Guide to submitting outpatient authorizations

The authorization creation workflow involves the following high-level tasks:

1. Start an authorization request.
2. Complete the SP authorization prescreen.
3. Complete the Authorization Details section of the request.
4. Review services and modify them as needed, then submit the authorization.

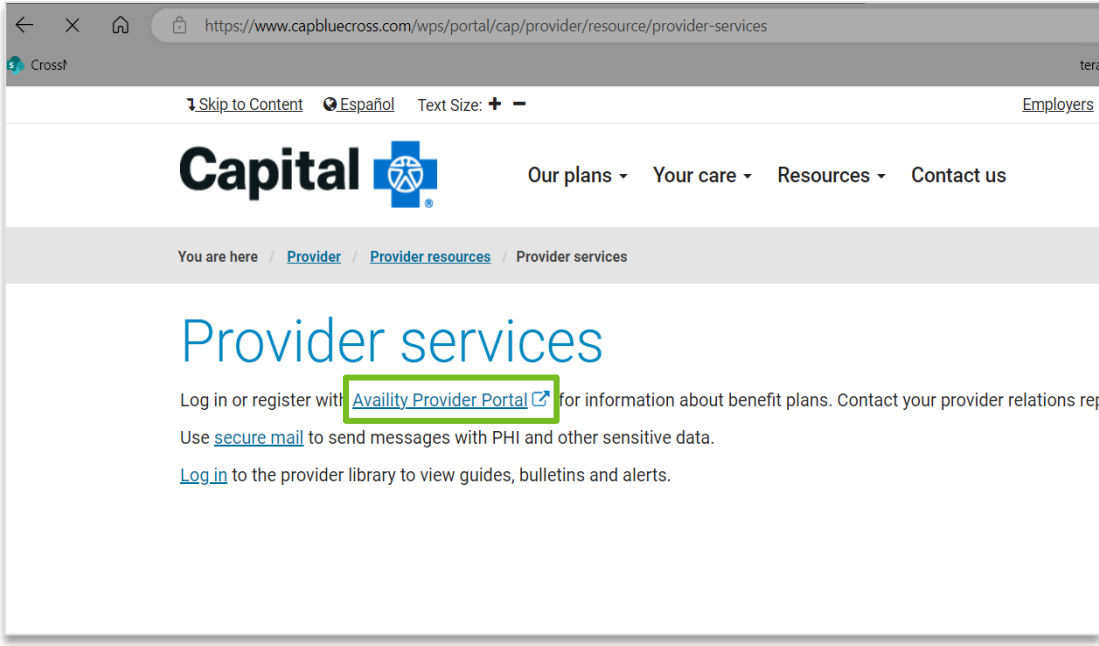
LOGIN: You must be a registered Availity user to access and utilize Authorizations. If you are not yet registered with Availity, complete the guided online registration at Availity.

Remember to check eligibility and benefits online first to determine if the member policy requires prior authorization for the service and/or procedure code(s).

