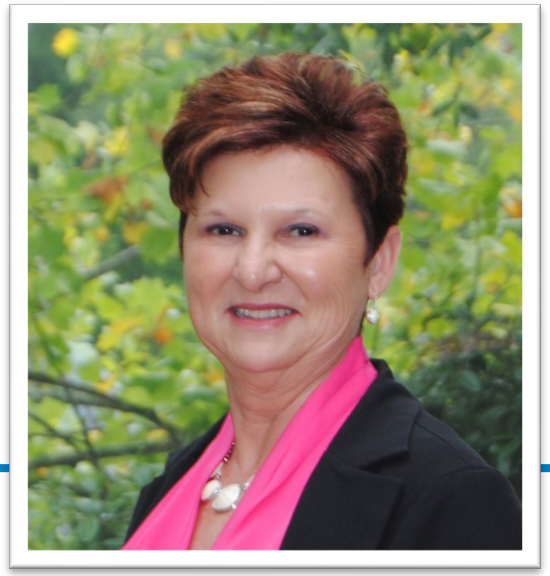
Louisiana

BCBSLA Authorization Tool Demonstration



March 2021

Presented by Patricia O'Gwynn
Provider Relations Department
Blue Cross and Blue Shield of Louisiana

Blue Cross and Blue Shield of Louisiana is incorporated as Louisiana Health Service & Indemnity Company. HMO Louisiana, Inc. is a subsidiary of Blue Cross and Blue Shield of Louisiana. Both companies are independent licensees of the Blue Cross and Blue Shield Association.

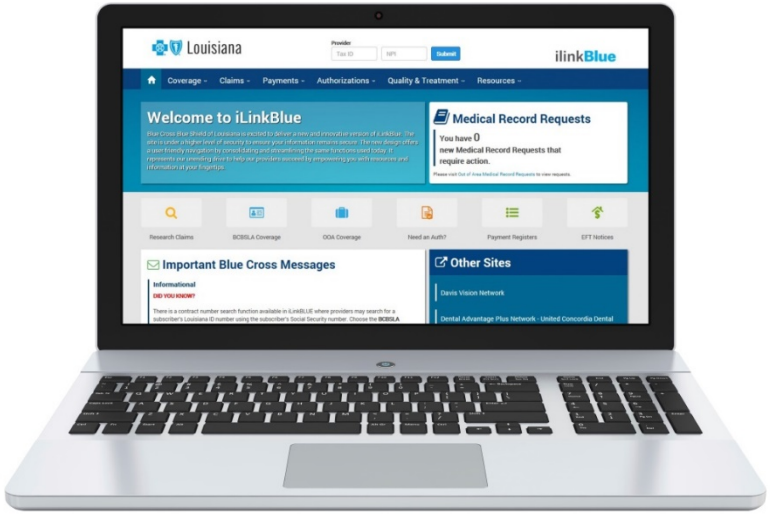
Online Authorizations Required

We have streamlined the process for requesting prior authorizations

- **Effective April 1, 2021**, Blue Cross will no longer accept authorization requests via phone or fax, with a few exceptions including transplants, dental services covered under medical and out-of-state services.
- Prior authorization requests, including new and extension authorizations, must be submitted through our online BCBSLA Authorizations tool available in iLinkBlue.
- The tool allows providers to request authorizations 24 hours a day, seven days a week, in real time.
- **In some cases, the tool allows for immediate approval without Blue Cross personnel intervention.**
- **If the requested services are to treat a condition due to a complication of a non-covered service, claims will deny as non-covered regardless of medical necessity.**
- **Providers are responsible for checking member eligibility and benefits.**

www.BCBSLA.com/ilinkblue

Authorization Requests Through iLinkBlue



The **BCBSLA Authorizations** tool can be accessed through iLinkBlue (**www.BCBSLA.com/ilinkblue**), our secure online tool for healthcare providers.

Your organization's administrative representative must grant you **additional** access to the BCBSLA Authorizations tool before a request can be submitted.

What is an administrative representative?

- An administrative representative is a person at your organization who has registered with Blue Cross to designate user access to our secure online tools, like iLinkBlue and the BCBSLA Authorizations tool.
- To set up an Admin Rep go to **www.BCBSLA.com/providers** >Electronic Services >Designate Your Rep.
- If you have questions about your administrative representative or how to set up your administrative representative, please email **PIMTeam@bcbsla.com**.

Administrative Representative

Every office needs to set up at least one administrative representative. Please make sure your administrative representative is the correct person to also grant access to all 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?

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 at **www.bcbsla.com/providers** > Electronic Services > Designate Your Rep.
3. Send completed documents to our Provider Identity Management Team.

   Email: **PIMTeam@bcbsla.com**
4. Once your administrative representative is registered, **the PIM Team will send a secure 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.

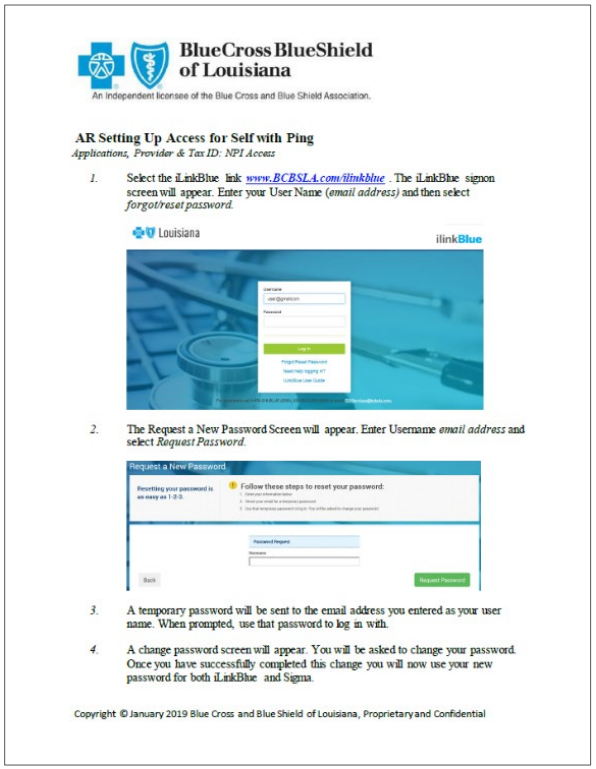
Administrative Representative Duties

- **Identify users** – You are responsible for identifying who at your location will need access to our secure online services.
- **Assign user access to applications** – You will assign individual user access to the appropriate users.
- **Disable User Accounts** – Disable user accounts that are no longer with your organization.

Granting Access for Self

- To begin you must first grant access to yourself.

- Step by step instructions are available in the "**Granting Access for Self with Ping**" document that was sent to you in the welcome email from the PIM Team.



BlueCross BlueShield of Louisiana

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AR Setting Up Access for Self with Ping

Applications, Provider & Tax ID: NPI Access

1. Select the iLinkBlue link *www.BCBSLA.com/ilinkblue* . The iLinkBlue signon screen will appear. Enter your User Name (*email address*) and then select *forgot/reset password*.

Louisiana

ilinkBlue

2. The Request a New Password Screen will appear. Enter Username *email address* and select *Request Password*.

Request a New Password

Resetting your password is as easy as 1-2-3.

Follow these steps to reset your password:

Password Request

Back

Request Password

3. A temporary password will be sent to the email address you entered as your user name. When prompted, use that password to log in with.

4. A change password screen will appear. You will be asked to change your password. Once you have successfully completed this change you will now use your new password for both iLinkBlue and Sigma.

