

For the listening benefit of webinar attendees, we have muted all lines and will be starting our presentation shortly

- This helps prevent background noise (e.g., unmuted phones or phones put on hold) during the webinar
- This also means we are unable to hear you during the webinar
- Please submit your questions directly through the webinar platform only



### **How to submit questions:**

- Open the chat feature at the top of your screen to type your question related to today's training webinar
- In the "Send to" field, select "Panelists"
- Once your question is typed in, hit the "Send" button to send it to the presenter
- We will address submitted questions at the end of the webinar

# BLUE ADVANTAGE PROVIDER PORTAL WEBINAR

**December 2020**

**Presented by:**  
**Anna Granen**  
**[provider.relations@bcbsla.com](mailto:provider.relations@bcbsla.com)**



Blue Advantage (HMO) | Blue Advantage (PPO)

Blue Cross and Blue Shield of Louisiana HMO offers Blue Advantage (HMO). Blue Cross and Blue Shield of Louisiana, incorporated as Louisiana Health Service & Indemnity Co., offers Blue Advantage (PPO). Both are independent licensees of the Blue Cross and Blue Shield Association.

Blue Advantage from Blue Cross and Blue Shield of Louisiana HMO is an HMO plan with a Medicare contract. Blue Advantage from Blue Cross and Blue Shield of Louisiana is a PPO plan with a Medicare contract. Enrollment in either Blue Advantage plan depends on contract renewal.

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Last reviewed on 12/23/2020

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# 2021 Blue Advantage Provider Portal

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Effective January 1, 2021, Blue Advantage will transition our business from Lumeris Healthcare Outcomes to Vantage Health Plan, a Louisiana-based company

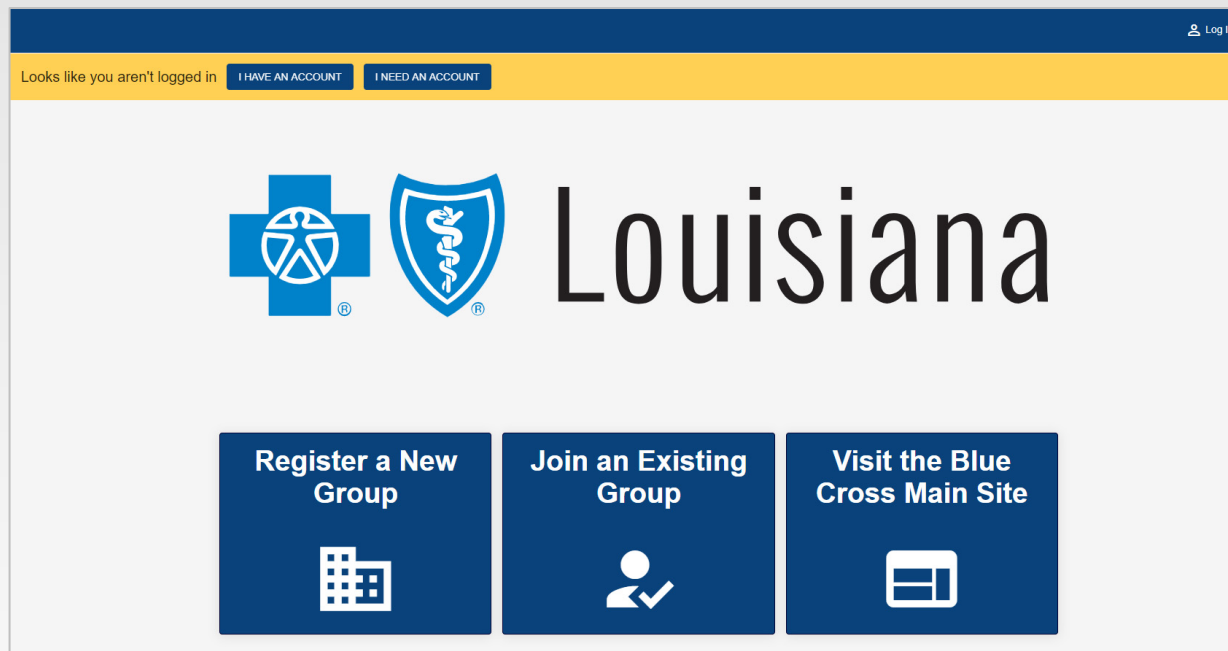
As part of this transition, providers will need to access the new Blue Advantage Provider Portal

During this webinar we will:

- Review the steps for completing registration and accessing the new Blue Advantage Provider Portal
- Give an overview of the new portal features

# 2021 Blue Advantage Provider Portal

The provider portal has a new look!



# Helpful Hints

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- We recommend using Google Chrome to access the 2021 Blue Advantage Provider Portal
- The new portal uses cookies to remember your login information and you **must** enable cookies for the portal, in order to successfully log in and access all its features
- For additional information, please see the “Troubleshooting” section of the *Blue Advantage Provider Portal User Guide* for detailed instructions

# **Accessing the Provider Portal**

# PROVIDER PORTAL USER ROLES

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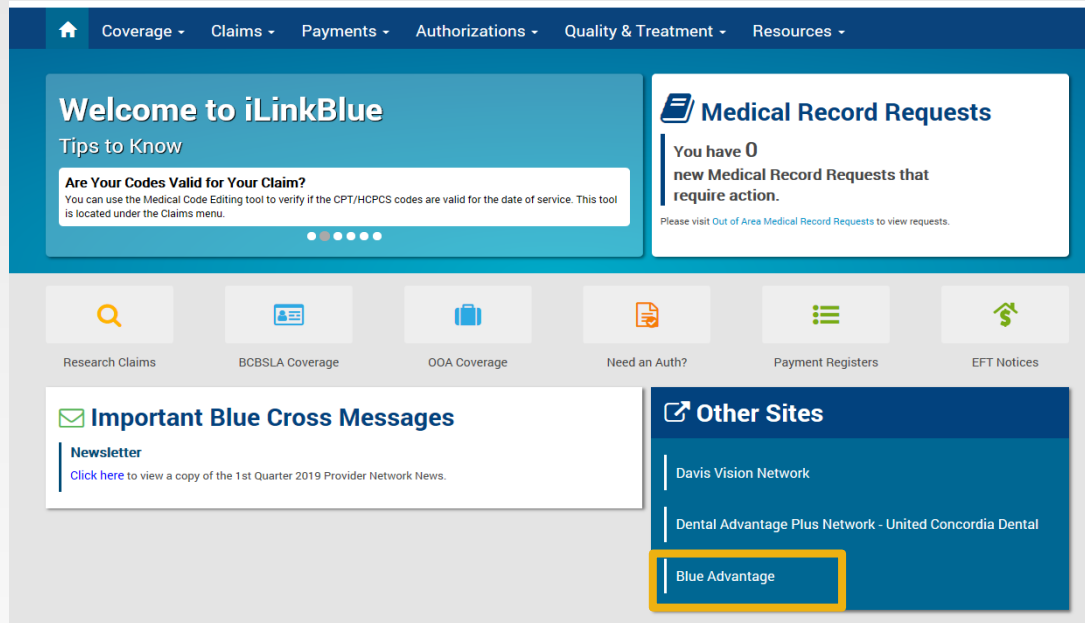
There are two levels of portal access that can be granted:

- Group Moderator
  - Person within the provider organization who is designated to complete the initial group registration and thereafter grants and manages user access to the Blue Advantage Provider Portal
- User
  - Person(s) at the provider organization who has been granted security access by the Moderator and thereafter can self-manage their own portal access only

**Group moderators are responsible for approving and denying user access, that will allow users to view protect health information (PHI)**

# How to Access the Portal

After December 15, 2020, providers in our Blue Advantage networks must access the Blue Advantage Provider Portal through iLinkBlue ([www.BCBSLA.com/ilinkblue](http://www.BCBSLA.com/ilinkblue)), then click "Blue Advantage" under the "Other Sites" section



If you do not have access to iLinkBlue, go to [www.BCBSLA.com/providers](http://www.BCBSLA.com/providers) then click iLinkBlue to register

To access the Blue Advantage Provider Portal for registration before December 15, 2020, providers must go to <https://bcbslaproviderportal.com>

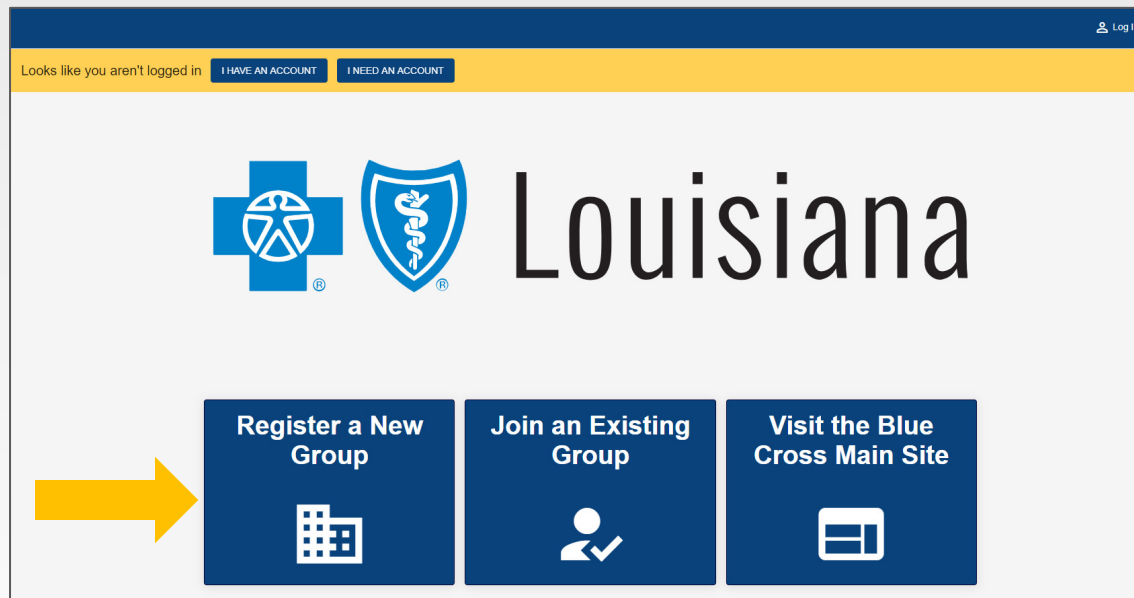


# Portal Registration

# Registering A New Group

If your organization has not completed group registration for the 2021 Blue Advantage Provider Portal, please designate a Group Moderator to complete the following steps:

- Click "Register a New Group"



**The person who completes group registration will become the group moderator for your organization**

# Registering A New Group

- Review the "What We Will Need" list and click "Next" to complete steps 2 through 4 of the registration form

The diagram illustrates the registration process flow. It shows two overlapping screenshots of the registration form. The first screenshot, titled "Group Registration Form", shows Step 1 of a 4-step process. It includes a "NOTE: Please check with your supervisor before filling access to the portal." and a "What We Will Need" section with a bulleted list: "Your contact info (Name, Email, & Phone)", "The name of your group", and "A list of the Tax IDs that your group needs access to". A yellow arrow points from this list to the second screenshot. The second screenshot, titled "Contact Information", shows Step 2 of the process. It includes a yellow arrow pointing to the "Contact Information" header. The form fields in Step 2 are: "First Name", "Middle Name (Optional)", "Last Name", "Email" (with example "portaluser@gmail.com"), and "Phone Number" (with example "(111)222-3333 OR 1112223333"). Both screenshots have "Back" and "Next" buttons at the bottom.

**Group Registration Form**

1 Group Registration Form — 2 Contact Information — 3 Group Information — 4 Review & Submit

**Group Registration Form**

**NOTE: Please check with your supervisor before filling access to the portal.**

If your group has already been registered, you may request access to the portal.

**What We Will Need**

- Your contact info (Name, Email, & Phone)
- The name of your group
- A list of the Tax IDs that your group needs access to

Back Next

**Contact Information**

1 Group Registration Form — 2 Contact Information — 3 Group Information — 4 Review & Submit

First Name Middle Name (Optional) Last Name

Email

Ex: portaluser@gmail.com

Phone Number

Ex: (111)222-3333 OR 1112223333

Back Next

# Registering A New Group

- Once all information has been provided, review your information and click "Submit"

The image displays two screenshots of a web form for registering a new group, illustrating the final steps of the process.

**Left Screenshot: Group Information Step**

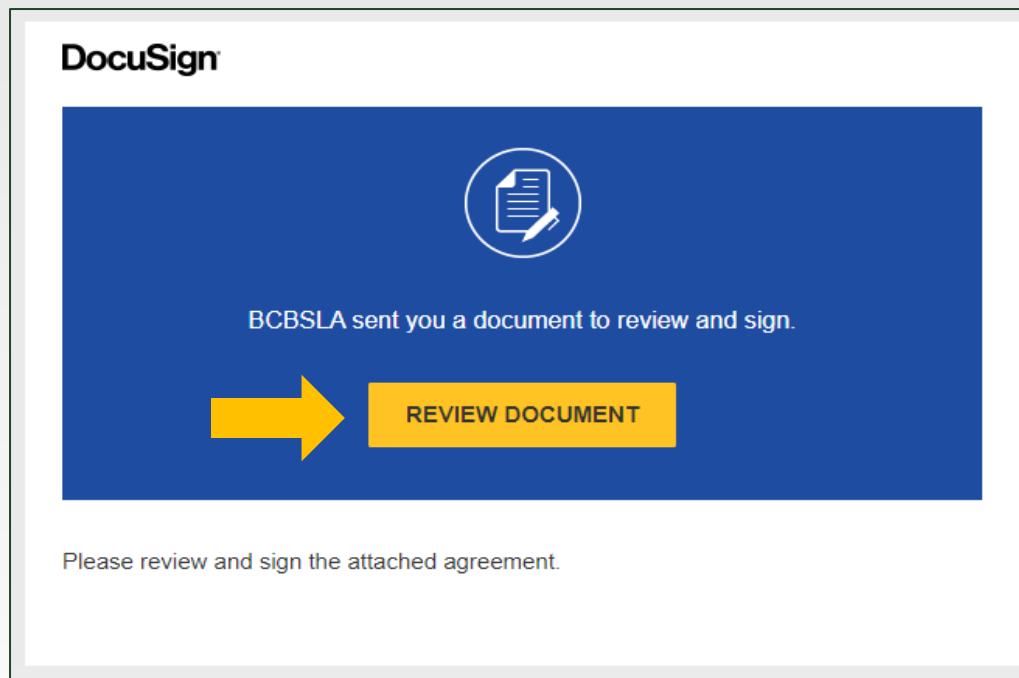
- Progress Bar:** 1 Group Registration Form, 2 Contact Information, 3 Group Information (active), 4 Review & Submit.
- Section Header:** Group Information
- Fields:**
  - Company Name
  - Add Tax ID(s) Ex: 11-2222222,22-3333333,... OR 112222222 223333333 ...
- Buttons:** Back, Next

**Right Screenshot: Review & Submit Step**

- Progress Bar:** 1 Group Registration Form, 2 Contact Information, 3 Group Information, 4 Review & Submit (active).
- Section Header:** Review & Submit
- Summary Fields:**
  - Name: John Doe
  - Email: portaluser@gmail.com
  - Phone: (111)222-3333
  - Group Name: Your Company's Name
  - Tax IDs: 11-2222222, 22-3333333
- Verification:** I'm not a robot (reCAPTCHA)
- Buttons:** Back, Submit

# Registering A New Group

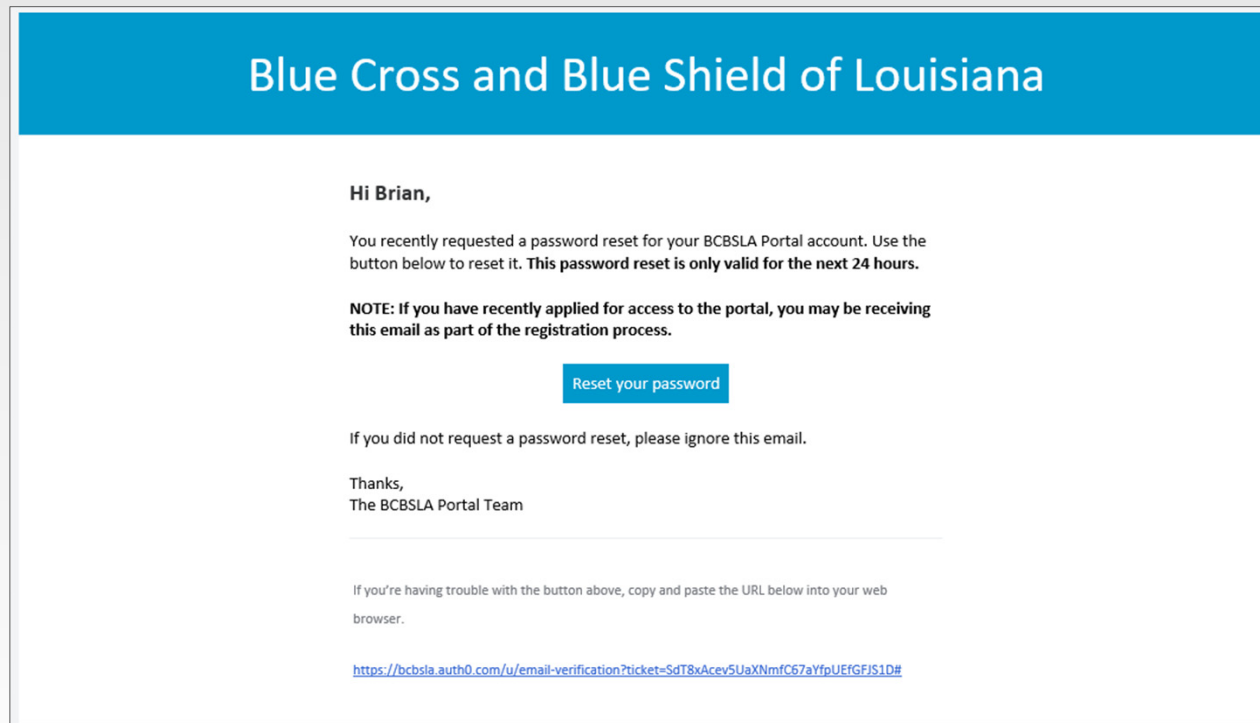
- You will receive an email from BCBSLA via DocuSign (dse\_NA3@docusign.net) containing Blue Advantage's Portal User Agreement. Click **Review Document** in the email to review and sign this document via DocuSign.