Back to home

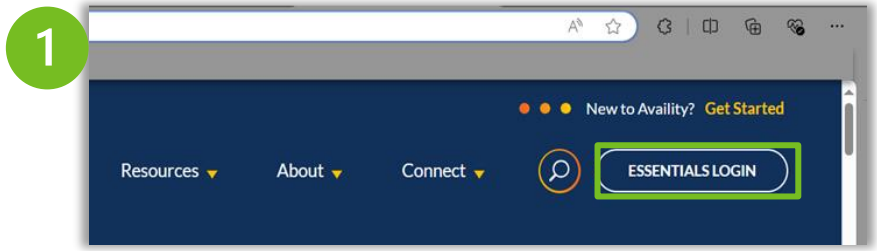
Access and login

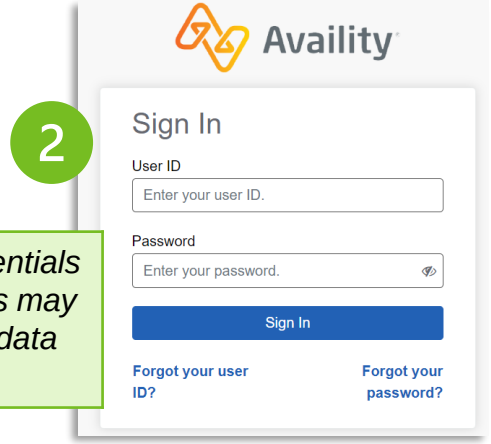
- Log in by going directly to Availity.com, or from the Capital Blue Cross provider services page.
- On the provider services page, locate the link for Availity provider portal, and click to open.



Back to home

- Click **Essentials Login**, to open the **Sign In** page.
- Enter your Availity username, and password.
- Click **Sign In** to access your account.





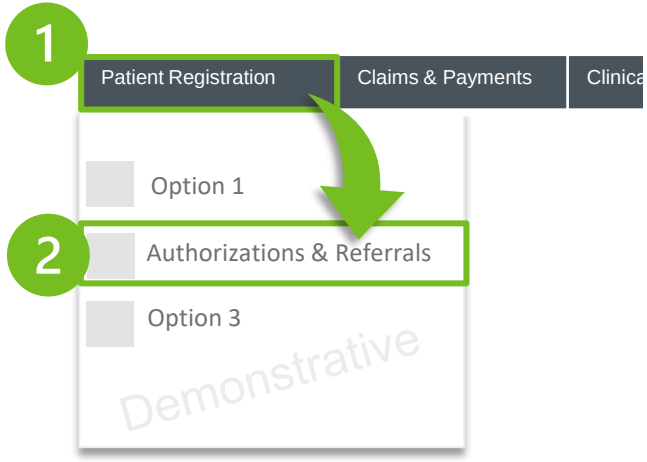
Your Availity account and login credentials belong only to you. Sharing accounts may violate HIPAA regulations regarding data privacy.

Back to home

Access Authorizations & Referrals dashboard

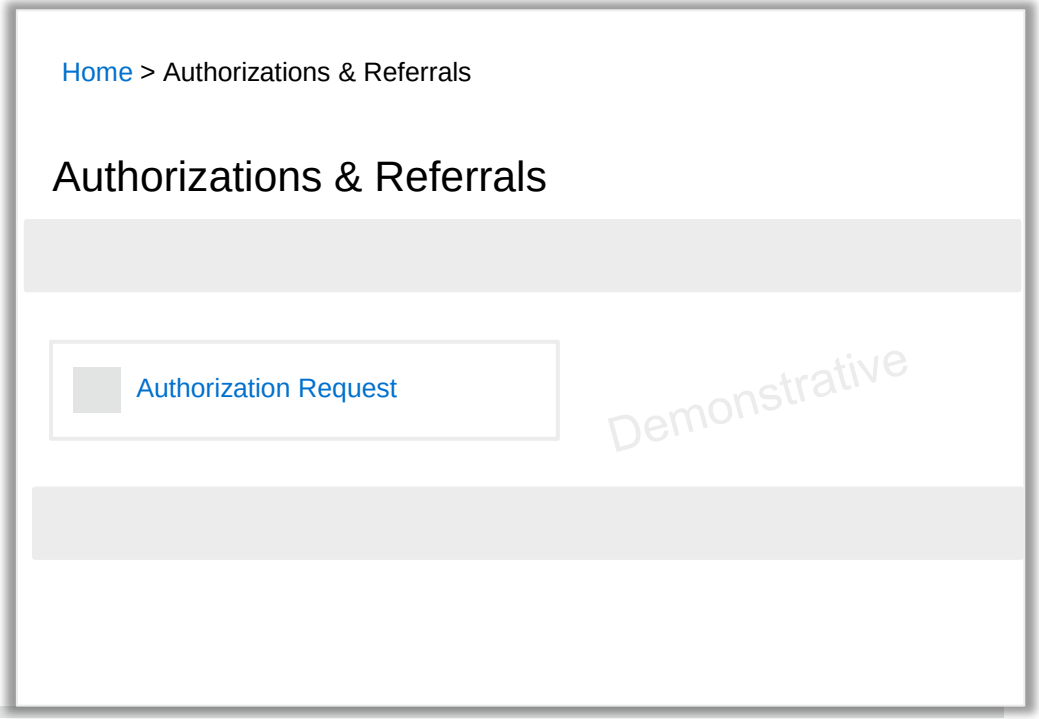
Access Authorization & Referrals from the navigation menu.