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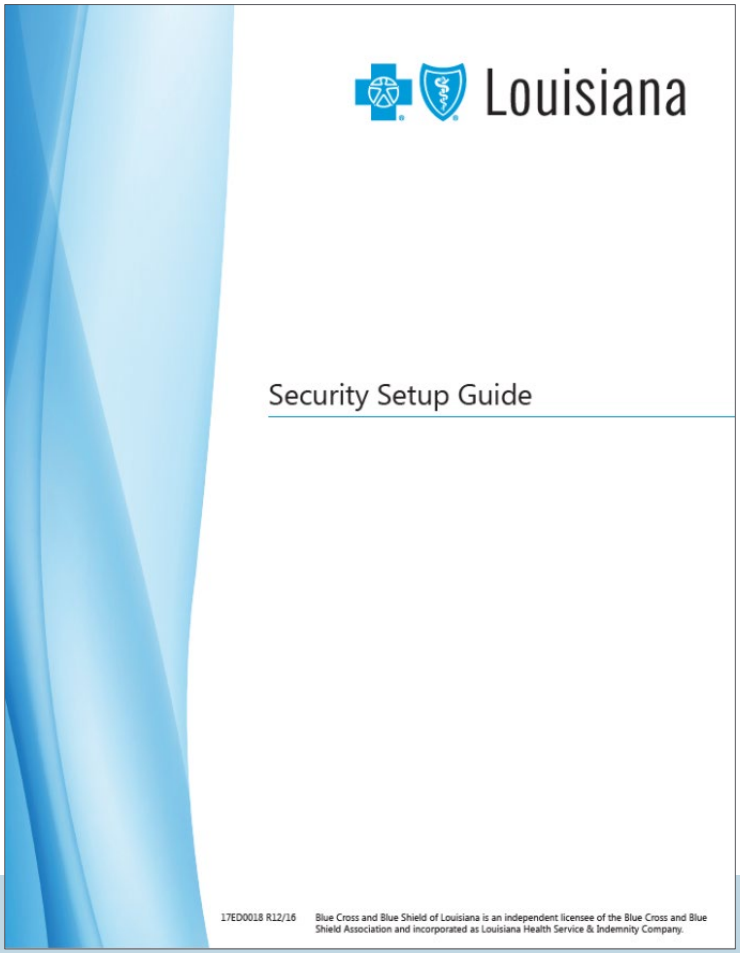
To request another copy, email PIMTeam@bcbsla.com.

Security Setup Guide

The Security Setup Guide was included in your welcome email from the PIM Team.

This guide includes information on:

- Customer Support
- Admin Rep Profile Setup
- Step-by-step Instructions
- Adding URL to Trusted Sites
- Changing Temporary Passwords
- Login Instructions
- Setup User Access
- Grant Access to Foreign Users
- Add/Remove User Access
- Manually Change Passwords
- Modify User Roles
- And more!


Louisiana

Security Setup Guide

17ED0018 R12/16 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.

Find the Security Setup Guide online at
www.BCBSLA.com/ilinkblue >Resources> Manuals

Inactivity Policy

iLinkBlue and Sigma Security Setup Tool accounts that have not been accessed for a period of time will be suspended as follows:

- iLinkBlue user account suspends upon 90 days of inactivity
- iLinkBlue user account that remains inactive for 120 days will be terminated
- Sigma account suspends upon 90 days of inactivity
- Sigma account that remains inactive for one year will be terminated

- When an account has been inactive for 60 days, the user will receive an email alert of the inactivity.
- Once suspended, to reactivate an account, iLinkBlue users must contact their administrative representative.
- Administrative representatives with suspended accounts must email **PIMTeam@bcbsla.com**.

Authorization Requests Through iLinkBlue

- Use the "Authorizations" menu option to access the **BCBSLA Authorizations** tool.
- This tool allows providers to submit authorization requests and upload clinical documentation 24 hours a day, seven days a week.
- Blue Cross and Blue Shield of Louisiana reviews and makes determinations during our standard operational hours of 8 a.m. - 4:30 p.m., Monday-Friday.

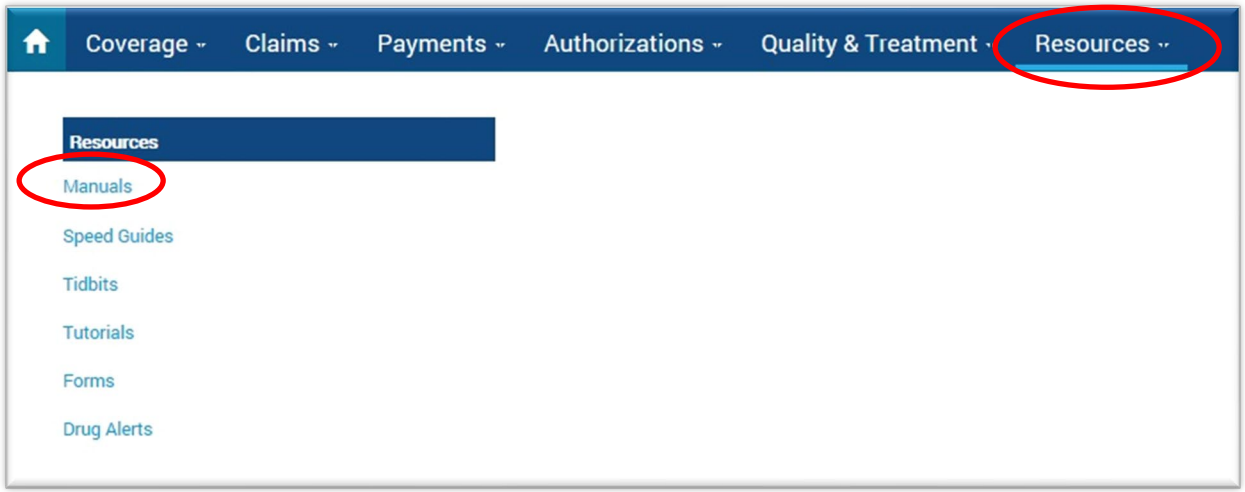
Demo

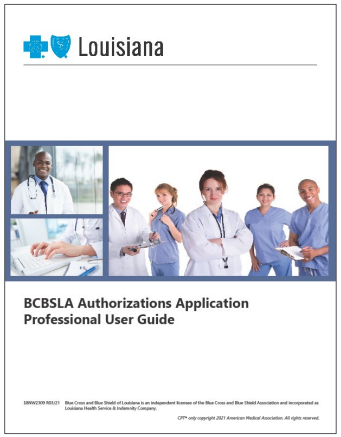
How to submit questions reminder:

- Questions can be submitted using the chat feature at the top of your screen.
- In the “Send to” field, select “Webinar Host.”
- Once your question is typed in, hit the “Send” button to send it to the presenter.
- All questions will be addressed at the end of the demo.

Authorization Tool User Guides

Use the "Resources" menu option to access various provider manuals, including the **BCBSLA Authorization Tool User Guides**.





These guides offer you detailed instructions on how to use the BCBSLA Authorizations tool.

Authorization Tool Support

Provider support is available during our normal business hours of Monday – Friday, 8 a.m. to 4:30 p.m. CT (except holidays).