**A Blue Advantage employee must approve your user agreement before you can complete the registration process**

# Registering A New Group

- Once your portal agreement has been approved, you will receive an email from **Auth0 Mail** ([auth0mail@vhpla.onmicrosoft.com](mailto:auth0mail@vhpla.onmicrosoft.com)) asking you to reset your password



# Didn't Receive A Password Reset Email?

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- If you do not receive your password reset email from [auth0mail@vhpla.onmicrosoft.com](mailto:auth0mail@vhpla.onmicrosoft.com), please check your spam/junk folder. If you are still unable to locate your email, return to the Blue Advantage provider portal and reset your password by clicking "Login" then "Forgot Password"
  - If you don't receive a new email, you may need to contact your organization's IT department:
    - To whitelist the Auth0 email address in the organization's email security platform
- Or
- Run a message trace to investigate what is blocking the email

# Registering A New Group

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- Once you have reset your password, you can now login to the new 2021 Blue Advantage Provider Portal
- Portal Access will be limited to the following features until December 15, 2020:
  - My Profile
  - Group Profile
  - Admin Center
- If you attempt to access any portal features not listed above a temporarily restricted message will appear on the screen



# Join An Existing Group

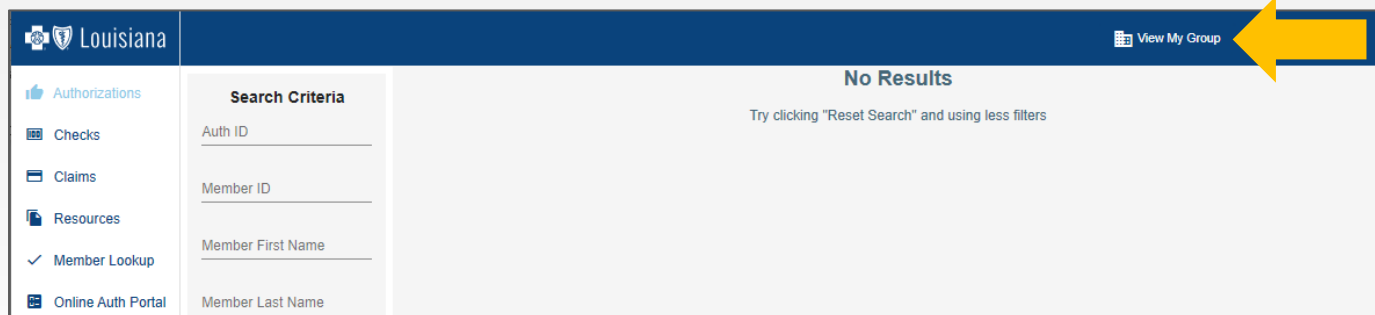
To add users to your organization's group, they must complete the user registration form through one of two options

## Option 1

- As the group moderator, you can invite users to join your group's security access for the Blue Advantage Provider Portal

To do so:

- click "View My Group" at the top of the portal screen



The screenshot displays the Louisiana Blue Advantage Provider Portal interface. At the top, a dark blue header bar contains the Louisiana state logo and the text "Louisiana" on the left, and a "View My Group" button on the right. A large yellow arrow points to this button. Below the header, the main content area is divided into a left sidebar and a central panel. The sidebar lists navigation options: "Authorizations", "Checks", "Claims", "Resources", "Member Lookup" (which is selected with a checkmark), and "Online Auth Portal". The central panel is titled "Search Criteria" and contains four input fields: "Auth ID", "Member ID", "Member First Name", and "Member Last Name". Below these fields, the text "No Results" is displayed, followed by the instruction "Try clicking 'Reset Search' and using less filters".

# Join An Existing Group

- Select "Send Portal Invite"
- Enter the user's email address and click "Send Email"

Group Profile		
Group and group owner info		
Name:		
Owner:		
Owner Phone:		
Owner Email:		
Provider Group Code:		
Tax IDs:		
EMAIL	CALL	SEND PORTAL INVITE

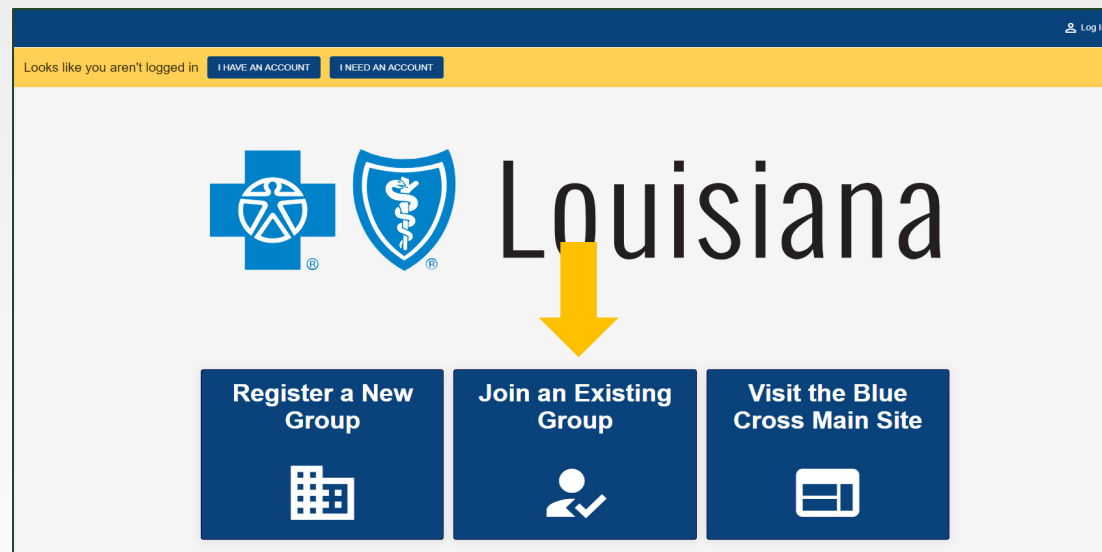
Send Portal Invite	
Send an email with a link to request portal access.	
Email Address	<input type="checkbox"/>
<input type="text"/>	
CANCEL	Send Email

The user will receive an email containing a link to the user registration form as well as the group code they will need to complete registration

# Join An Existing Group

## Option 2

- Users may initiate the request themselves to join an existing group on the Blue Advantage Provider Portal by going through iLinkBlue ([www.BCBSLA.com/ilinkblue](http://www.BCBSLA.com/ilinkblue)), then click "Blue Advantage" under the "Other Sites" section
- Then click "Join an Existing Group"



# Join An Existing Group

- Review the “What We Will Need” list and click “Next” to complete steps 2 and 3 of the registration form

The image displays two screenshots of a registration form. The first screenshot shows the 'User Registration Form' step, which includes a note about the Portal Group Code and a list of requirements under 'What We Will Need'. A yellow arrow points to the 'Next' button. The second screenshot shows the 'Contact Information' step, which includes fields for First Name, Middle Name (Optional), Last Name, Email, Phone Number, and Portal Group Code. A yellow arrow points to the 'Contact Information' header.

**User Registration Form**

Note: You will need a Portal Group Code (“group code can be found in the invite email you received. If you did not receive an email or cannot locate the group code, contact your group moderator.”)

What We Will Need

- Your contact info (Name, Email, & Phone)
- The Portal Group Code for your company

Back Next

**Contact Information**

First Name Middle Name (Optional) Last Name

Email  
Ex: portaluser@gmail.com

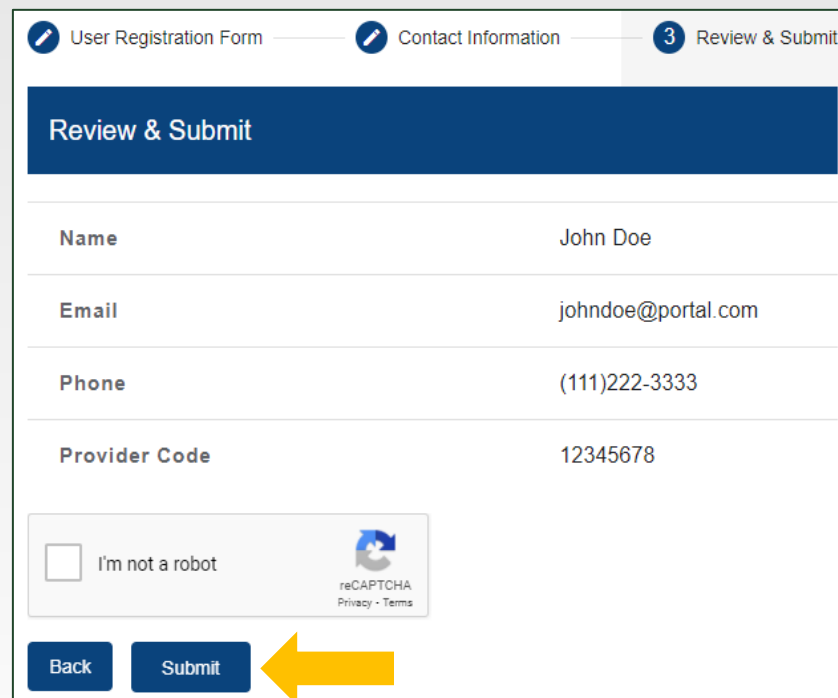
Phone Number  
Ex: (111)222-3333 OR 1112223333

Portal Group Code  
Please enter the code provided by your group moderator.

Back Next


# Join An Existing Group

- Once all information has been provided, review your information and click "Submit"



The screenshot shows a three-step registration process. The first step, 'User Registration Form', is marked with a pencil icon. The second step, 'Contact Information', is marked with a checkmark icon. The third step, 'Review & Submit', is marked with a number '3' and a checkmark icon. The 'Review & Submit' section has a dark blue header. Below the header, the form displays the user's input: Name (John Doe), Email (johndoe@portal.com), Phone ((111)222-3333), and Provider Code (12345678). At the bottom of the form, there is a reCAPTCHA widget with the text 'I'm not a robot' and a checkbox. Below the reCAPTCHA widget are two buttons: 'Back' and 'Submit'. A large yellow arrow points to the 'Submit' button.

