



BlueApprovRSM User Guide

Information in this user guide is currently <u>NOT</u> applicable to Medicare Advantage, Texas Medicaid, Federal Employee Program® (FEP®), Retirement System of Texas (ERS) or Teacher Retirement System's (TRS) members.

BlueApprovR allows providers to submit inpatient and/or outpatient prior authorization and recommended clinical review (RCR) requests for medical/surgical, specialty pharmacy drugs, and behavioral health services for Blue Cross and Blue Shield of Texas (BCBSTX) members.

BlueApprovR is designed to help simplify the provider submission process by asking for the information to support a medical necessity determination.

Not registered with Availity® Essentials?

Complete the online guided registration process today via Availity, at no cost.

Jan. 2024



BlueApprovR User Guide Topics

The following instructions show how users' access BlueApprovR via Availity Essentials and how Availity Administrators and/or users will add providers information to your organization's account.

Step 1



- Login to <u>Availity</u><u>Essentials</u>
- Setup AvailityManage MyOrganization (MMO)

Step 2



 Access BlueApprovR from BCBSTX-branded
 Payer Spaces via
 Availity Essentials

Step 3



Step 4



- > Start new request
- Submit the prior

 auth and/or
 recommended
 clinical review (RCR)
 request to BCBSTX

 Submission Tips, FAQs and support to assist with submitting requests via BlueApprovR

Find Provide

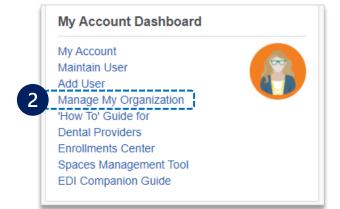


Step 1: Availity Login & MMO Setup

- 1 Assigned users can access this tool by following the instructions below:
 - Go to Availity
 - Select Availity Essentials Login
 - Enter User ID and Password
 - Select Log in



Select Manage My
Organization from My
Account Dashboard on the
Availity homepage



Within Manage My Organization, select Add Provider(s)



Enter the **Provider Tax ID** Add Provider and NPI numbers and LET'S FIND YOUR PROVIDER select Find Provider Tax ID 123456789 Type FIN National Provider ID (NPI) 1234567890 ☐ This is an atypical provider and does not provide health care, as defined under HIPAA regulations. (Examples include: taxi services, respite services, home and vehicle modifications for those with disabilities' Do you need to add many providers to this organization? Upload up to 500 at once via a spreadsheet upload.

Quick Tips:

- → If you have multiple providers to add to your organization, select "Upload up to 500 at once via spreadsheet upload."
- → For more details, refer to the <u>Manage My Organization User Guide</u> published in the <u>Provider Tools section</u> of our website.



Step 2: Access BlueApprovR

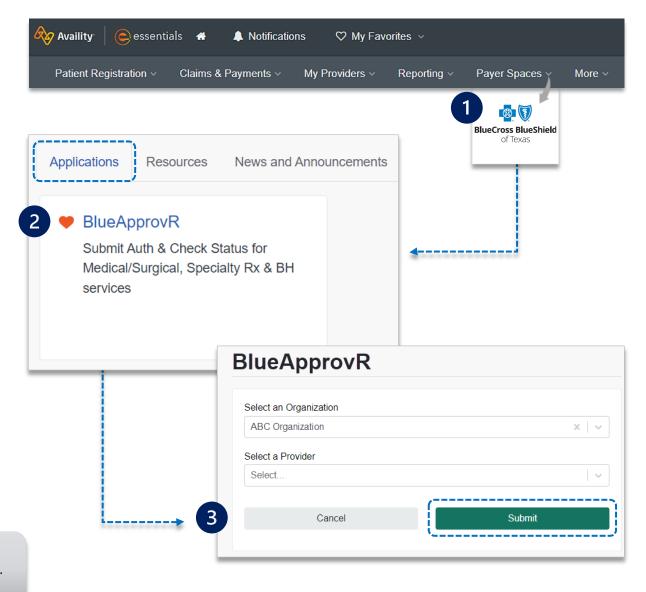
- Select Payer Spaces from the navigation menu
 - Choose Blue Cross and Blue Shield of Texas

- On the BCBSTX Payer Spaces page, select Applications
 - Choose BlueApprovR

Note: Contact your Availity administrator if **BlueApprovR** is not available in the Applications tab via BCBSTX-branded Payer Spaces section.