Training/Education

Provider Relations

Phone: 1-800-716-2299, option 4
Email: **provider.relations@bcbsla.com**

Clinical Questions

Clinical Solutions

Phone: 1-800-523-6435

Technical Questions

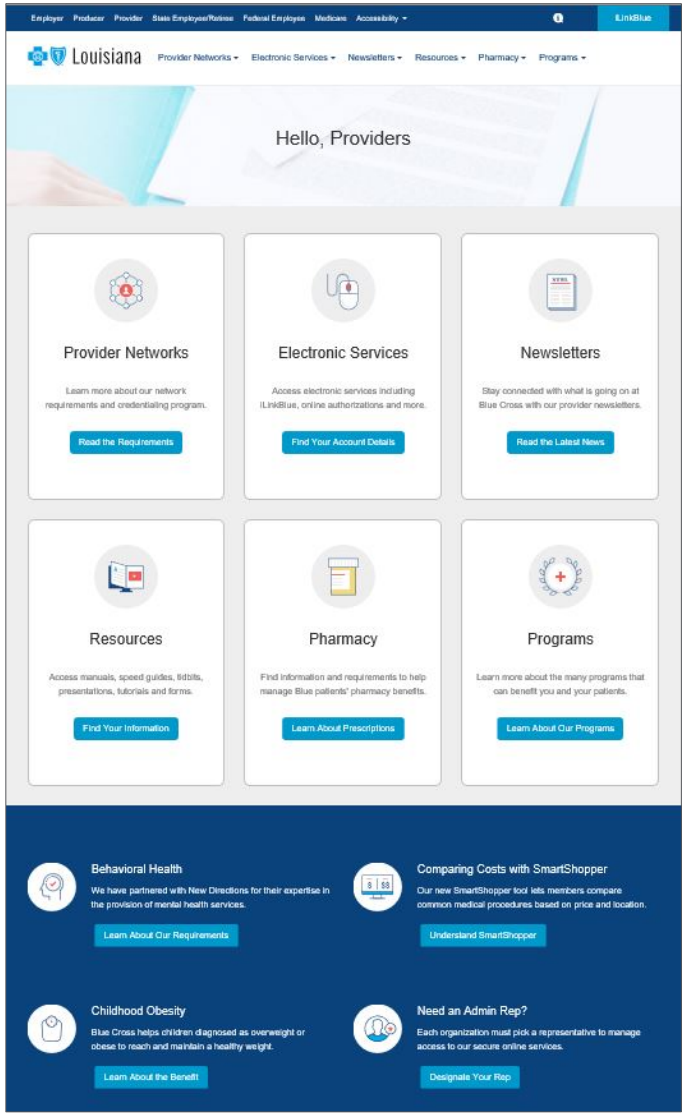
EDI Department

Phone: 1-800-216-BLUE (1-800-216-2583)
Email: **EDIServices@bcbsla.com**

PIM Team

Email: **PIMTeam@bcbsla.com**

Resources



www.BCBSLA.com/providers

The Provider Page is home to online resources such as:

- Provider manuals
- Network speed guides
- Newsletters
- Provider forms
- And more

The *Member Provider Policy & Procedure Manual* (our facility manual) is located only in iLinkBlue (**www.BCBSLA.com/ilinkblue**)

Provider Education & Outreach

Kim Gassie director

Jami Zachary manager

Anna Granen
Jefferson, Orleans, Plaquemines, St. Bernard

TBD
Acadia, Ascension, Calcasieu, Cameron, Iberville, Jefferson Davis, Livingston, Pointe Coupee, St. Landry, St. Martin, Vermilion, West Baton Rouge

Lisa Roth
Bienville, Bossier, Caddo, Claiborne, DeSoto, Grant, Jackson, Lincoln, Natchitoches, Red River, Sabine, Union, Webster, Winn

Marie Davis
Assumption, Iberia, Lafayette, Lafourche, St. Charles, St. James, St. John the Baptist, St. Mary, Terrebonne

Mary Guy
East Feliciana, St. Helena, St. Tammany, Tangipahoa, Washington, West Feliciana

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East Baton Rouge

Patricia O'Gwynn
Allen, Avoyelles, Beauregard, Caldwell, Catahoula, Concordia, East Carroll, Evangeline, Franklin, LaSalle, Madison, Morehouse, Ouachita, Rapides, Richland, Tensas, Vernon, West Carroll

provider.relations@bcbsla.com | 1-800-716-2299, option 4

Angela Jackson **Brittany Thompson** **Jennifer Aucoin** **Paden Mouton**

ADDRESSING YOUR

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

Appendix

How Do I Access the Security Setup Tool

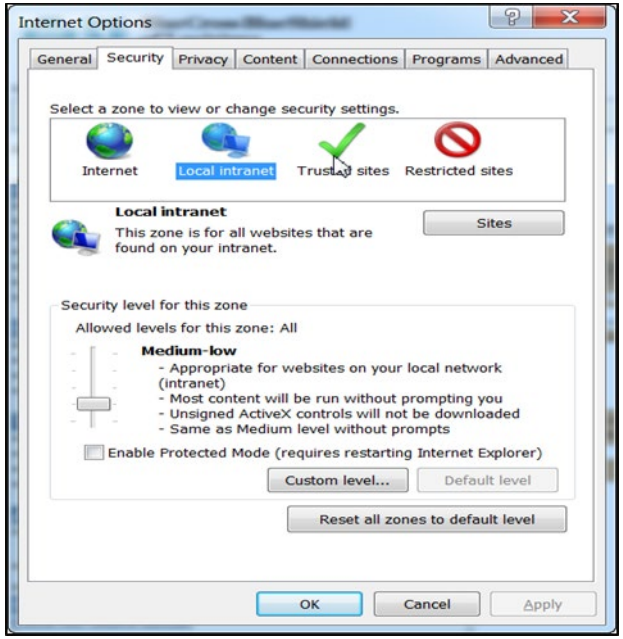
- Within the secure email sent to you by the PIM Team, click on the link to the Security Setup Tool: **https://AuthPortalSecurity.bcbsla.com**
- User may receive the error “System is currently unavailable.”
  - You are required to add the Security Setup URL as a trusted site. If you do not have authority to add a trusted site, contact the area in your organization that supports your technical needs.
- Google Chrome, Internet Explorer and Microsoft Edge are the preferred browsers.

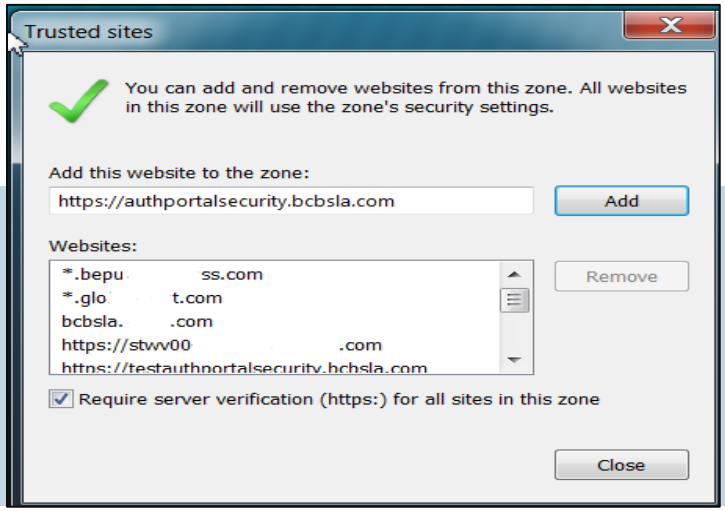
Once you have access to the tool, your next steps include:

- Add this URL to your favorites.
- Change the temporary password.
- Login using your new password.

Add Security Setup Tool as a Trusted Site

- Click on the “Tools” tab.
- Next, click on “Internet Options.”
- The “Internet Options” window will open. Click on the “Security” tab.
- The “Security” tab will display the options. Click on “Trusted sites.”
- The “Trusted sites” information will be displayed. Click on the “Sites” button.
- The “Trusted sites” page will display. The URL should be displayed in the “Add this webpage to the zone” field. Click the “Add” button. The URL will be added to your trusted websites.



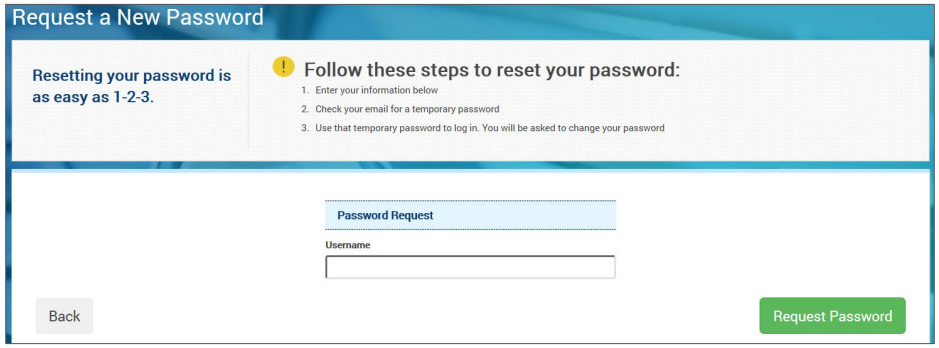


Granting Access for Self

To begin you must first grant access to yourself.

- Visit iLinkBlue (**www.BCBSLA.com/ilinkblue**), enter your Username (email address), then select forgot/reset password.