Review & Submit	
Name	John Doe
Email	johndoe@portal.com
Phone	(111)222-3333
Provider Code	12345678

☐ I'm not a robot  reCAPTCHA  
Privacy - Terms

[Back](#) [Submit](#)

# Join An Existing Group

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- After completing Option 1 or Option 2, users will then receive an email from BCBSLA via DocuSign ([dse\\_NA3@docuSign.net](mailto:dse_NA3@docuSign.net)) containing Blue Advantage's Portal User Agreement. Click **Review Document** in the email to review and sign this document via DocuSign.
  - The Portal User Agreement **must** be reviewed and signed before the Group Moderator can approve group access
- Once access has been granted, you will receive an email from **Auth0 Mail** ([auth0mail@vhpla.onmicrosoft.com](mailto:auth0mail@vhpla.onmicrosoft.com)) asking you to reset your password

**See slides 13 through 16 for steps to complete registration**

# **Navigating the Portal**

# Login Help

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If multiple users are accessing the Blue Advantage Provider Portal on the same computer, they must clear their browser cache before the next user can login to the provider portal on that computer

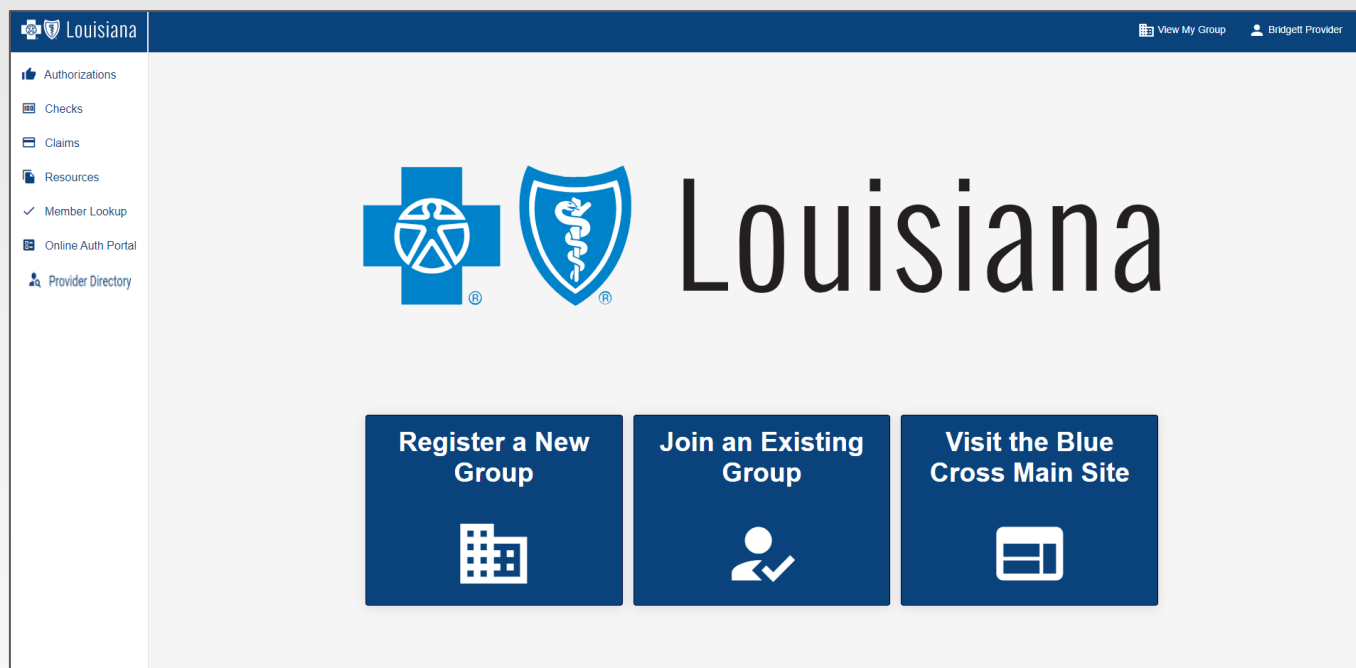
OR

The initial users must logout of the provider portal and their Windows account in order for the next user to successfully login to the Blue Advantage Provider Portal on the same computer. Users must have different Windows login information.



# Provider Portal Home Page

Once logged in, the following home screen will appear, giving providers access to all available portal features, and individual and group profile information



**The new 2021 Blue Advantage Provider Portal will go live on December 15, 2020. Until that date, the new portal will only be available for registration purposes.**

# My Profile

To view your personal portal profile, click the icon at the top right of the portal screen and select "My Profile"



# My Profile

Providers can also complete the following tasks:

- Review and update profile information
- Join a different group by selecting "Request Group Change," you will need the group code associated with the group you wish to join
- Change portal role to group moderator by selecting "Request Moderator Access"

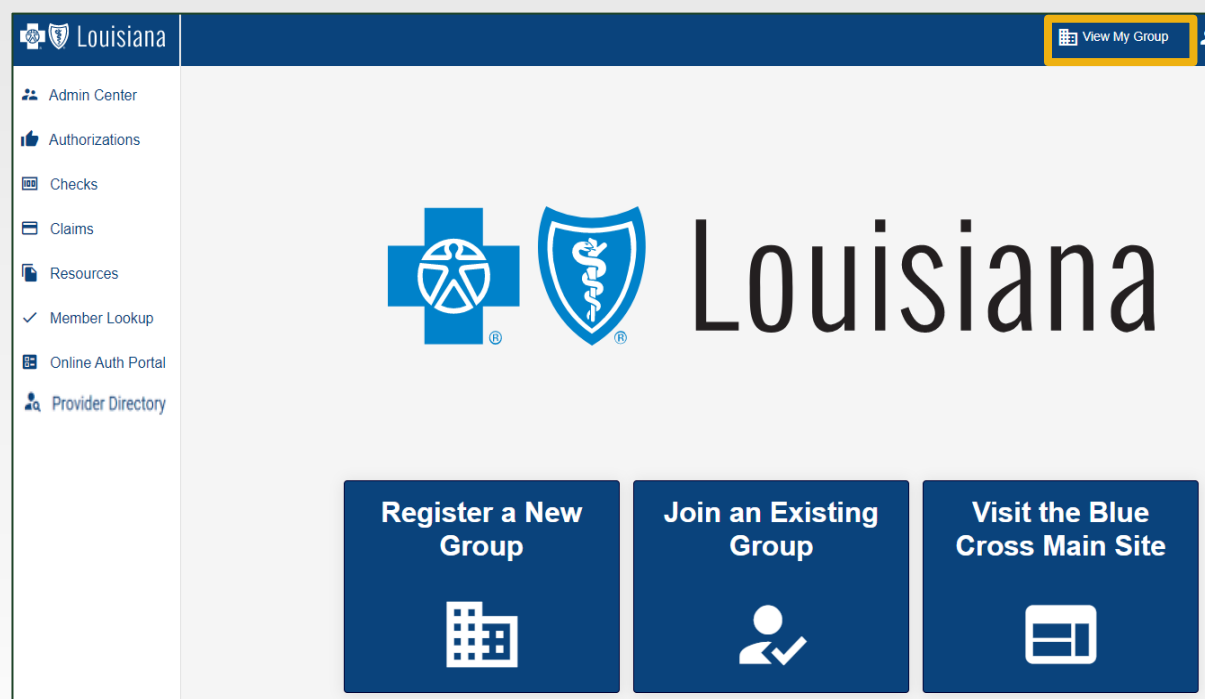
The screenshot displays the 'My Profile' interface. On the left is a navigation menu with links: Authorizations, Checks, Claims, Resources, Member Lookup, Online Auth Portal, and Provider Directory. The main content area is titled 'Account Details' and contains the following information:

Name	Bridgett Prier Provider
Email	BridgettPrierprovider@bcbsla.test
Company	Bridgett Prier Test Group
Access Level	Provider

Below the account details are three buttons: 'UPDATE PROFILE', 'REQUEST GROUP CHANGE', and 'REQUEST MODERATOR ACCESS'. The top right of the page includes links for 'View My Group' and the user's name 'Bridgett Provider'.

# Group Profile

To view your group's profile information, such as group name and Tax ID, click "View My Group" at the top right of the portal screen



# Group Profile

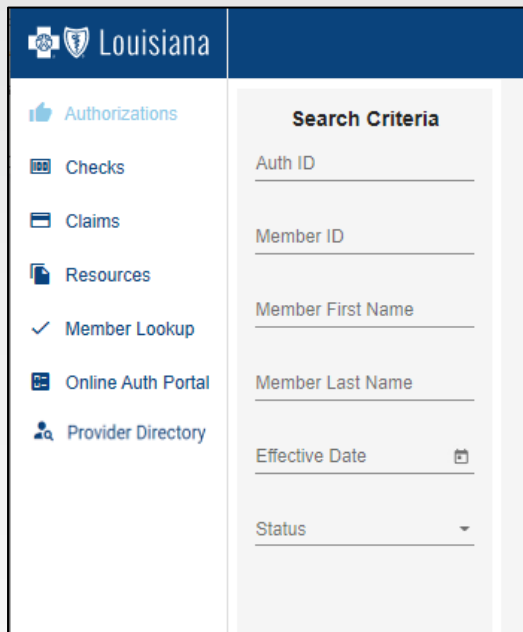
Group moderators **only**, will have the option to send portal invites from this screen

Group Profile	
Group and group owner info	
Name:	Provider Accounting Services
Owner:	Holly Manager
Owner Phone:	(111) 222-3333
Owner Email:	hmanager@pas.fake
Provider Group Code:	30775463
Tax IDs:	43-5492892, 26-1517214, 33- 4444444, 22-3333333, 11-2222222
EMAIL	CALL
SEND PORTAL INVITE	

# Portal Features

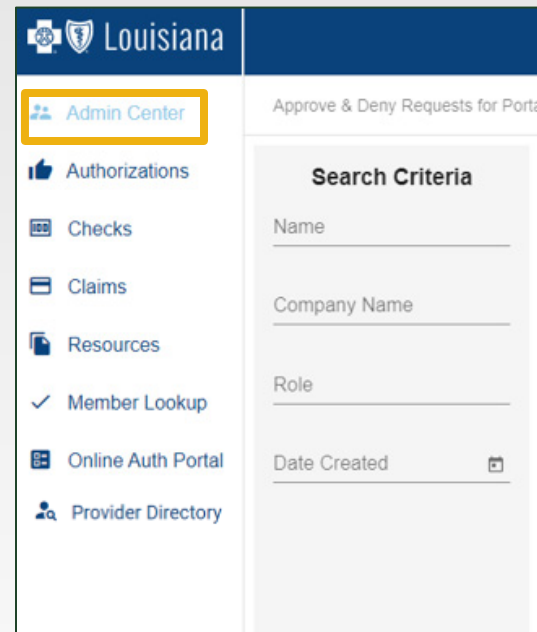
# Portal Feature List

Depending on your provider portal user role, you will see one of the following feature lists below:



This screenshot shows the 'User View' of the Louisiana provider portal. The left sidebar contains a menu with the following items: Authorizations, Checks, Claims, Resources, Member Lookup (checked), Online Auth Portal, and Provider Directory. The main content area is titled 'Search Criteria' and includes input fields for Auth ID, Member ID, Member First Name, Member Last Name, Effective Date (with a calendar icon), and a Status dropdown menu.

