Electronic Provider Access (EPA) is a tool that enables providers to initiate online pre-service reviews for out-of-area Blue Plan members. The term “pre-service review,” as used with this tool, refers to benefit preauthorization, pre-certification, pre-notification and prior approval functions. Conducting a pre-service review is not a substitute for checking eligibility and benefits. The EPA tool is available to Blue Cross and Blue Shield of Texas (BCBSTX) independently contracted providers who are registered Availity™ Web Portal users. Listed below are the steps for locating the appropriate landing page to submit a pre-service review for out-of-area and local members for BCBSTX providers.

What You Need to Begin

- **UserID** – Each user will be assigned a unique UserID by their organization’s Primary Access Administrator.

- **Password** – New users are supplied a temporary password by their Primary Access Administrator.

Step 1:

Go to the **Auths and Referrals** menu and select **Referrals** or **Authorizations** [OK, TX] // **Authorizations** [IL, NM] …
Step 2:
After clicking on Authorizations,* select the following:
• Pre-service review for **local member** – select BCBSTX from the drop-down menu
• Pre-service review for **out-of-area member** – select *Other Blue Plans – BCBSTX*

Organization and three-character prefix of the member ID number are also required fields. For Federal employees, enter the first three characters of the member ID.

*Note: Steps 2 through 4 are similar for Referrals. [OK, TX]

Step 3:
Use the radio button to select the **Requesting Provider Type**. From the drop-down menu, select the **Requesting Provider** from **Express Entry**. If the provider is not listed in Express Entry, the provider information can be entered manually before clicking **Submit**.
Step 4: Pre-Service Review Landing Page

Based on the three-character prefix, you will be re-directed to the plan specific landing page as shown in the scenarios below. Click the appropriate preauthorization option from the list provided.

**Scenario A – BCBSTX Member**

Example of pre-service review landing page for BCBSTX Member

*Note: Please contact your Availity Primary Access Administrator (PAA) to complete a BCBS Pre-Auth Registration for Single Sign-On if the Med-Surg/Behavioral link is not displayed as an option on the landing page.

**Scenario B – Out-of-Area Member Availity Portal**

Example of pre-service review landing page in Availity for an out-of-area member

**Scenario C – Out-of-Area Member Non-Availity Portal**

For payers that do not use Availity, an alert message will be received stating that you will be routed to a third party site to initiate your pre-service review.

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Please note that verification of eligibility and benefits information, and/or the fact that any pre-service review has been conducted, is not a guarantee of payment. Benefits will be determined once a claim is received and will be based upon, among other things, the member’s eligibility and the terms of the member’s certificate of coverage applicable on the date services were rendered.