

PROVIDER TIDBITS



Louisiana

Inpatient/Outpatient Authorization Guide

Our authorization process ensures that members receive the highest level of benefits to which they are entitled, and that the most appropriate setting and level of care for a given medical condition are provided.

Always verify the member’s eligibility, benefits and limitations prior to providing services to ensure if an authorization is required. Our provider manuals and network speed guides include the list of services that require an authorization and are available at www.BCBSLA.com/providers >Resources.

Ways to request an authorization:

PREFERRED OPTION		
<p>Electronically, Through iLinkBlue</p> <p>Facilities and professional providers can electronically submit non-emergent authorization requests for BCBSLA members through iLinkBlue:</p> <ul style="list-style-type: none"> • Inpatient/Outpatient Services • Diagnostic Imaging Services • Behavioral Health Services <p>www.BCBSLA.com/ilinkblue</p>	<p>Via Fax</p> <p>When unable to access iLinkBlue, providers may fax authorization requests for BCBSLA members for non-emergent services being performed within two to five days or later.</p> <p style="text-align: center;">1-800-586-2299 (225) 295-2532</p>	<p>Call the Authorization Department</p> <p>For services being performed on the same day or within 24 hours, provider may directly call the member’s authorizations department.</p> <p style="text-align: center;">Call the authorization phone number on member ID card</p>

We also offer a tool through iLinkBlue for BlueCard® member authorization inquiries.

Prepare, organize and document all necessary information before requesting an authorization and have the following information handy for your authorization request:

- NPI number
- Office address
- Office telephone number
- Patient’s full name
- Patient’s date of birth
- Member ID number
- Diagnosis and procedure codes
- Place of service

Turnaround time is within three to five calendar days for non-urgent authorization requests. Promptly respond when additional medical information is requested to prevent delays.

Help us serve you faster by requesting an authorization extension before the current authorization expires.

Best Practice

Avoid calling on Monday whenever possible as they are often busier due to weekend utilization activity. If you must call on a Monday, please expect slightly longer wait times.

More →

This publication is provided by the Network Administration Division of Blue Cross and Blue Shield of Louisiana. If you have a question regarding this communication, please email provider.communications@bcbsla.com or call 1-800-922-8866. Please be sure to reference the Tidbit number listed at the top of this publication.

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PROVIDER TIDBITS



Louisiana

Accessing Online Authorization Tools

Through iLinkBlue, providers can access various authorization tools and resources under the "Authorizations" menu option.

The screenshot shows a navigation bar with the following items: Home, Coverage, Claims, Payments, **Authorizations** (highlighted with an orange box), Quality & Treatment, and Resources. Below the navigation bar, there are two columns of links:

Authorizations - BCBSLA Members	Authorizations - Out of Area Members
1. Authorizations Guidelines - Do I need an authorization?	7. Authorizations Guidelines - Do I need an authorization?
2. BCBSLA Authorizations	8. Out of Area (Pre Service Review - EPA)
3. Behavioral Health Authorizations	9. Medical Policy Guidelines
4. AIM Specialty Health Authorizations	
5. Authorizations/Pre-Certification Inquiry	
6. Medical Policy Guidelines	

1. & 7. [Authorizations Guidelines - Do I Need an Authorization?](#) - Research general pre-authorization/pre-certification information with the first three characters of the member's identification number on the Blue Cross Blue Shield member ID card.

2. [BCBSLA Authorizations](#) - Submit and manage authorization requests electronically for Blue Cross and Blue Shield of Louisiana members. The application includes McKesson's InterQual[®] clinical guidelines so providers can perform their own clinical reviews.

3. [Behavioral Health Authorizations](#) - New Direction's electronic authorization tool is available on iLinkBlue. Facilities must use the Behavioral Health Authorizations portal to request authorizations for behavioral health services.

4. [AIM Speciality Health Authorizations](#) - The following require prior authorization through AIM Specialty Health. Use iLinkBlue to access the AIM Web-based application, **ProviderPortal_{SM}** for authorization requests.

- Outpatient High-tech Diagnostic Services
 - Computerized Tomography (CT) Scans, Computerized Tomographic Angiography (CTA), Magnetic Resonance Imaging (MRI), Magnetic Resonance Angiography (MRA), Nuclear Cardiology Procedures and Positron Emission Tomography (PET) Scans
- Musculoskeletal Services (MSK)*
 - Interventional Pain Management
 - Spine Surgery
 - Joint Surgery (*beginning Sept. 1, 2019*)

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PROVIDER TIDBITS



Louisiana

- Radiation Oncology*
- Cardiology (*beginning Jan. 1, 2019*)*

*Clinical guidelines, including a listing of impacted services for these authorization programs, are available online at www.aimspecialtyhealth.com/ClinicalGuidelines.html.

5. [Authorization/Pre-certification Inquiry](#) - View inpatient or outpatient authorizations on file with Blue Cross and Blue Shield of Louisiana via iLinkBlue/BCBSLA Authorizations Portal.

6. [Medical Policy Guidelines](#) - Research current Blue Cross and Blue Shield of Louisiana medical policies in an index that lists policies in alphabetical order or can be searched for by policy number or procedure code.

8. [Out of Area \(Pre-Service Review\)](#) - This application allows BCBSLA providers access to pre-service information offered by out-of-area Blue Plans. Enter the first three characters of the member's identification number on the Blue Cross Blue Shield member ID card to be routed to the member's Blue Plan.

9. [Medical Policy Guidelines](#) - Providers may search medical policy guidelines for BlueCard® members by entering the first three characters of the member ID to be routed to the member's Blue Plan.

Authorization Resources Available Online

- Our list of specialty drugs that require authorization is available at www.BCBSLA.com/providers >Pharmacy.
- Medical policies are available on iLinkBlue.
- Our network speed guides and provider manuals include lists of services that require authorization, and are available online at www.BCBSLA.com/providers >Resources.

Blue Advantage Authorizations

Blue Advantage (HMO) network providers can access member eligibility, benefits, claims and authorization requirements through the Blue Advantage Provider Portal, which is accessible through iLinkBlue by clicking on "Blue Advantage" under the "Other Sites" section. Primary care providers (PCPs) can manage authorizations for their Blue Advantage patients in the Accountable Delivery System Platform (ADSP), available on the Blue Advantage Provider Portal.

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