**User View**



This screenshot shows the 'Group Moderator View' of the Louisiana provider portal. The left sidebar menu is identical to the User View, but the 'Admin Center' option is highlighted with a yellow box. The main content area has a sub-header 'Approve & Deny Requests for Portal' and a 'Search Criteria' section with input fields for Name, Company Name, Role, and Date Created (with a calendar icon).

**Group Moderator View**

# Admin Center

The Admin Center is accessible to **group moderators** only. Users will not see this option in their list of portal features.

Group moderators will have access to approve and deny requests for portal access as well as view and update portal user data

The screenshot displays the Louisiana Admin Center interface. A yellow arrow points to the 'Admin Center' link in the left sidebar. The top navigation bar shows 'Louisiana' with a logo. The main content area has two tabs: 'Approve & Deny Requests for Portal Access' and 'View & Update Portal User Data'. The 'Approve & Deny Requests for Portal Access' tab is active, showing a 'Search Criteria' section with fields for 'Name of Requester', 'Company Name', 'Requested Role', 'Request Date', and 'Request Status' (set to 'Pending').



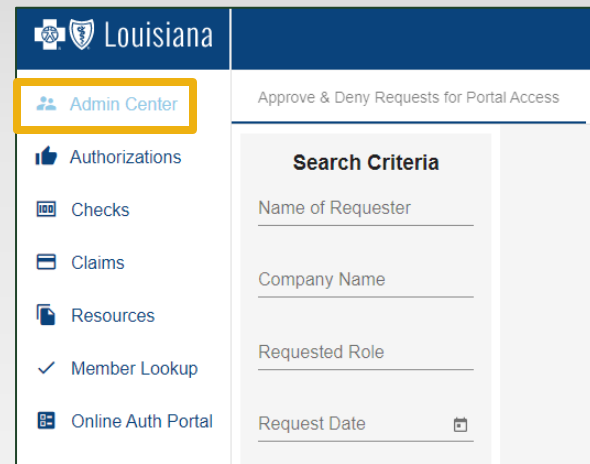
# Approving Portal Access

To view requests for portal access, click **Admin Center** and then click **Approve and Deny Requests for Portal Access**

If no search criteria is entered, by default all pending requests will appear

To narrow down your search results or locate a request that has been approved or denied, enter the following:

- Name
- Company name
- Requested role
- Request date
- Request status



The screenshot shows the Louisiana Admin Center interface. The 'Admin Center' menu item is highlighted with a yellow box. A yellow arrow points to the 'Approve & Deny Requests for Portal Access' link in the top right.

Search Criteria	Name of Requester	Company	Requested Role	Request Status	Request Date
Name of Requester			GroupModerator	Pending	8/20/2020
Company Name			GroupModerator	Pending	8/20/2020
Requested Role			GroupModerator	Pending	8/20/2020
Request Date			GroupModerator	Pending	8/20/2020
Request Status			GroupModerator	Pending	8/18/2020
Pending			GroupModerator	Pending	8/18/2020
			GroupModerator	Pending	8/18/2020
			GroupModerator	Pending	8/18/2020
			GroupModerator	Pending	8/18/2020
			GroupModerator	Pending	8/18/2020
			GroupModerator	Pending	8/18/2020
			GroupModerator	Pending	8/18/2020

# Approving Portal Access

Click on the request within the list to view additional details and approve or deny the request

Notice in the screenshot to the right that the Approve button is grayed out, this happens when the user's portal agreement has not been signed and a note will appear at the top of the screen in **red**

Once the agreement is signed the group moderator will be able to approve the request

Request Details

Details about the user account being requested

NOTE: user has not signed DocuSign documents

Status	Pending
First Name	
Middle Name	
Last Name	
Role	GroupModerator
Date Requested	8/20/2020
Group Name	
Date of Last Update	No Record
Last Updated By	No Record

DENY APPROVE

Contact User

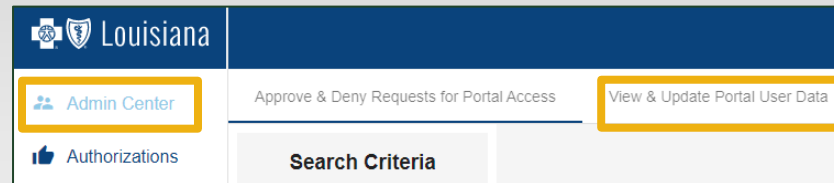
Contact information for this user




Email	
Phone	
New User	Yes

EMAIL CALL

# Updating Portal User Data

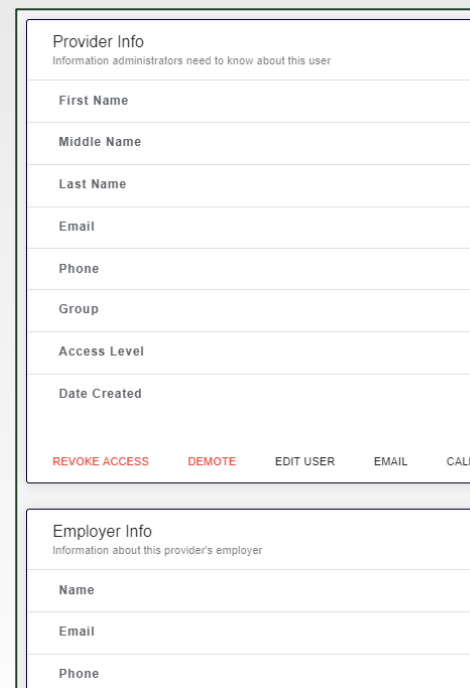
To view a list of users within your group, click **Admin Center** and then click **View & Update Portal User Data**



 Louisiana		
 Admin Center	Approve & Deny Requests for Portal Access	View & Update Portal User Data
 Authorizations	Search Criteria	

For additional details on a specific user, click on the user's name

Group moderators can demote users or revoke user access if needed on this screen



<b>Provider Info</b> Information administrators need to know about this user	
First Name	
Middle Name	
Last Name	
Email	
Phone	
Group	
Access Level	
Date Created	
REVOKE ACCESS	DEMOTE
EDIT USER	EMAIL
CALL	
<b>Employer Info</b> Information about this provider's employer	
Name	
Email	
Phone	

# Authorizations

Users can view the **status** of a member's authorization, effective date and auth ID by selecting "Authorizations" from portal feature list

Auth ID	Name	Status	Effective Date
<a href="#">11</a>	[REDACTED]	Approved	11/2/2020
<a href="#">8</a>	[REDACTED]	Approved	10/30/2020
<a href="#">10</a>	[REDACTED]	Approved	10/29/2020
<a href="#">12</a>	[REDACTED]	Approved	10/27/2020
<a href="#">2</a>	[REDACTED]	Pending	10/21/2020
<a href="#">1</a>	[REDACTED]	Approved	10/12/2020
<a href="#">6</a>	[REDACTED]	Approved	10/5/2020
<a href="#">4</a>	[REDACTED]	Approved	9/21/2020
<a href="#">7</a>	[REDACTED]	Approved	9/21/2020
<a href="#">3</a>	[REDACTED]	Approved	8/26/2020
<a href="#">106</a>	[REDACTED]	Approved	5/13/2020

# Authorizations

To view additional authorization details, such as “Card #” and “Auth Description” click on the **Auth ID** of the member

## Authorization Detail

Authorization	
Auth#:	12
Member Name:	
Status:	APPROVED
Card #:	
Refer From:	
Refer To:	
Effective Date:	10/27/2020
Term Date:	11/26/2020
Auth Description:	Outpatient Services in Physician Office

# Authorizations

Under **Authorization Details**, users will also have access to “Diagnosis Details” and “Service Groups”

Diagnosis Details	
Diagnosis Code	Description
G70.01	Myasthenia gravis with (acute) exacerbation
Items per page: 15 1 – 1 of 1  < < > >	

Service Groups	
Service Group	Status
A: Hospital Observation Services	APPROVED
Items per page: 15 1 – 1 of 1  < < > >	

# Checks

Users can view all checks, paper or electronic, by selecting “Checks” from the portal feature list

Checks are listed in order, starting with the most recent. To pull up a specific check, enter the following:

- Check number
- Print date
- Tax ID
- Printed within time period

Check Number	Check Amount	Print Date	View Check PDF
311	\$70,258.38	11/18/2020	View Check PDF
311	\$86,766.71	11/18/2020	View Check PDF
311	\$760.40	11/18/2020	View Check PDF
311	\$9,639.82	11/18/2020	View Check PDF
311	\$79,959.12	11/11/2020	View Check PDF
311	\$128,172.68	11/11/2020	View Check PDF
311	\$586.68	11/11/2020	View Check PDF
311	\$8,295.27	11/11/2020	View Check PDF
311	\$69,687.70	11/4/2020	View Check PDF
311	\$130,269.81	11/4/2020	View Check PDF
311	\$138.11	11/4/2020	View Check PDF
311	\$9,142.90	11/4/2020	View Check PDF
311	\$56,230.23	10/28/2020	View Check PDF
311	\$76,047.67	10/28/2020	View Check PDF