- Click **Patient Registration** from the navigation menu.
- Select **Authorizations & Referrals** from the dropdown menu.



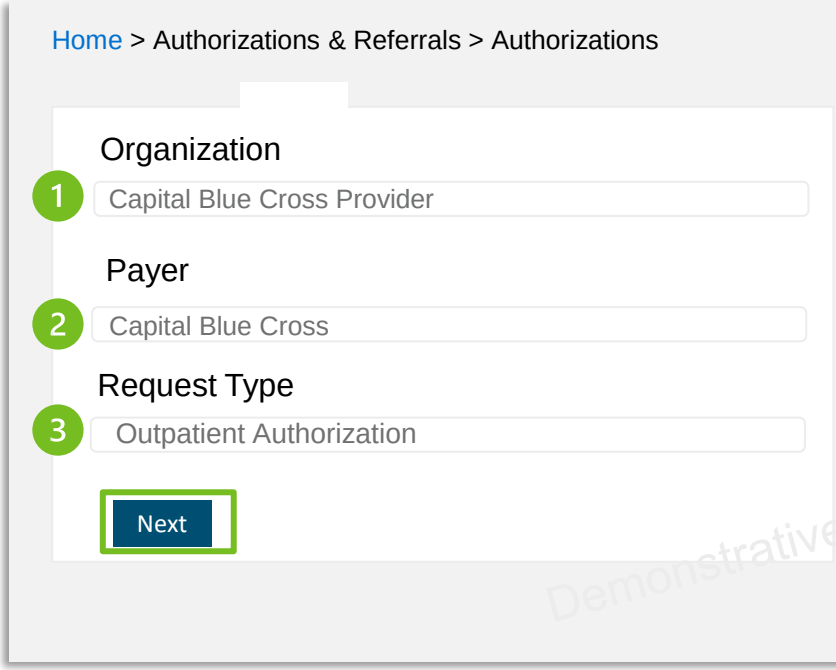
Back to home

- Select **Capital Blue Cross** as payer from the payer options displayed, and click **NEXT**.