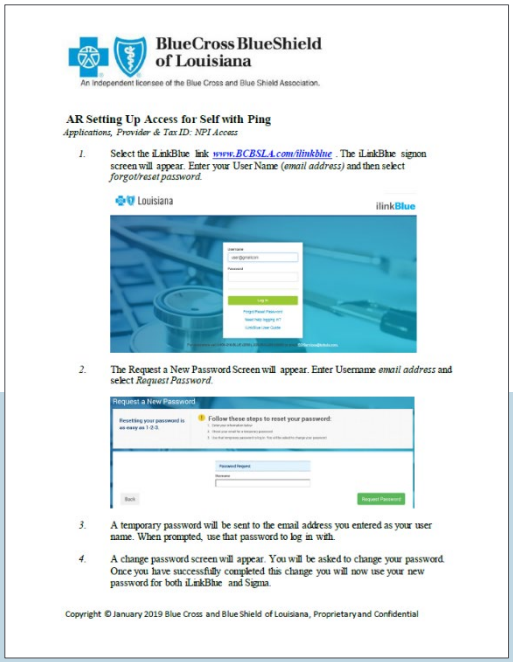
- The Request a New Password screen will appear. Enter username/email address and select Request Password button.



- A temporary password will be sent to the email address you entered as your username. When prompted, use that password to login.
- A Change Password screen will appear. You will be asked to change your password. Once you have successfully completed this change you will now use your new password for iLinkBlue and Sigma.

Granting Access for Self

- Select the Sigma Link (https://AuthPortaSecurity.bcbsla.com). You will be directed to the Sigma Login tool. Sigma is the tool needed to grant iLinkBlue access to yourself and others at your facility.
- Enter your username/email address and password.
  - Your username and password will work on both systems (Sigma and iLinkBlue).
- Select an authentication method.
  - Download the Ping Application
  - Receive passcode via SMS
  - Receive passcode via voice call
  - Receive passcode via email message
- Enter the one-time passcode and select Verify.



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AR Setting Up Access for Self with Ping

Applications, Provider & Tax ID: NPI Access

1. Select the iLinkBlue link *www.BCBSLA.com/ilinkblue* . The iLinkBlue signon screen will appear. Enter your User Name (*email address*) and then select *forgot/reset password.*

2. The Request a New Password Screen will appear. Enter Username *email address* and select *Request Password.*

3. A temporary password will be sent to the email address you entered as your user name. When prompted, use that password to log in with.

4. A change password screen will appear. You will be asked to change your password. Once you have successfully completed this change you will now use your new password for both iLinkBlue and Sigma.

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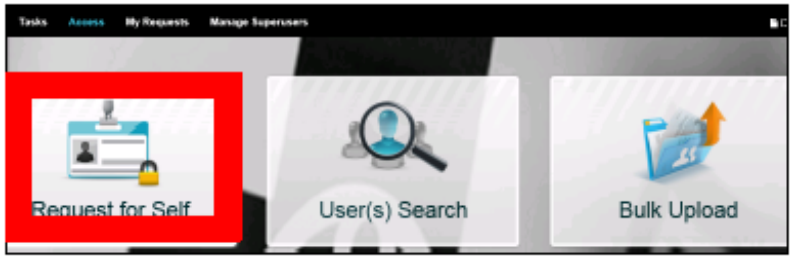
Detailed instructions are available in the "Granting Access for Self with Ping" document that was sent to you by the PIM Team. To request another copy, email PIMTeam@bcbsla.com.

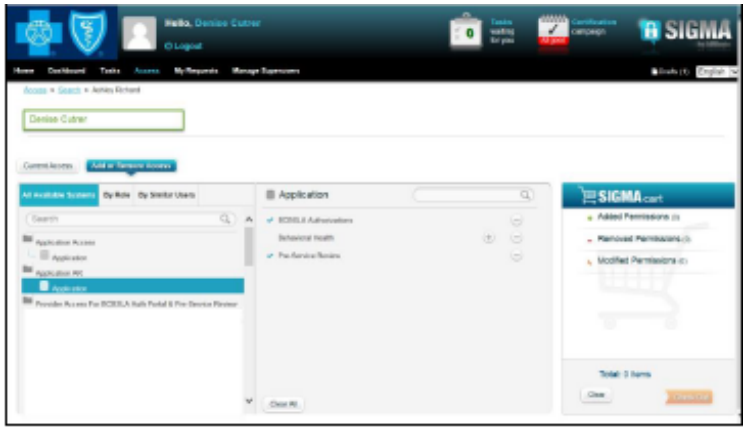
Granting Access for Self

- Your Action dashboard will not appear. Select “Access” on the banner page.

- The Access page will display. Select “Request for Self” button.

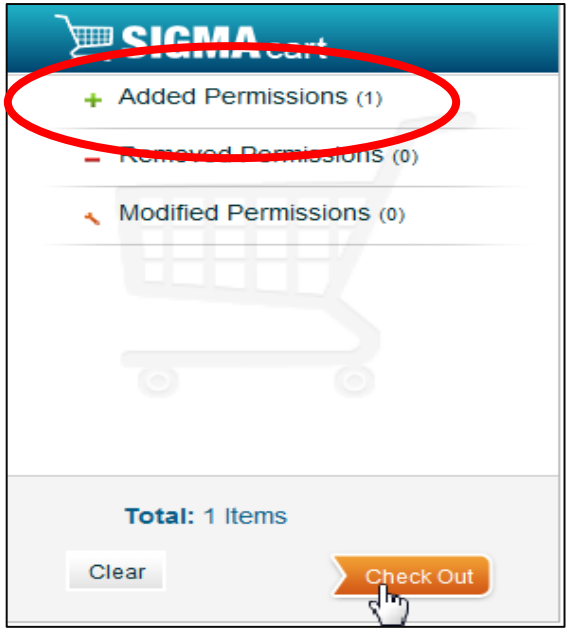


- Select “Add or Remove Access.”



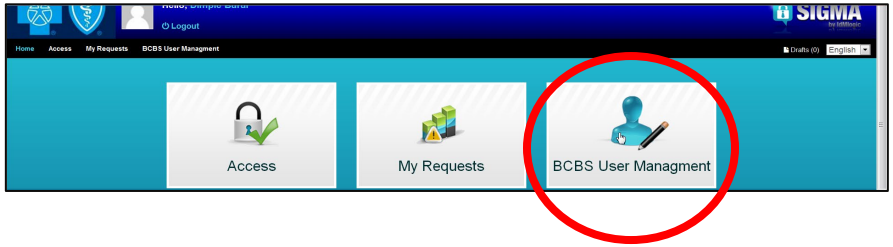
Granting Access for Self

- Click on the type(s) of access you wish to add:
  - Application Access
  - Provider Access for BCBSLA Authorizations tool & Pre-Service Review
  - TaxID:NPI Access
- When selected, click the plus symbol next to the item you wish to add (continue to do this for each application, provider and Tax ID:NPI access you wish to add).
- Once all additions have been selected, the “SIGMA Cart” section on the right side of the screen will indicate the number of additions.
  - *Note: When modifying access to a group provider, it will only count as one item.*
- When complete, the “Cart” section on the right side of the screen will indicate the number of additions.
- Click the “Check Out” button to add the privileges for the user.



Set Up User Access by Administrative Representative

- Login to the Security Setup Tool.
- Click on the “BCBS User Management” icon.

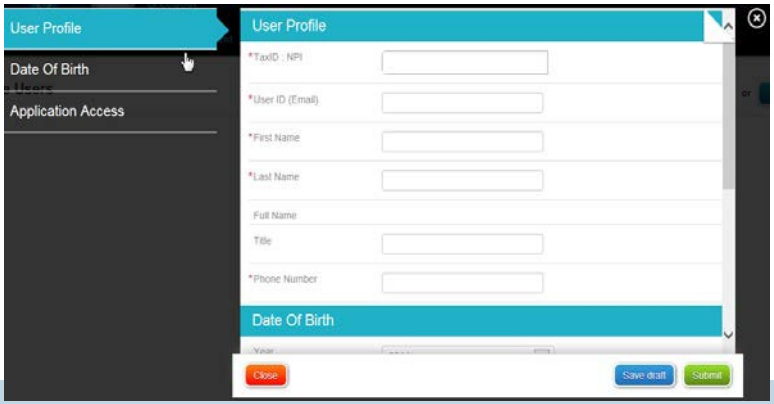


- On the “Manage Users” page, click on the “Create New” button. Then click “Create New User.”