The first 3 digits of the check number will let providers know if they received a paper or electronic check, **311** for paper checks and **322** for electronic checks (EFT)

# Checks

Checks can be sorted by check number or print date

Click the check number to see all claims associated with a specific check

Users can click "View Check PDF" to view a copy of the check and remittance advice (this option is available for all providers even if they are not set up for EFT and ERA services)

Louisiana

Admin Center

Authorizations

Checks

Claims

Resources

Member Lookup

Online Auth Portal

Provider Directory

Search Criteria

Check #

Print Date

Tax ID (numbers only)

Printed Within (default 1 year)

1 Year

Search

Reset Search

Check Number	Check Amount	Print Date	View Check PDF
	\$70,258.38	11/18/2020	View Check PDF
	\$86,766.71	11/18/2020	View Check PDF
	\$760.40	11/18/2020	View Check PDF
	\$9,639.82	11/18/2020	View Check PDF
	\$79,959.12	11/11/2020	View Check PDF
	\$128,172.68	11/11/2020	View Check PDF
	\$586.68	11/11/2020	View Check PDF
	\$8,295.27	11/11/2020	View Check PDF
	\$69,687.70	11/4/2020	View Check PDF
	\$130,269.81	11/4/2020	View Check PDF
	\$138.11	11/4/2020	View Check PDF
	\$9,142.90	11/4/2020	View Check PDF
	\$56,230.23	10/28/2020	View Check PDF
	\$76,047.67	10/28/2020	View Check PDF

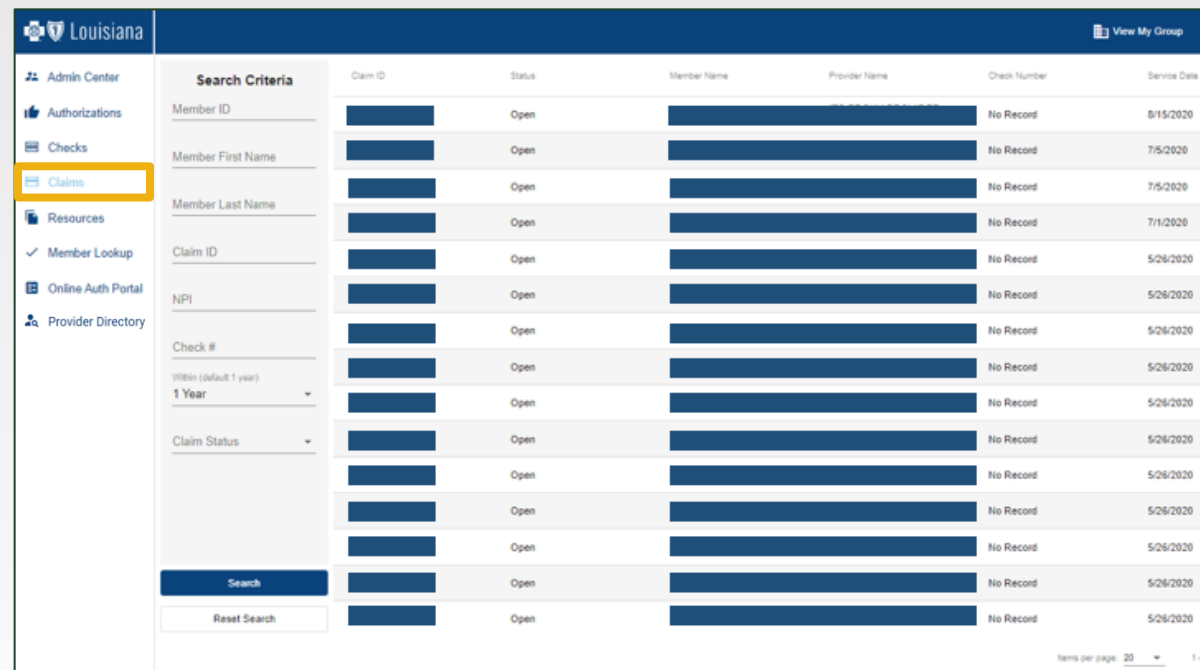
Items per page: 201 - 20 of 169



# Claims

To view claims associated with your group, select "Claims" from the portal feature list. Users can search for a specific claim by entering any of the following criteria:

- Member ID
- Member Name
- Claim ID
- NPI
- Check number
- Within time period
- Claims status



The screenshot shows the Louisiana portal interface. On the left is a sidebar with navigation links: Admin Center, Authorizations, Checks, Claims (highlighted), Resources, Member Lookup, Online Auth Portal, and Provider Directory. The main content area is titled 'Search Criteria' and contains input fields for Member ID, Member First Name, Member Last Name, Claim ID, NPI, and Check #. Below these are dropdown menus for 'Within (default: 1 year)' (set to 1 Year) and 'Claim Status'. A 'Search' button and a 'Reset Search' button are at the bottom of the search criteria section. To the right of the search criteria is a table with columns: Claim ID, Status, Member Name, Provider Name, Check Number, and Service Date. The table contains 14 rows of data, all with a status of 'Open' and 'No Record' for the check number. The service dates range from 8/15/2020 to 5/26/2020. At the bottom right of the table, it says 'Items per page: 20'.

Claim ID	Status	Member Name	Provider Name	Check Number	Service Date
[REDACTED]	Open	[REDACTED]	[REDACTED]	No Record	8/15/2020
[REDACTED]	Open	[REDACTED]	[REDACTED]	No Record	7/5/2020
[REDACTED]	Open	[REDACTED]	[REDACTED]	No Record	7/5/2020
[REDACTED]	Open	[REDACTED]	[REDACTED]	No Record	7/1/2020
[REDACTED]	Open	[REDACTED]	[REDACTED]	No Record	5/26/2020
[REDACTED]	Open	[REDACTED]	[REDACTED]	No Record	5/26/2020
[REDACTED]	Open	[REDACTED]	[REDACTED]	No Record	5/26/2020
[REDACTED]	Open	[REDACTED]	[REDACTED]	No Record	5/26/2020
[REDACTED]	Open	[REDACTED]	[REDACTED]	No Record	5/26/2020
[REDACTED]	Open	[REDACTED]	[REDACTED]	No Record	5/26/2020
[REDACTED]	Open	[REDACTED]	[REDACTED]	No Record	5/26/2020
[REDACTED]	Open	[REDACTED]	[REDACTED]	No Record	5/26/2020
[REDACTED]	Open	[REDACTED]	[REDACTED]	No Record	5/26/2020
[REDACTED]	Open	[REDACTED]	[REDACTED]	No Record	5/26/2020

# Claims

By clicking on the Claim ID, users can access claim, provider, financial and diagnosis details

Claim Details

Details about the member involved with this claim

Patient	HMO, TEST VII
Card #	MDV15630001400
Check Number	No Record
Claim ID	20322000001
Status	Pending
Paid Date	

Provider Details

Details about the provider involved with this claim

Provider	ITS PROXY PROVIDER SPECIALIST MD NON-PAR
Plan Sponsor	INTERNAL USE ONLY - HMO INDIV
Description	PHYSICIAN
Par Status	Non Par Provider

Financial Details

Paid to Billed

Paid: \$36.09

Billed: \$93

Copay and Coinsurance to Paid

Copay and Coinsurance: \$0

Paid: \$36.09

Filter

Service Date	Code	Code Description	Quantity	Billed	Not Allowed	Allowed	Copay	Deductible	Coinsurance	Paid	Reason Code(s)
8/15/2020	76705	ULTRASOUND ABDOMINAL R-T W/IMAG LIMITED	1	\$45.00	\$8.91	\$36.09	\$0.00	\$0.00	\$0.00	\$36.09	
8/15/2020	76706	US ABDOMINAL AORTA REAL TIME SCREEN STUDY AAA	1	\$48.00	\$48.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	undefinedDuplicate Claim/Claim Line

