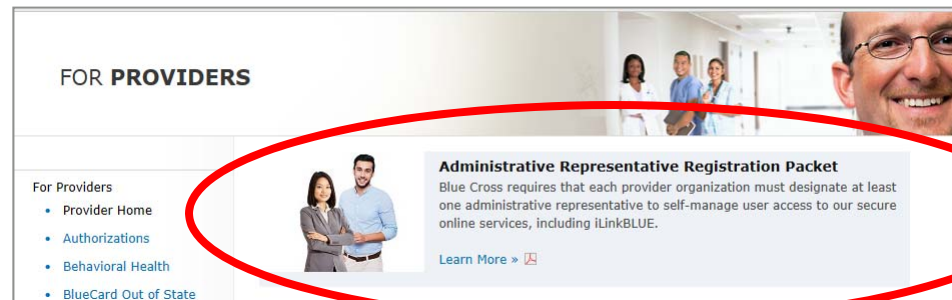
It is also available on the iLinkBlue message board (www.bcbsla.com/ilinkblue).

Who do I contact if I need help?

iLinkBlue
www.bcbsla.com/ilinkblue
1-800-216-BLUE (1-800-216-2583)
ilinkblue.providerinfo@bcbsla.com

Electronic Funds Transfer
Network Administration
1-800-716-2299, option 3
network.administration@bcbsla.com

EDI Clearinghouse Services
EDI Clearinghouse Support Desk
225-291-4334
EDICH@bcbsla.com

Provider Identity Management Team
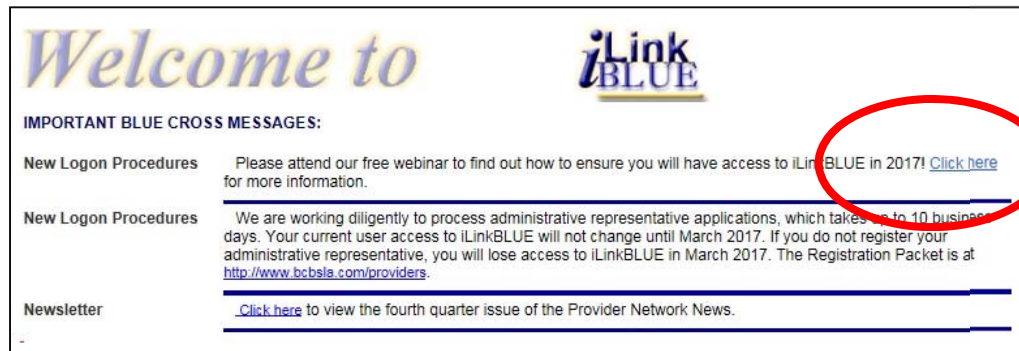Administrative Representative Support
1-800-716-2299, option 5
ProviderIdentMgmt@bcbsla.com

Are there additional dates for this webinar?

Yes, we are holding this webinar on multiple dates. A list of dates and registration information is available on the iLinkBlue message board (www.bcbsla.com/ilinkblue).

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