- Select your Organization
 - Choose the Provider from the Select a Provider drop-down list and select Submit
 - Users will be redirected to BlueApprovR

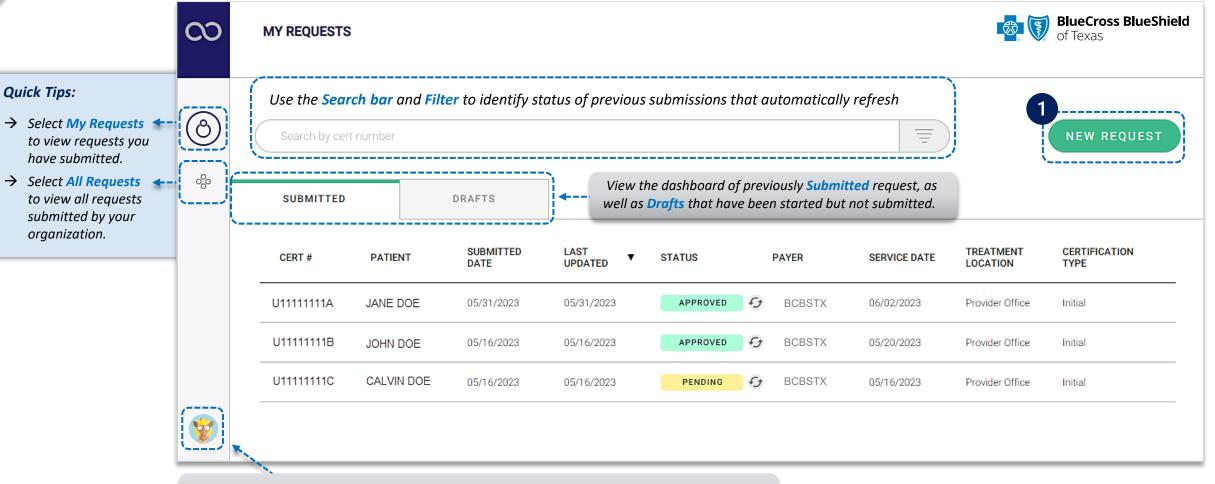
Important Note: Your organization's NPI number must be added to **Manage My Organization** for the provider information to display in the **Select a Provider** drop-down.
Availity Administrators and users should refer to page **3** for setup instructions.





Step 3: Start Request

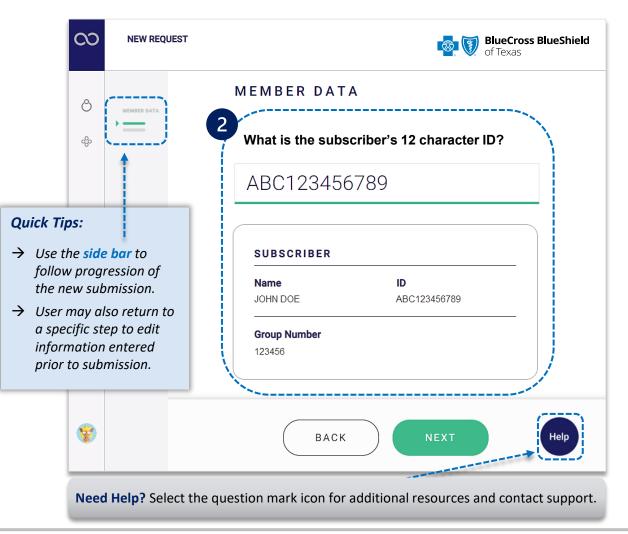
1 ► Select New Request



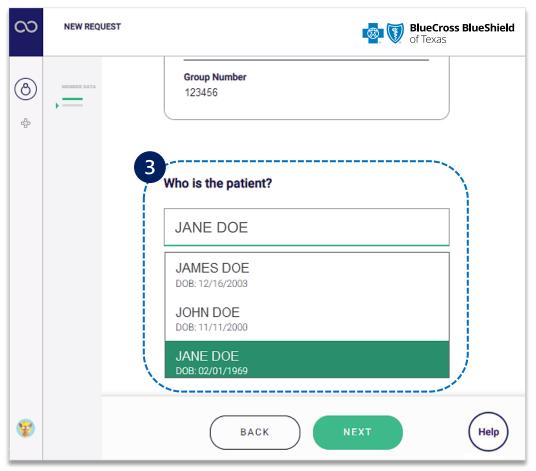
Select your **User Profile** to track transaction counts, Ordering Physicians, Rendering Facilities/Physicians/Providers, update your contact information, and personalize the experience.