Set Up User Access by Administrative Representative

- The “Manage Users” page will redisplay with Available Actions populated. Click on “Create a New User” button.

- The “User Profile” page will display.



Note: Always enter the phone number in this format: ***111-111-1111 ext 111***

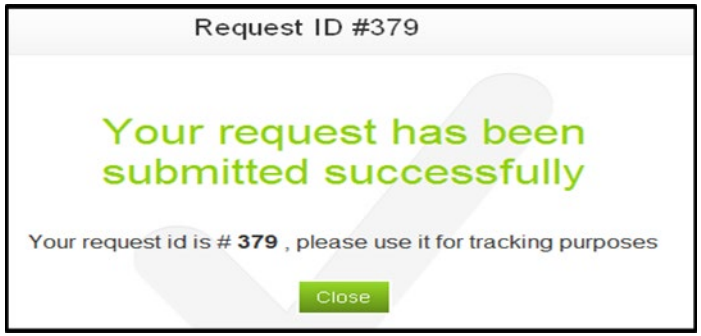
Set Up User Access by Primary Administrative Representative

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.

Field Name	Description of data Contents
TaxID:NPI	Click in this field to see the Tax ID:NPI combinations that you are authorized to assign to the user. If multiple Tax ID:NPI combinations should be assigned to the user, after first one is selected, hit enter key or click on left side of mouse to redisplay the listing. Continue this process until all Tax ID:NPI combinations have been added to the user you are setting up.
User ID (Email)	Type in the user’s work email address (preferred). Email address must be VALID AND unique for each individual.
First Name	Type in the user’s official First name.
Last Name	Type in the user’s official Last name.
Title	Type in the user’s Job title.
Phone Number	Type in the user’s area code and work phone number (does not have to be unique).
Date of Birth	(year, month, day) Click on each drop-down box to reveal the date information.
Application Access	Click the application(s) the user should have access to. If multiple applications are needed, press the “enter” key (or left click your mouse) to redisplay the listing. Continue this process until all applications have been selected.
BCBSLA Authorizations Role	If BCBSLA Authorizations was selected in Application Access (above) this field will be displayed. Click to select “Episode Only” for user that should have Add, Edit and View access or “Supervisor” for user that should have Add, Edit, View and the ability to reassign work in the application.
Provider ID	This field will be displayed when the user was assigned BCBSLA Authorizations access. Click on the provider names/iLinkBlue ID numbers that should be accessed by the user. NOTE: If too many provider names/numbers are displayed, select the first provider's name/iLinkBlue ID, then follow instructions for “Add User Access” in the Security Setup Guide. On this feature, the Provider Names/iLinkBlue ID’s are sorted in alphabetical order. If needed, also remove provider access if the first number selected (above) if user shouldn’t access.

Set Up User Access by Primary Administrative Representative

- Once all data has been entered, click the “Submit” button. A confirmation will display indicating the setup was successful.
- The confirmation Request ID # will display. Please record the Request ID # assigned in Designated User Profile spreadsheet for future reference.



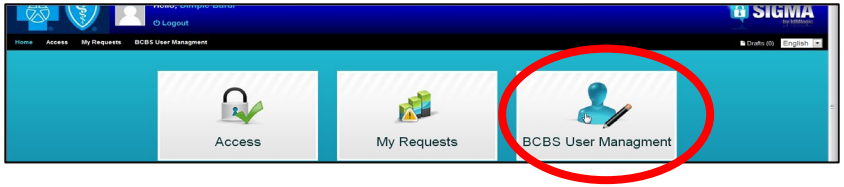
- Notify the user they should now have the access you just added.

Grant Access to a Foreign User

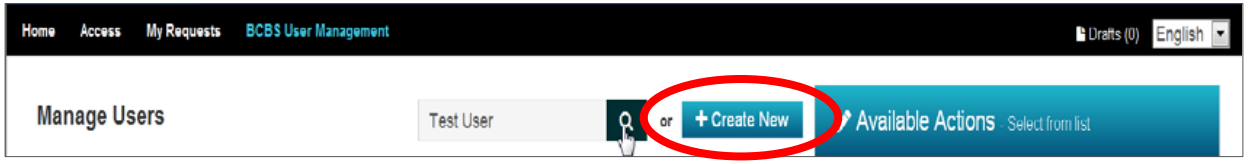
If a secondary administrative representative needs to grant additional access to a user, please follow the instructions on the next few slides.

Prior to using this feature, the secondary administrative representative must obtain the user's exact email address and date of birth (as initially set up by the primary administrative representative).

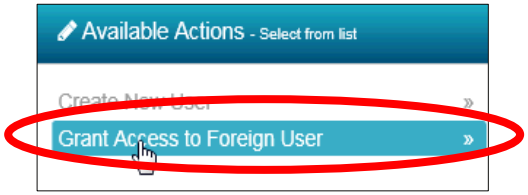
- Once logged in to the Security Setup Tool, click on the "BCBS User Management" icon.



- On the "Manage Users" page, click on the "Create New" button.



- The "Manage Users" page will be redisplayed with Available Actions populated. Click on the "Grant Access to Foreign User" button.

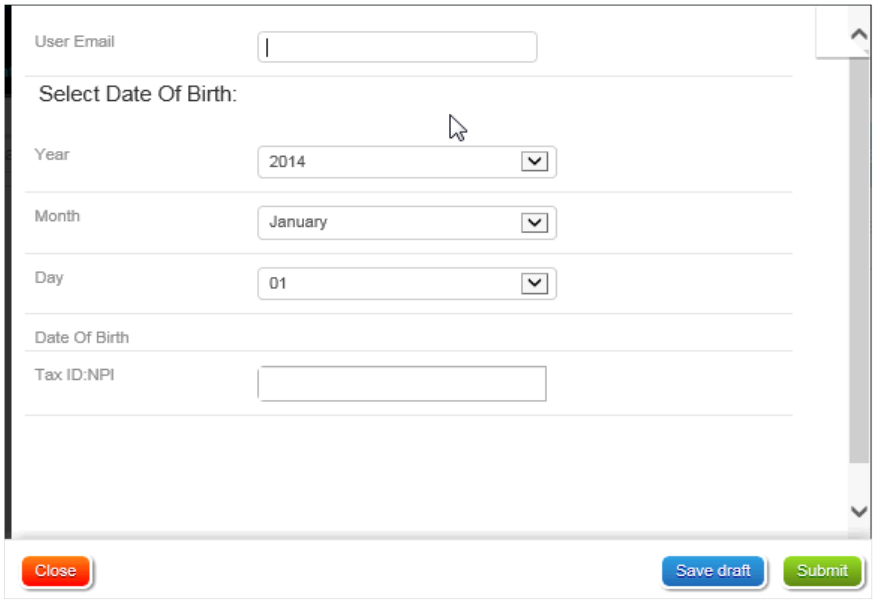


Grant Access to a Foreign User

- The “Grant Access to Foreign User” entry screen will display. Complete all fields.

Note: For a secondary administrative representative to add additional providers when multiple provider IDs were displayed, once you have selected one, then follow the instructions for “Adding User Access.”

- **User Email** – Enter the user’s work email address.
- **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 to redisplay the listing. Continue this process until all Tax ID and NPI combinations have been added to the user.

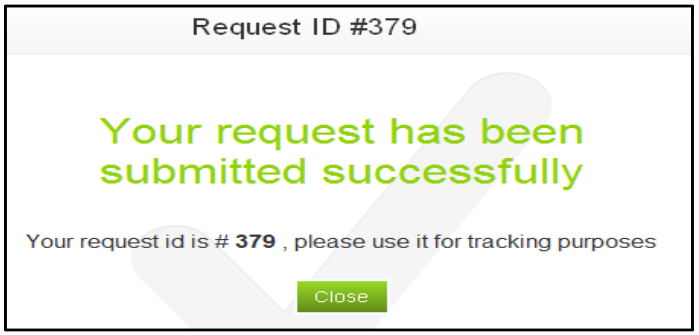


Note: When the Tax ID and NPI combo is displayed, hovering over the “I” will display the provider’s name.