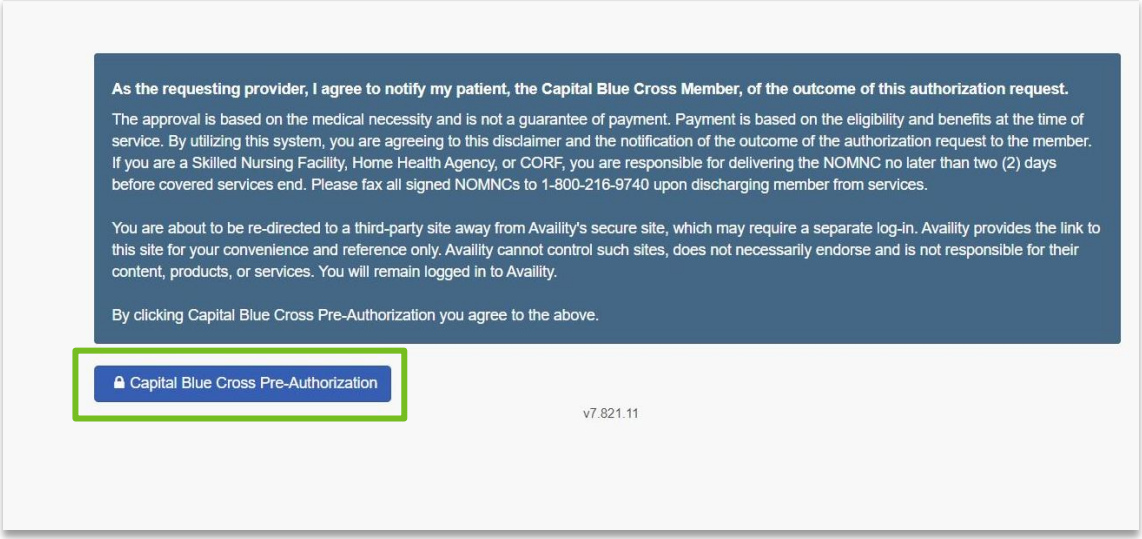
Back to home

- Select the appropriate information from the dropdown menus, then click **NEXT.**
  - Organization = **Capital Blue Cross Provider**.
  - Payer = **Capital Blue Cross**.
  - Request Type = **Outpatient Authorization.**



Back to home

- At the Authorizations disclaimer screen, click **Capital Blue Cross Pre-Authorization** to open the TruCare dashboard.



If TruCare does not open, try enabling your browser pop-ups.

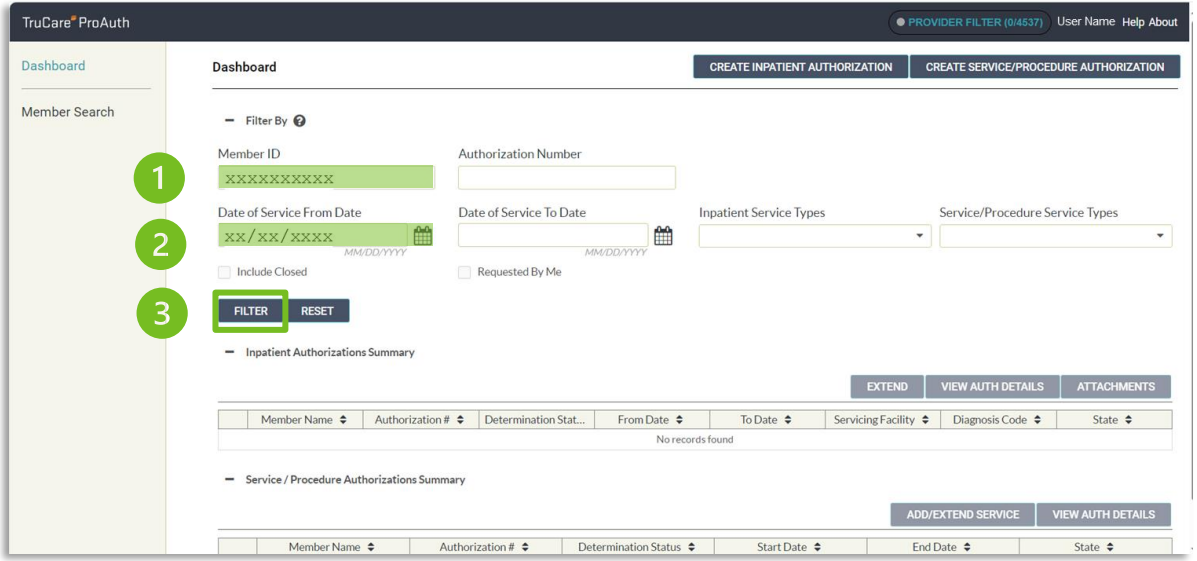
Back to home

Capital

Member search

In the TruCare dashboard, you can view authorizations linked to your user account in summary tables on the dashboard. In the summary tables, you can view information on all the authorizations linked to your user account for any or all members. You can search for a member to work on member-specific tasks, such as viewing member authorization requests or creating a new authorization request for a member.