- **2** ► Enter the BCBSTX subscriber's 12 character ID
 - Click Next

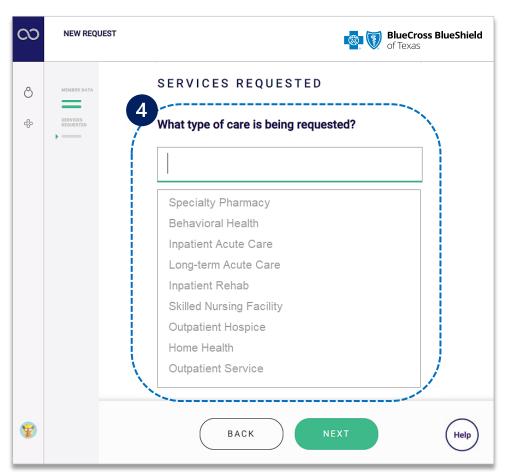


- Select the applicable Patient Name from the drop-down list
 - Confirm the correct patient has been selected
 - Click Next

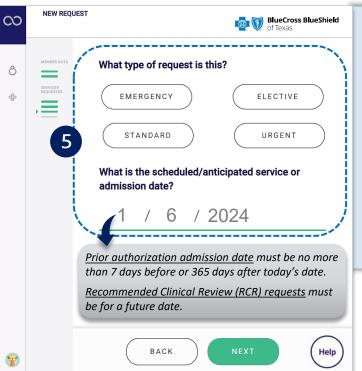




- 4 Select the Type of Care
 - Click Next



- Based on the **Type of Care** selected, choose **Standard** or **Urgent**OR Emergency or Elective for services requested
 - ► Enter the scheduled/anticipated service or admission date



Submission Tips:

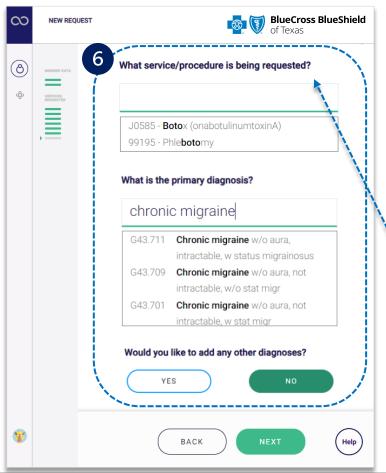
An urgent or expedited request may be appropriate when treatment may be delayed due to the below situations:

- → could seriously jeopardize the life and health of the member or the member's ability to regain maximum function.
- → would subject the member to severe pain that cannot be adequately managed without the requested care or treatment.
- → would subject the member to adverse health consequences without the care or treatment that is the subject of the request.

Important Note: If an **Inpatient Type of Care** is selected, you will be asked if the request is for **Medical Service** or **Procedure**. If **Medical Service** is selected, enter the <u>diagnosis code</u>. If **Procedure** is selected, enter the <u>service being requested</u> AND <u>diagnosis code</u>.

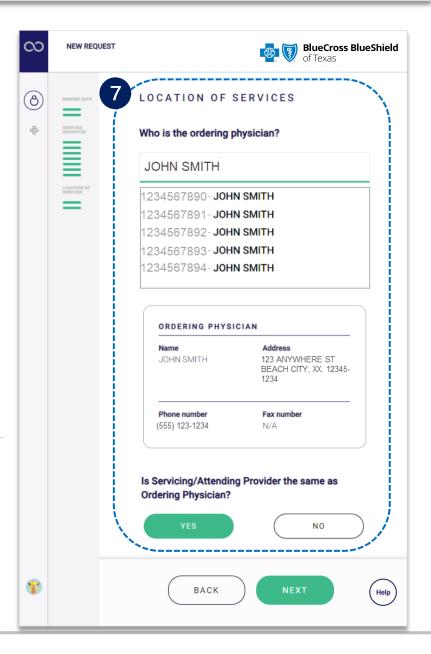


- 6 Enter the Service/Procedure being requested
 - Enter the Primary Diagnosis, then select Yes or No to add other diagnosis
 - Enter the Place of Treatment (if applicable) and click Next



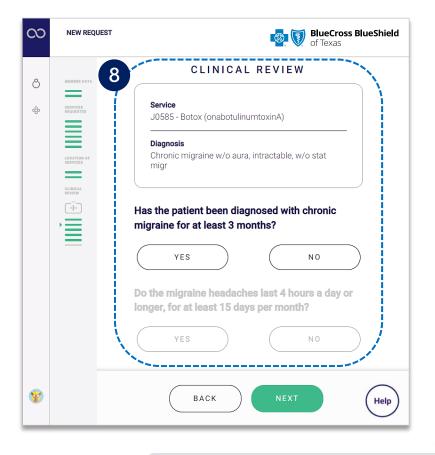
- Select the Ordering Physician by entering the provider's name or NPI number
 - Enter the street address
 - Select Yes if Servicing/Attending Provider is the <u>same</u> as the Ordering Physician
 - Select No if Servicing/Attending Provider is not the same – enter the physician's name or NPI
 - If applicable, select the Rendering Facility by entering the provider's name or NPI number
 - Enter the street address

When applicable, users will be prompted to answer associated clinical questions. However, clinical questions may not apply to all types of care.