Grant Access to a Foreign User

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

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



- If user access is required for additional provider IDs for the BCBSLA Authorizations or new applications, follow the “Add User Access” instructions.

- Notify the user they should now have the access you just added.

Add User Access

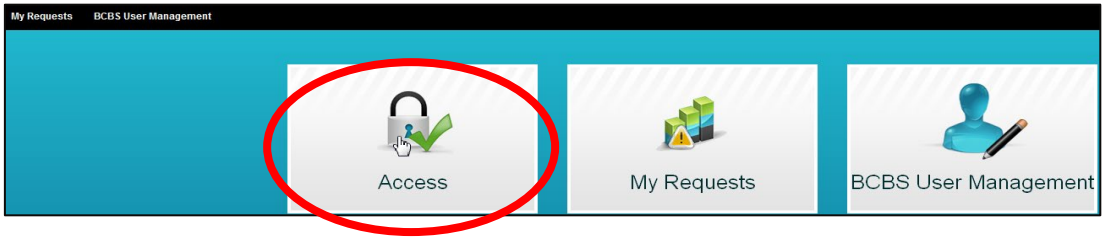
- The administrative representative will use the “Add User Access” feature to add BCBSLA Authorization tool, provider IDs and Tax ID:NPIs to an established user’s profile.

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

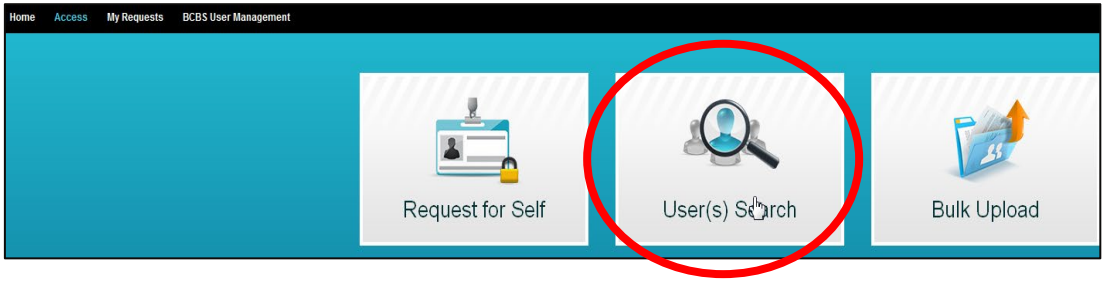
- Administrative representative access can only be adjusted by Blue Cross’ Security staff. If the administrative representative profile requires a change, please email **PIMTeam@bcbsla.com**.

Add User Access

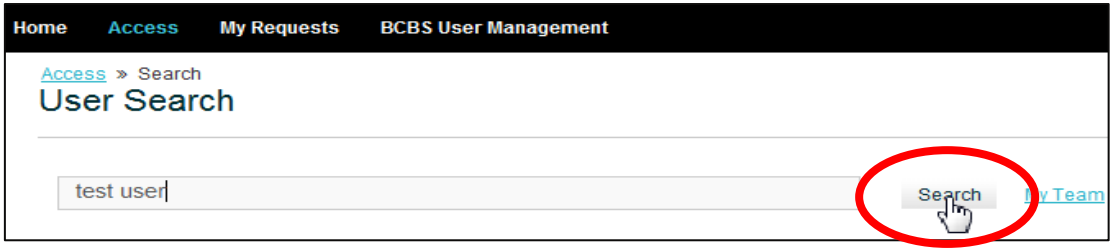
- Login to the Security Setup Tool.
- Click on the “Access” icon.



- The “Access” page will display. Click on the “User(s) Search” button.

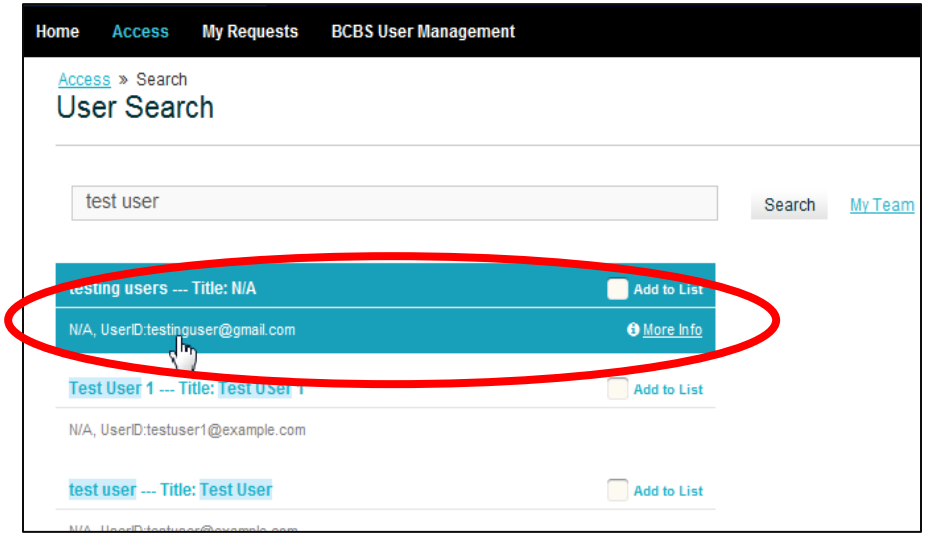


- The “User Search” page will display. Type the user’s name in the search field then click on the “Search” button.



Add User Access

- The user's name will display. Click on the user's name.