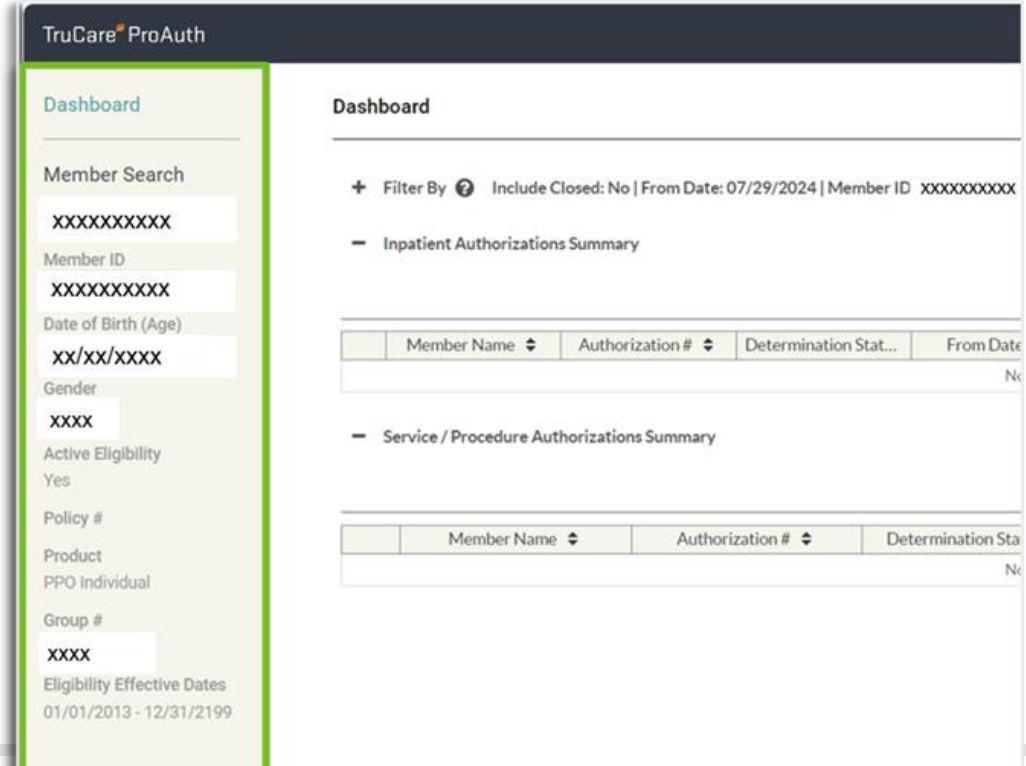
- Enter the **MEMBER ID**.
- Enter the start date for the search or use the date picker.
- Click **FILTER**.