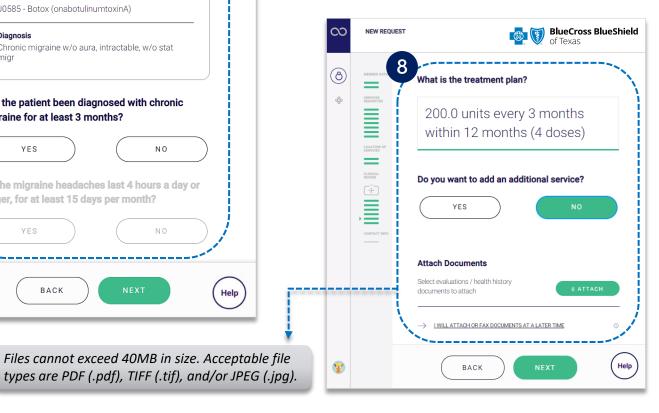
Complete all applicable clinical review questions for the service(s) requested



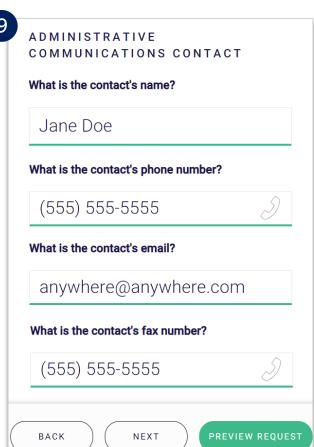
- ► Enter the Treatment Plan
- Select Yes to add an additional service OR select No if there is no other service needed

If Clinical Documentation is requested:

 Select Attach to upload supporting clinical documents and click Next



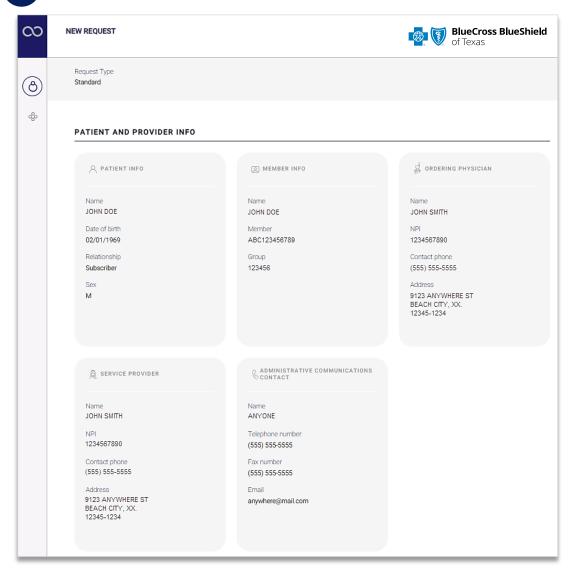
- Enter the Administrative Communications Contact Information
 - Select Preview Request