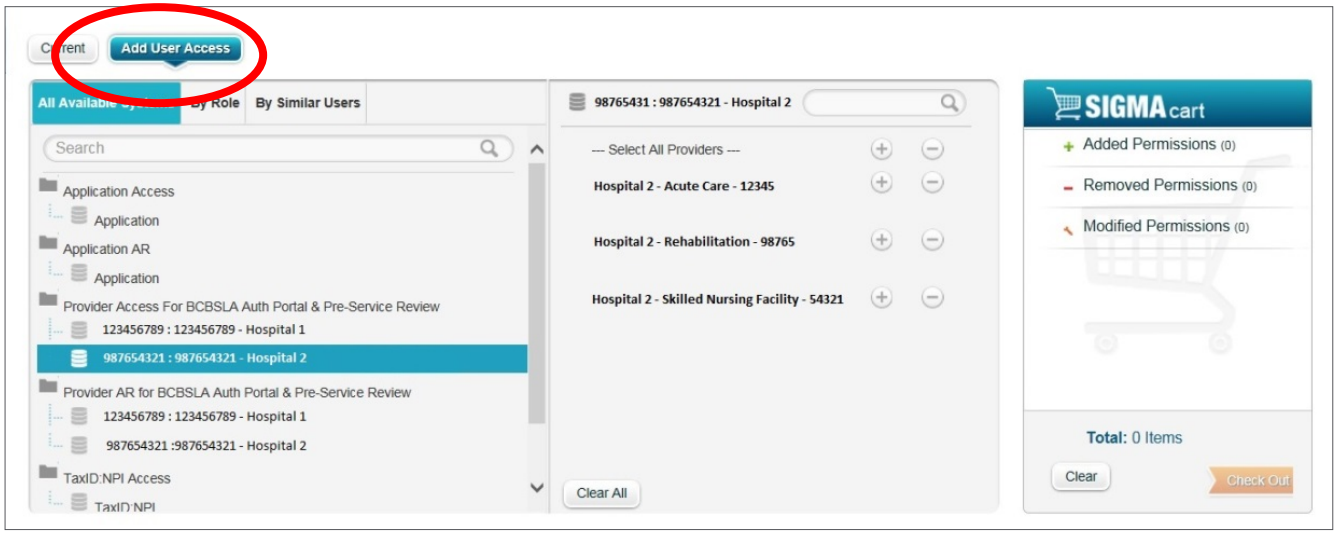


Add User Access

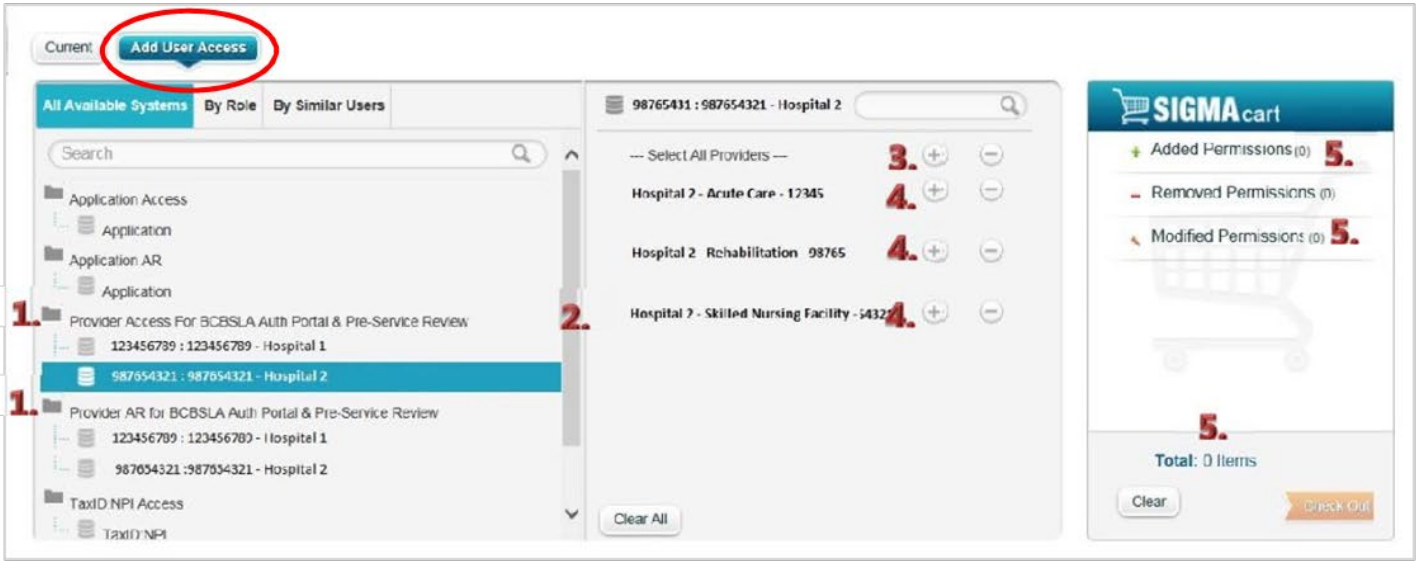
The “Add User Access” tab shows existing as well as new access that can be added within each category. Categories include:

- Application Access
- Provider Access for BCBSLA Authorizations tool & Pre-Service Review
- Tax ID:NPI Access

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



Add User Access

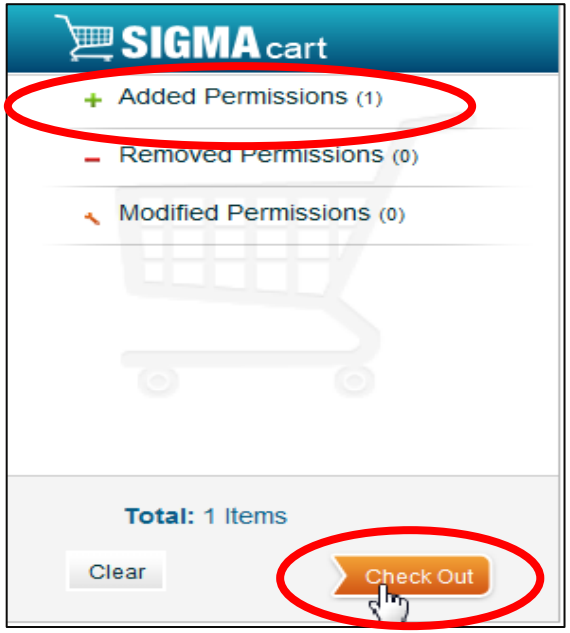


The “Add User Access” tab shows:

1. A user’s existing access
2. The scroll bar to view all user permissions, as applicable
3. The “Provider Access for BCBSLA Auth tool & 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
     - 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.”

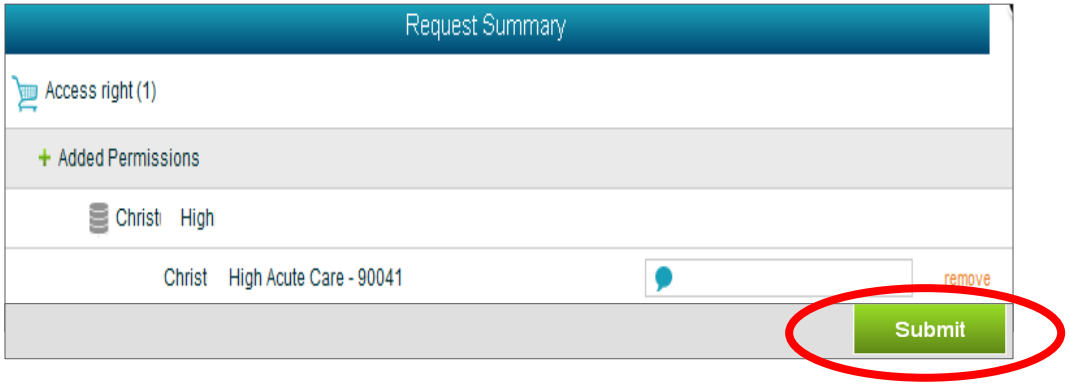
Add User Access

- Click on the type(s) of access you wish to add:
  - Application Access
  - Provider Access for BCBSLA Authorizations tool & Pre-Service Review
  - TaxID:NPI Access
- When selected, click the plus symbol next to the item you wish to add (continue to do this for each application, provider and Tax ID:NPI access you wish to add).
- Once all additions have been selected, the “SIGMA Cart” section on the right side of the screen will indicate the number of additions.
  - *Note: When adding user access for a group provider, it will only count as one item.*
- When complete, the “Cart” section on the right side of the screen will indicate the number of additions.
- Click the “Check Out” button to add the privileges for the user.

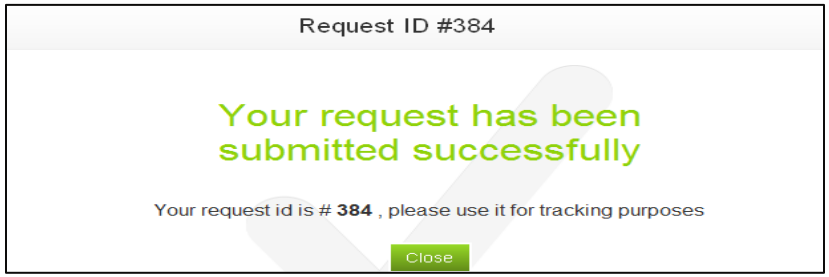


Add User Access

- 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 Assigned User Profile spreadsheet for future reference.



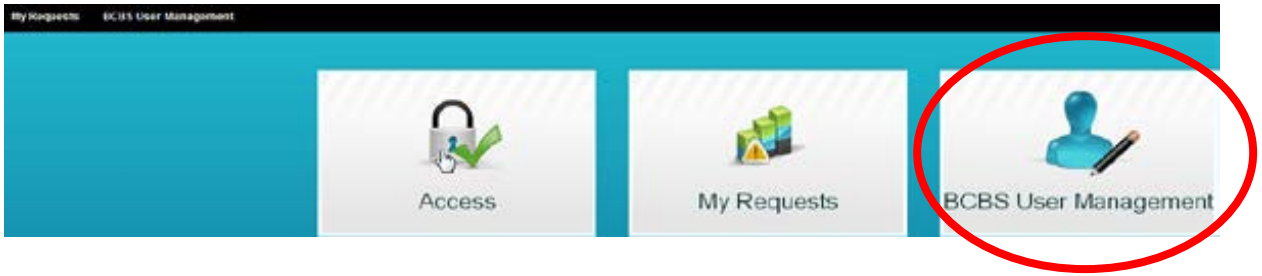
Modify BCBSLA Authorizations Role

Within the BCBSLA Authorizations application only, this allows the administrative representative to assign user roles as follows:

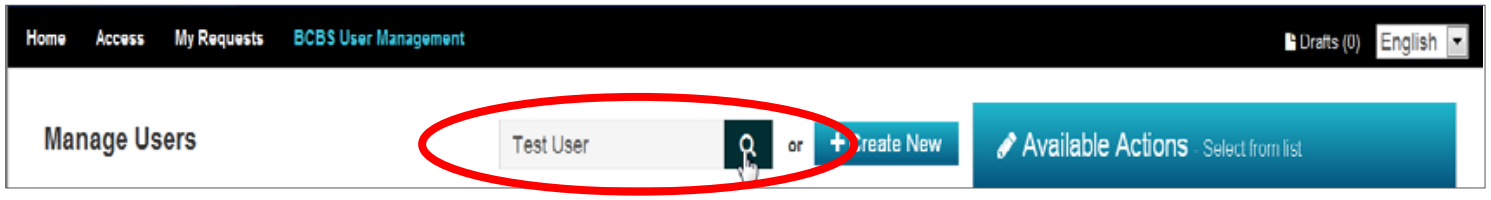
Episode Only (for users who should only have Add, Edit and View access)

Supervisor (further allows the ability to reassign work from one user to another in the BCBSLA Authorizations application)

- Login to the Security Setup Tool.
- Click on the “BCBS User Management” icon.

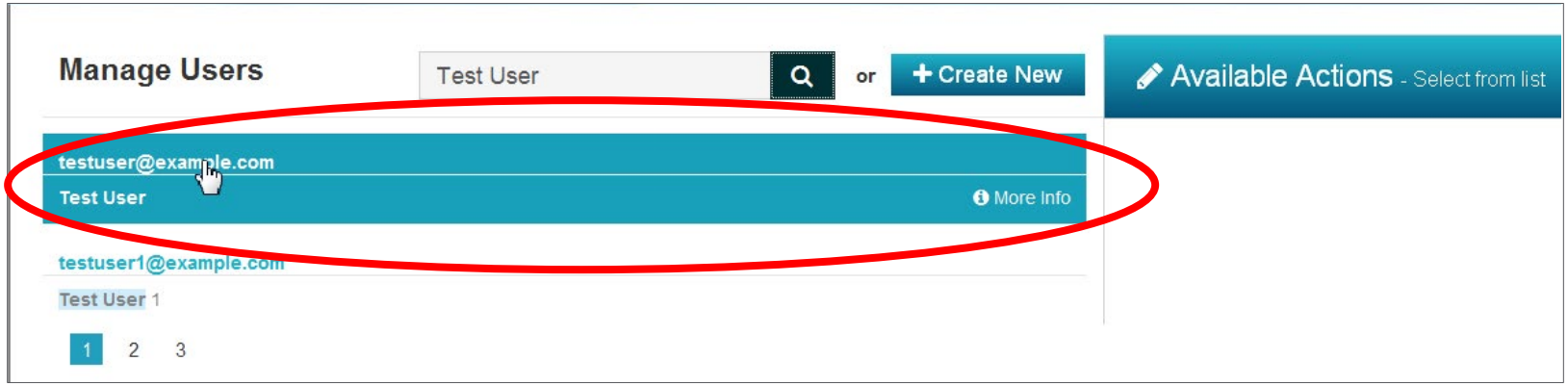


- Click on the “Search” box and type in the first and last name of the user.



Modify iLinkBlue User Role

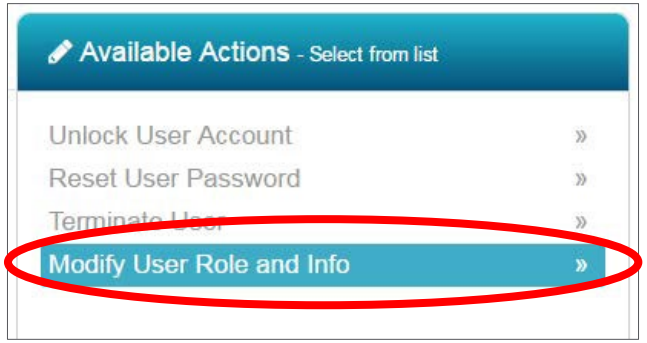
- The username will display. Click on the username you wish to modify, and the "Available Actions" box will display to the right.



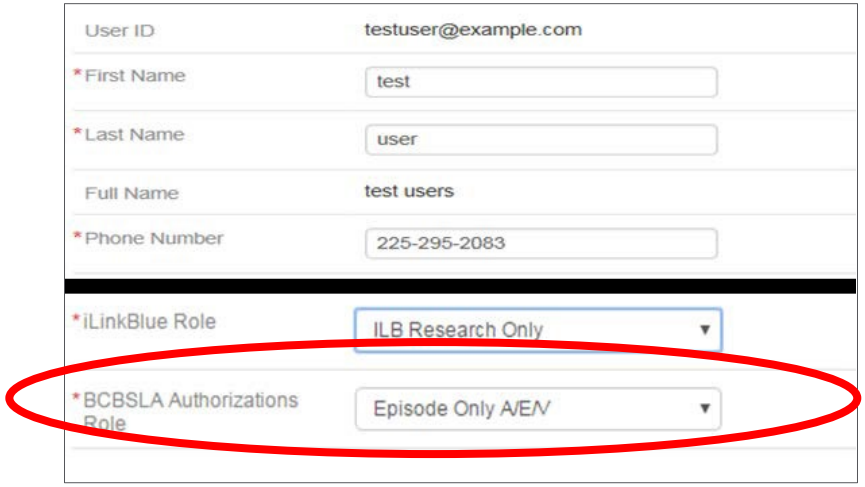
Note: If the user's name does not display, this indicates that the user's access does not match the administrative representative's privileges; therefore, this administrative representative cannot change the role for the user. The administrative representative that assigned this user privileges will be required to change the role.

Modify iLinkBlue User Role

- The “Available Actions” will populate to the right side. Click on the “Modify User’s Role and Info” option.



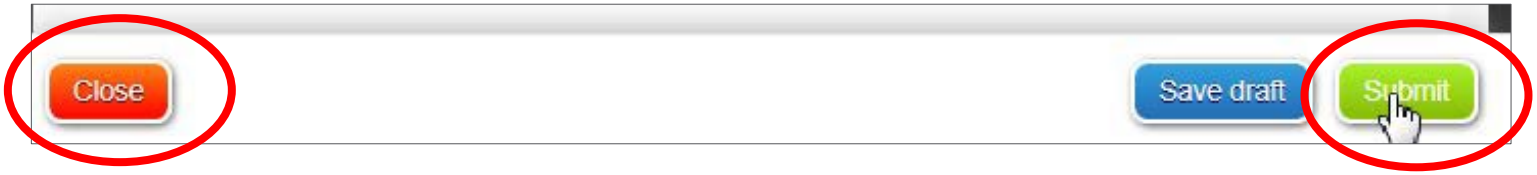
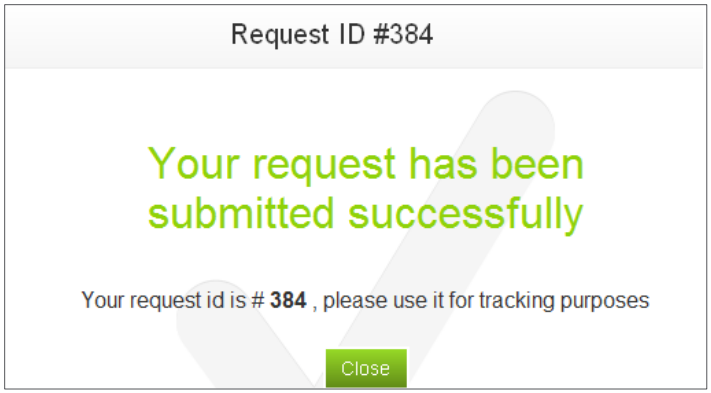
- The user’s information will display along with the role currently assigned. Click the dropdown box to display the user’s roles.



Modify iLinkBlue User Role

- Click on the role you wish to assign the user.

- Click the “Submit” button to change the user’s role or click the “Close” button to abandon changes.



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