Back to home

Member details

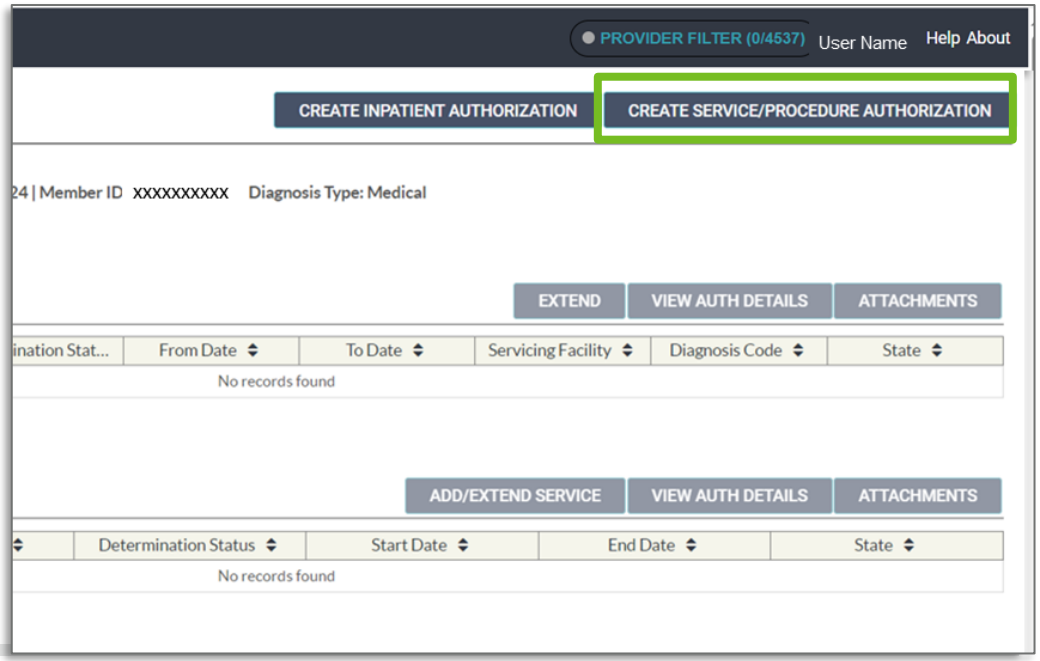
- The member information will populate on the left side of the ProAuth dashboard.
- If the member shows active eligibility, you may proceed with the authorization request.



Back to home

Create service/ procedure authorization

Click **CREATE SERVICE/PROCEDURE AUTHORIZATION** to open the prescreen page for validating if an authorization is required.



Back to home

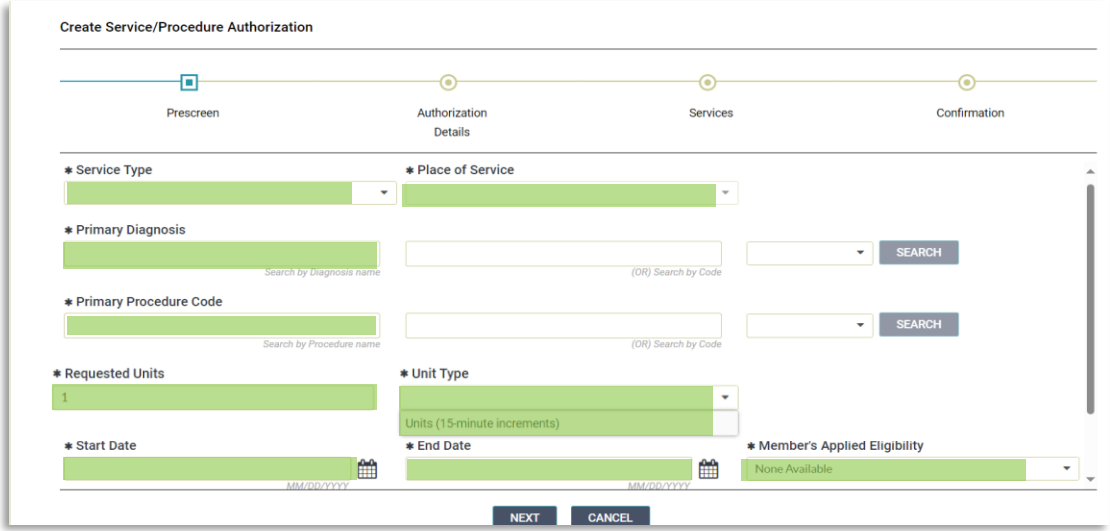
Capital

Prescreen details

In the first part of the authorization request process, you provide prescreen information.

- Provide the required prescreen information on this page denoted by asterisks (*), then click **NEXT**.