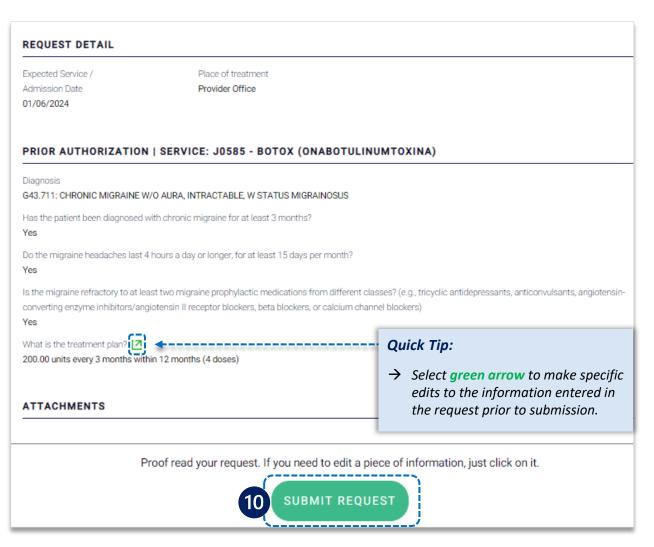




Step 3: Preview and Submit Request

10 Preview the final request details and click Submit Request

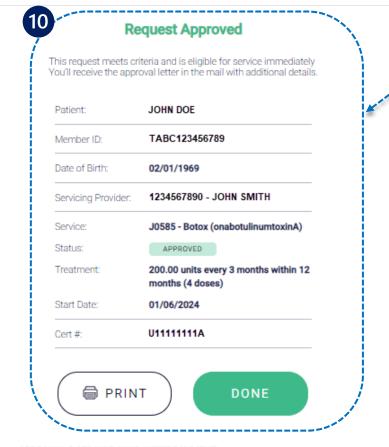






Step 3: Confirmation

- 10
- Receive **Confirmation** for completed requests
- Select Print and/or Done

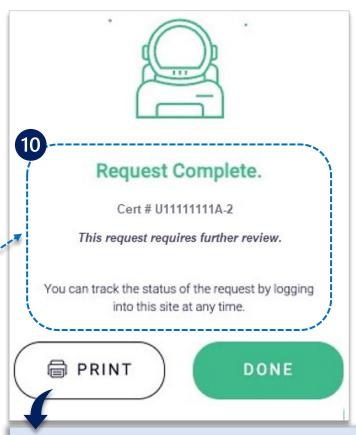


APPROVAL DOES NOT GUARANTEE PAYMENT,

To receive benefits, you must be eligible. The terms, rules and limits of your plan will be applied. Benefits will also be based on whether the Provider(s) used for treatment are eligible with the plan's network. For questions or more details, please refer to your benefits information or call Customer Service

When cases are deemed medically necessary, providers can be granted approvals. With BlueApprovR, providers and patients can begin treatment when portal-approved.

In some situations, request may pend for further clinical review. You can track the status of the request by using the My Request tab in BlueApprovR any time. The submitter will also be notified via email when the request status changes.



Quick Tip:

→ The **Print** option can also be used to save as a **PDF**. To create a **PDF**, simply change the destination from your printer to "save as a PDF."



Submission Tips, FAQs & Additional Support

Refer to the Submission Tips and Frequency Asked Questions (FAQs) listed below to further assist with submissions.

Questions	Answers	
Is this used for outpatient radiology testing?	Carelon Medical Benefits Management will continue to support expanded prior authorization requests, where radiology testing and select outpatient procedures will need to be submitted directly to Carelon or eviCore® healthcare. BlueApprovR can, and should, be used for those requests that are reviewed directly by BCBSTX.	
What Specialty Pharmacy drugs are in scope?	All clinician administered specialty pharmacy drugs covered under the medical plan that require prior authorization can be submitted through BlueApprovR.	
Can an independent speech therapist who provides therapy in the home use this tool?	No, BCBSTX requires a facility or group to be the rendering facility when a request is made for home care treatment.	
Behavioral Health authorization requests that may be submitted via BlueApprovR.	 Inpatient Substance Abuse Inpatient Mental Health Applied Behavior Analysis, Initial Assessment Electroconvulsive Therapy Transcranial Magnetic Stimulation, Repetitive/Deep Mental Health, Intensive Outpatient Program 	 Substance Abuse, Intensive Outpatient Program Mental Health, Partial Hospital Program Substance Abuse, Partial Hospital Program Mental Health, Residential Treatment Center Substance Abuse, Residential Treatment Center
Need additional assistance with requesting Behavioral health concurrent review request?	Refer to the BlueApprovR Behavioral Health Concurrent User Guide for detailed instructions.	

Have questions or need additional education?

For BlueApprovR education or training, contact the <u>BCBSTX Provider Education Consultants</u>

Be sure to include your name, direct contact information & Tax ID and/or billing NPI.

For BlueApprovR technical assistance, contact the <u>BlueApprovR Support Team</u>
For technical Availity support, contact Availity Client Services at 800-282-4548

Carelon Medical Benefits Management is an independent company that has contracted with BCBSTX to provide utilization management services for members with coverage through BCBSTX. eviCore is an independent specially medical benefits management company that provides utilization management services for BCBSTX. eviCore is wholly responsible for its own products and services. BCBSTX makes no endorsement, representations or warranties regarding third party vendors and the products and services they offer. Availity is a trademark of Availity, LLC, a separate company that operates a health information network to provide electronic information exchange services to medical professionals. Availity provides administrative services to BCBSTX. BCBSTX makes no endorsement, representations or warranties regarding third party vendors and the products and services they offer.

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