Items per page: 15 1 - 2 of 2 |< < > >|

Diagnosis Details

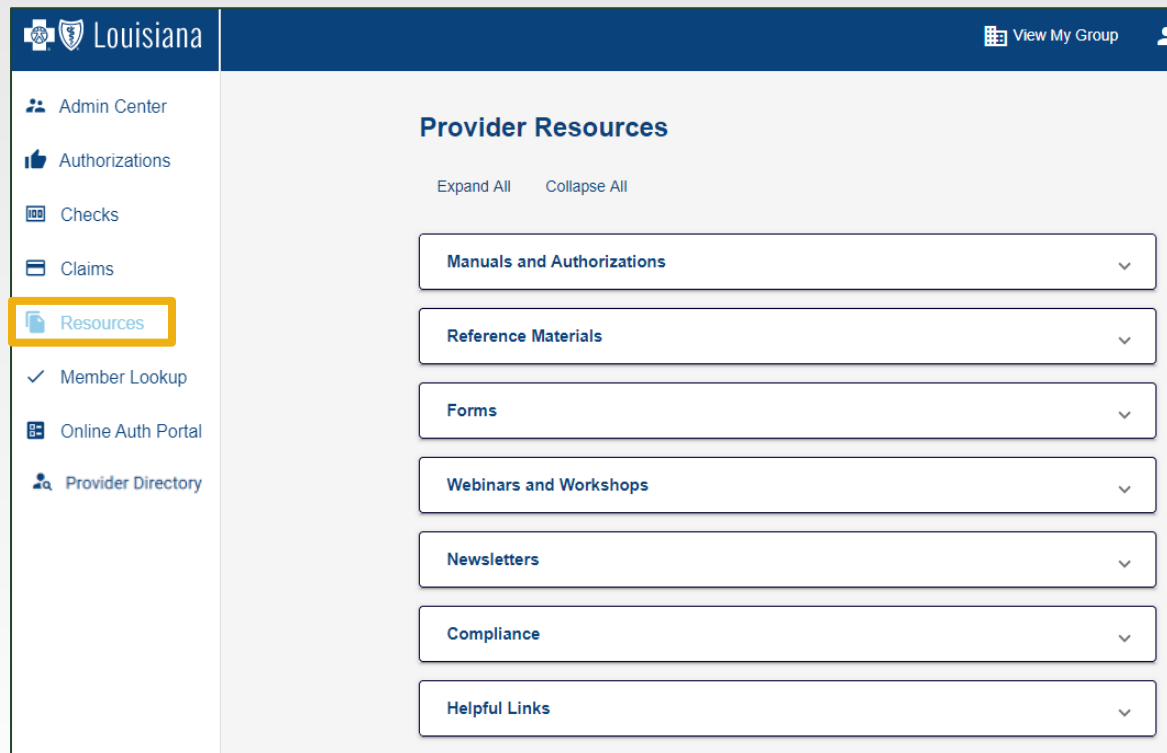
Filter

Diagnosis Code	Description
I10	Essential (primary) hypertension

Items per page: 15 1 - 1 of 1 |< < > >|

# Resources

The Resources section is designed to give users access to the most current Blue Advantage resources, such as manuals, guides, forms, educational presentations and newsletters



# Resources

Users can click on the folder title to display each available resource within the category

Manuals and Authorizations ^

[2021 Blue Advantage Provider Manual](#)  
[2020 Blue Advantage Provider Manual](#)  
[Blue Advantage Quick Reference Guide](#)

Reference Materials ^

[Blue Advantage FAQs](#)  
[Blue Advantage Provider Portal User Guide](#)  
[2021 Blue Advantage Drug Formulary](#)

Forms ^

[EFT/ERA Enrollment Form](#)  
[Voluntary Refund Explanation Form](#)  
[Behavioral Health Authorization Form](#)  
[Home Health Authorization Form](#)  
[Outpatient Authorization Form](#)  
[Inpatient Authorization Form](#)

Webinars and Workshops v

Newsletters v

# Resources

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Users can also access CMS compliance materials and contact information as well as helpful links to under the Resource feature

**Compliance** ^

[Code of Business Conduct](#)  
[CMS Online General Medicare Compliance and Fraud, Waste and Training](#)  
Compliance Hotline (800) 973-7707 | Compliance Email ([compliance.office@bcbsla.com](mailto:compliance.office@bcbsla.com))  
Fraud, Waste and Abuse Hotline (800) 392-9249 | FWA Email ([Fraud@bcbsla.com](mailto:Fraud@bcbsla.com))  
Privacy Number (225) 298-1751 | Privacy Email ([privacy.office@bcbsla.com](mailto:privacy.office@bcbsla.com))  
Security Number (225) 200-2575 | Security Number Email ([SIRT@bcbsla.com](mailto:SIRT@bcbsla.com))

**Helpful Links** ^

[CMS National Coverage Determinations](#)  
[LA Local Coverage Determinations](#)  
[InterQual](#)  
[Summary of Benefits](#)  
[Evidence of Coverage](#)  
[Provider/Pharmacy Directory](#)

# Member Lookup

In order to lookup member information users **must** have the Member ID. Users will not be able to view more than one member's information at a time.

By clicking on the Member ID number, users will have access to the following:

- Member information
- Plan snapshot
- Documents
- Accumulators
- Coinsurance and Copays

The screenshot displays the Louisiana Member Lookup web application. On the left is a navigation menu with links: Admin Center, Authorizations, Checks, Claims, Resources, Member Lookup (highlighted with a blue checkmark), Online Auth Portal, and Provider Directory. The main content area is titled 'Search Criteria' and features a 'Member ID' input field. Below this field are 'Search' and 'Reset Search' buttons. To the right of the search criteria is a table with the following columns: Member ID, Name, Status, Primary Coverage, Birth Date, and Plan. A single row of data is visible, with the Member ID field highlighted in blue. The data in the row is: Member ID (highlighted), Name (redacted), Status (Payable), Primary Coverage (checkmark), Birth Date (redacted), and Plan (BCBSLA HMO NorthEast 006 MA).

Member ID	Name	Status	Primary Coverage	Birth Date	Plan
[Redacted]	[Redacted]	Payable	✓	[Redacted]	BCBSLA HMO NorthEast 006 MA

# Member Lookup

## Member Information

- In addition to viewing the member's name and coverage status, users can also view claims and authorizations associated with a member

Member Information	
Member contact and coverage status	
Name:	
DOB:	
Coverage Status:	Active
<a href="#">VIEW CLAIMS</a>	<a href="#">VIEW AUTHS</a>

# Member Lookup

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## Plan Snapshot

- Includes a summary of the member's enrollment information such as plan year, program and effective date

Plan Snapshot <small>A quick summary of this enrollment</small>	
Plan:	BCBSLA HMO North Shore 009 Seg 002 MA
Card #:	
Plan Year:	2020
Program:	BCBS LA HMO INDIVIDUAL
Effective Date:	1/1/2020
Term Date:	12/31/2078



# Member Lookup

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## Documents and Accumulators

- Plan-specific documents will appear in the documents section of the member lookup
- As claims are received and processed, the amount will be updated in the accumulators section

### Documents

[2021 Annual Notice of Changes](#)

[2021 Summary of Benefits](#)

[2021 Evidence of Coverage](#)

### Accumulators

# Member Lookup

## Coinsurance and Copays

- Includes member's coinsurance or copay amounts by date span and service type

Coinsurance and Copays		
Filter		
Description	Day Span	Amount
Inpatient - Acute	Days 1 - 10	\$175
Inpatient - Acute	Days 11 - 90	\$0
Inpatient - Mental Health Care	Days 1 - 8	\$195
Inpatient - Mental Health Care	Days 9 - 90	\$0
Inpatient - Rehab	Days 1 - 10	\$175
Inpatient - Rehab	Days 11 - 90	\$0
Inpatient - Substance Abuse	Days 1 - 8	\$195
Inpatient - Substance Abuse	Days 9 - 90	\$0
Skilled Nursing Facility	Days 1 - 20	\$0
Skilled Nursing Facility	Days 21 - 100	\$165
Items per page: 10 1 - 10 of 14  < < > >		

# Online Auth Portal

For 2021 dates of services users will be able to submit online authorization requests for select outpatient services, through the “Online Auth Portal” feature

The screenshot displays the Louisiana online portal interface. The top navigation bar includes the Louisiana state logo and the text "Louisiana" on the left, and a "View My Group" link with a user icon on the right. A left-hand sidebar contains a list of menu items: "Admin Center", "Authorizations", "Checks", "Claims", "Resources", "Member Lookup", "Online Auth Portal", and "Provider Directory". The "Online Auth Portal" item is highlighted with a yellow rectangular border. The main content area features a white box with the title "Online Auth Portal". Below the title, it instructs users to click a button to access the portal, notes that it will open in a new tab, and provides a troubleshooting tip about pop-ups. An "IMPORTANT NOTE" states that the portal is a separate site and cannot be accessed directly. At the bottom of the box is a blue button labeled "Visit the Online Auth Portal".

**Online Auth Portal**

Click the button below to access the online auth portal.

The online auth portal will open in a new tab.

If you are having trouble connecting, please ensure that you are not blocking any pop-ups from this site.

**IMPORTANT NOTE:** The online auth portal is a separate site and does not allow you to log in using your portal account. Portal users may only access the online auth portal from this site and must do so by clicking the button below. Attempting to log in directly to the online auth portal may result in your account being locked.

[Visit the Online Auth Portal](#)

# Online Auth Portal

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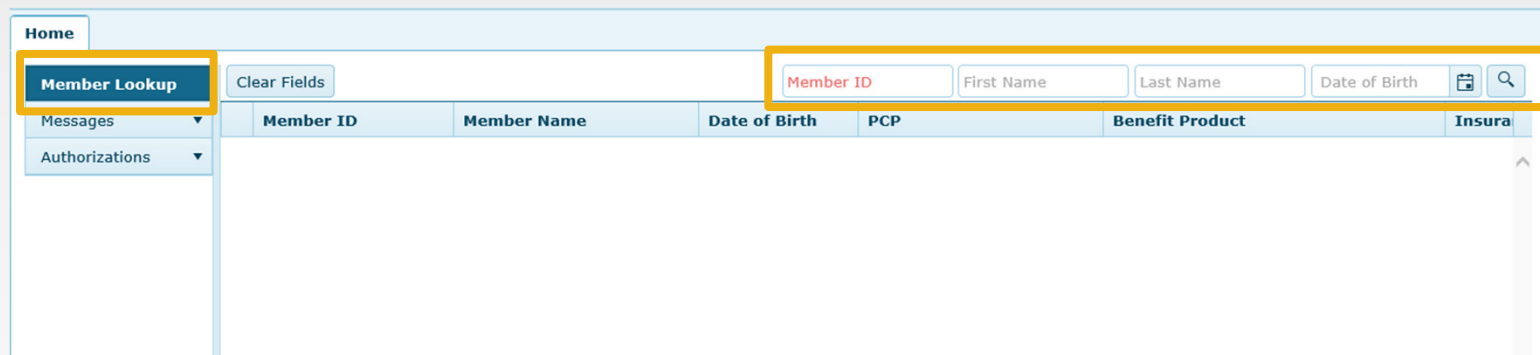
A prior authorization request can be submitted online for the following outpatient services:

- **OPMD** - a procedure performed in the office setting
- **OPFAC** - a procedure performed in an outpatient facility setting
- **ASU** - a procedure performed in an ambulatory surgical setting
- **POC** - authorization for post op care for surgeries with 90-day global periods

Inpatient authorizations **can not** be requested through the provider portal at this time

# Creating An Outpatient Authorization

- Locate the member record by entering the Member ID and one of the following:
  - First Name and Last Name or Date of Birth
- Click on the desired member record to display the Member Summary screen



The screenshot shows a web application interface for member lookup. At the top, there is a 'Home' button. Below it, a 'Member Lookup' button is highlighted with an orange box. To the right of this button is a 'Clear Fields' button. Further right, there are four input fields: 'Member ID' (highlighted with an orange box), 'First Name', 'Last Name', and 'Date of Birth'. To the right of these fields are two icons: a calendar icon and a magnifying glass icon. Below the input fields is a table with the following columns: 'Member ID', 'Member Name', 'Date of Birth', 'PCP', 'Benefit Product', and 'Insura'. The table is currently empty. On the left side of the table, there is a sidebar with a 'Messages' dropdown menu and an 'Authorizations' dropdown menu.