- **Service Type.**
- **Place of Service.**
- **Primary Diagnosis.***
- **Primary Procedure Code.***
- **Requested Units.**
- **Unit Type.**
- **Start** and **End Date.**
- **Member's Applied Eligibility.**



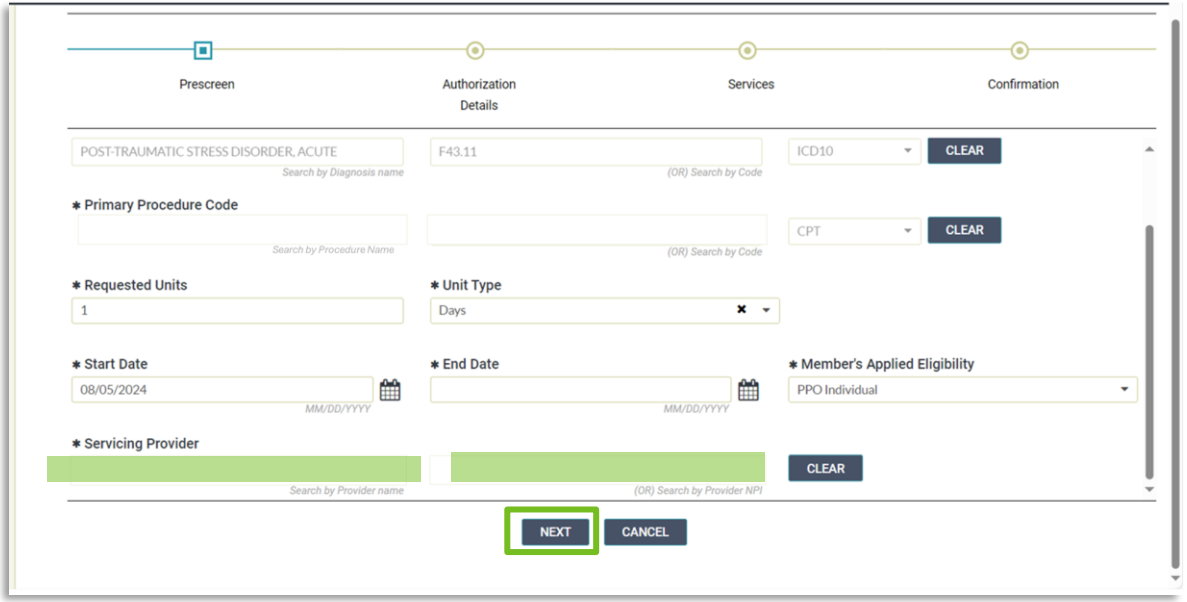
- Diagnosis and procedure code, can be searched by name or by specific code.
- You must click **SEARCH** to the field entries to be populated.