# Creating An Outpatient Authorization

- Click on the "Authorizations" tab
- Then select "New Authorization" and choose "Outpatient" from the menu

The screenshot displays a medical software interface. At the top, there is a navigation bar with 'Home', 'Test Provider', and 'Help' links. Below this, a form contains fields for 'Member ID:', 'DOB:', 'Benefit Name:', 'Language:', 'Gender: Male', 'PCP Info: 6157', 'Address:', 'Phone:', and 'Email:'. The 'Authorizations' tab is selected and highlighted with a yellow box. Below the tab, a table lists various authorizations with columns for 'Auth ID', 'Request Date', 'POS', 'Service Type', 'Expected Admit Date', 'Admit Date', 'Admit Status', 'Status', and 'New Date'. A 'New Authorization' button is visible, and a dropdown menu is open, showing 'Inpatient' and 'Outpatient' options, with 'Outpatient' selected and highlighted by a yellow box. Below the table, there are sections for 'Notes', 'Assessments', and 'Messages', each with a search bar and a table for 'Entry Date', 'Entered By', and 'Detail'.

Auth ID	Request Date	POS	Service Type	Expected Admit Date	Admit Date	Admit Status	Status	New Date
667419	04/16/2020 08:36	IP	Medical		04/15/2020	INITIATED	Approved	03/09/2020
661801	03/09/2020 14:27	OP	Outpatient Services in MD Office				Approved	02/06/2020
653792	02/05/2020 08:47	IP	Medical		02/04/2020		Approved	01/03/2020
645831	01/02/2020 08:37	IP	Observation		01/01/2020		Approved	12/09/2019
641367	12/09/2019 07:56	OP	Durable Medical Equipment				Approved	07/19/2019
611132	07/19/2019 09:52	OP	Therapy				Approved	07/17/2019
610527	07/17/2019 10:10	OP	Outpatient Service in Facility				Approved	02/18/2019
576760	02/11/2019 13:43	OP	Reimbursement				Approved	11/05/2018
553252	11/05/2018 13:53	OP	Drugs				Approved	

# Creating An Outpatient Authorization

Complete the authorization form and provide all needed information. Mandatory field names are identified by red titles.

**New Outpatient Authorization**

Primary Coverage:

**Service Status:**  **Request Type:**

Request Date/Time: 06/03/2020 13:50

**Service**

Requested Service

**Service Type:**  **# of Services:** 1

**Requested Start Date:** 06/03/2020

Procedure:

**Requestor Contact Info**

**Entered By:** Mindy **Phone:** (###) ###-#### ~X:#####

**Providers**

**Requestor Provider:**  **Referring Provider:**

Submit Cancel

# Creating An Outpatient Authorization

Comments are not required but users may enter specific information about the request. All available attachments should be included.

New Outpatient Authorization

Requesting Member: [Field] Referring Member: [Field]

Servicing Provider: [Field] Role: REFERTO - Refer To Provider [Dropdown]

+

Diagnosis

ICD-10 Diagnosis Code: [Field] [Dropdown] [X] [Field]

+

Comments

Please enter specific information as to the service you are requesting:

Attachments

Select files... drop files here to upload

Submit Cancel



# Creating An Outpatient Authorization

Once your **Authorization** has been submitted, a decision will be rendered for the services requested. In certain cases, based on criteria for the services submitted, the request will be automatically approved. If your request is not automatically approved, it will be suspended to Blue Advantage's Medical Management team for review. You may return to the **Authorization** browse screen to check on the status of the request.

New Outpatient Authorization

Requesting Member: [Field] Referring Member: [Field]

Servicing Provider: [Field] Role: REFERTO - Refer To Provider

+

Diagnosis

ICD-10 Diagnosis Code: [Field]

+

Comments

Please enter specific information as to the service you are requesting:

Attachments

Select files... drop files here to upload

Submit Cancel

# Creating An Outpatient Authorization

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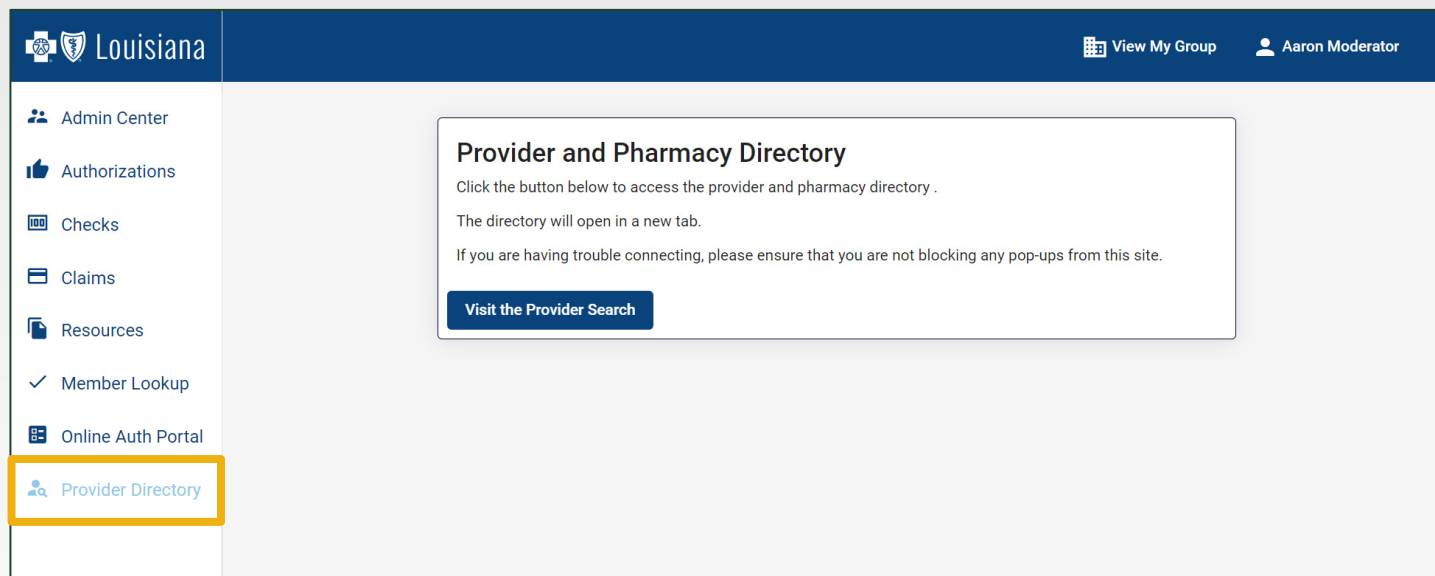
## For Behavioral Health Requests

Once the authorization request has been submitted, **it will be suspended to the Blue Advantage Medical Management team for review.** If medical necessity criteria is met, the request will be approved.

Users will be contacted via phone or fax with the decision. If additional information is needed, specific instructions will be given. Users may return to the **Authorization** browse screen to check on the status of the request.

# Find A Provider

This feature will redirect users to the provider search feature, where they can look up other providers in a member's network



# Find A Provider

**Provider Search**

All search fields are optional

<b>First Name or Facility Name</b>	<b>Last Name</b>
<input type="text" value="First"/>	<input type="text" value="Last"/>
<b>Specialty</b>	<b>Category</b>
<input type="text" value="-- Any Specialty --"/>	<input type="text" value="-- Any Category --"/>
<b>City</b>	<b>Parish/County</b>
<input type="text" value="City"/>	<input type="text" value="Parish/County"/>
<b>State</b>	<b>ZIP Code</b>
<input type="text" value="-- Any State --"/>	<input type="text" value="Zip Code"/>
<b>Plan Type</b>	<b>Gender</b>
<input type="text" value="-- Any Plan --"/>	<input type="text" value="-- Any Gender --"/>
<b>Language</b>	<b>Hospital Affiliation</b>
<input type="text" value="-- Any Language --"/>	<input type="text" value="-- Any Hospital --"/>
<b>Medical Group</b>	
<input type="text" value="Medical Group"/>	

If you are unable to locate a network provider, please contact Blue Advantage at 1-866-508-7145. If an in-network provider is not available, the services **MUST** be authorized.

# Blue Advantage Network Webinars

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For more information on the entire Blue Advantage network, please attend one of our upcoming webinars on Thursday, December 3 or Tuesday, December 8

If you did not receive an invitation to the Blue Advantage Network webinars, please email our Provider Relations Department at [provider.relations@bcbsla.com](mailto:provider.relations@bcbsla.com) and included "BA network webinar" in the subject line

# Provider Relations

*provider education & training*

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## **Kim Gassie**

Director

## **Jami Zachary**

Manager

## **Anna Granen**

Jefferson, Orleans, Plaquemines, St. Bernard

## **Vacant**

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

## **Melonie Martin**

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**

# Questions

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