Back to home

Capital

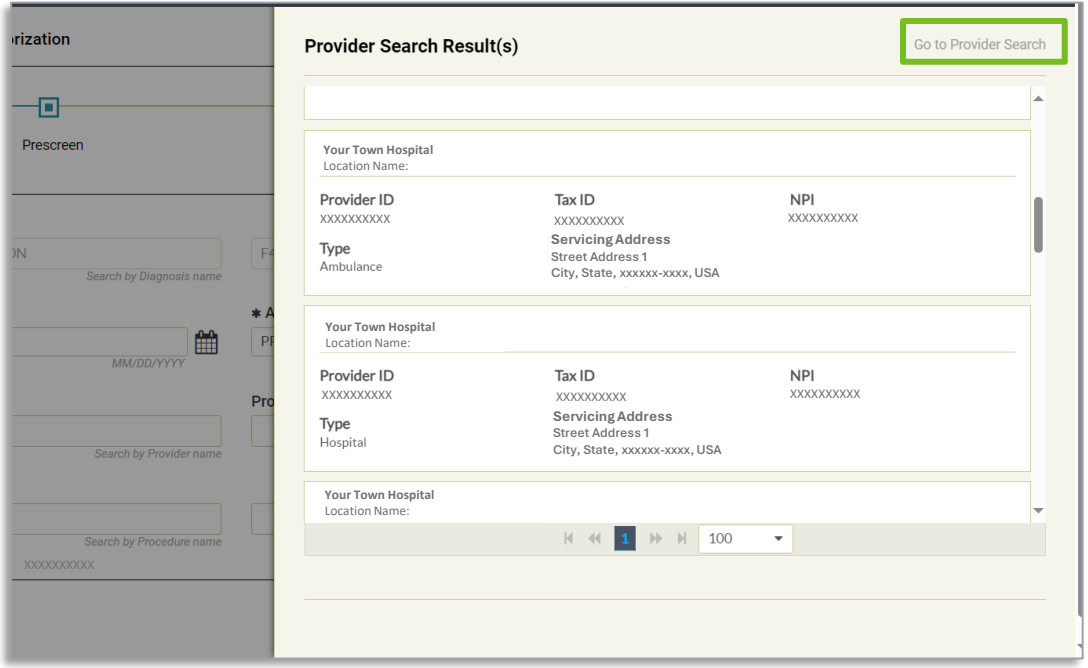
Specify Servicing Provider

- Enter a **Servicing Provider** by name or **Provider NPI**.
- Click **NEXT**.
- If a one-to-one match is not found, please select the provider from the displayed list.



Back to home

- A list of providers will open. Choose from this listing, or to search by the Capital Provider number, click **Go to Provider Search** at the top of the entry fields.

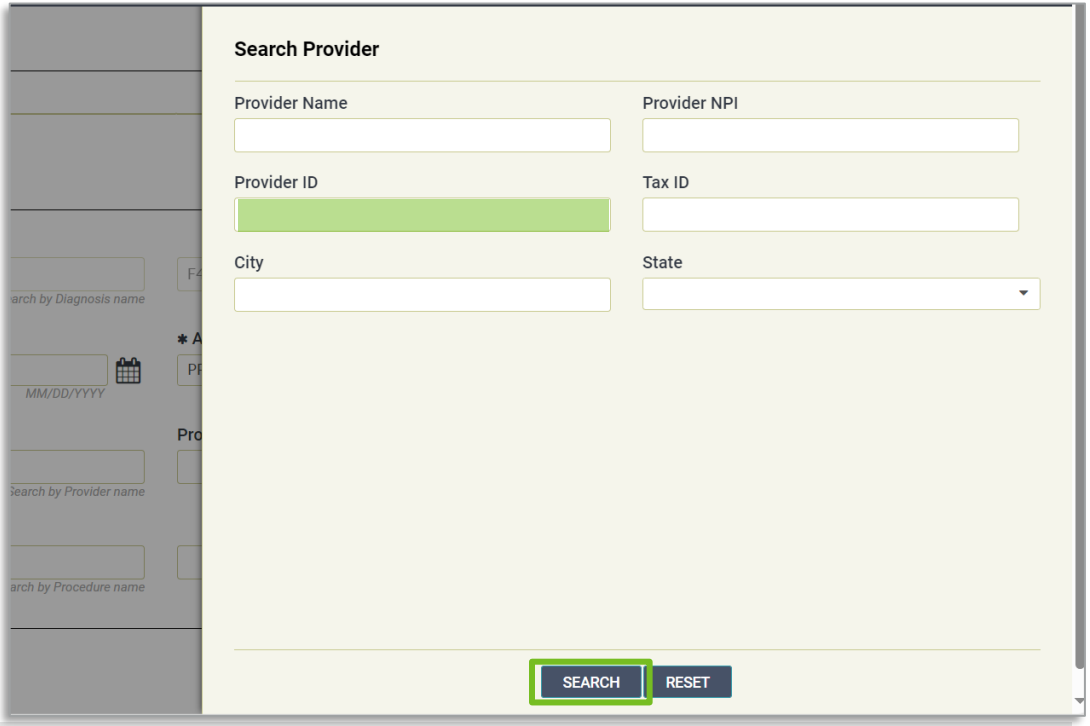


Searching by provider by name returns a list of providers.

Back to home

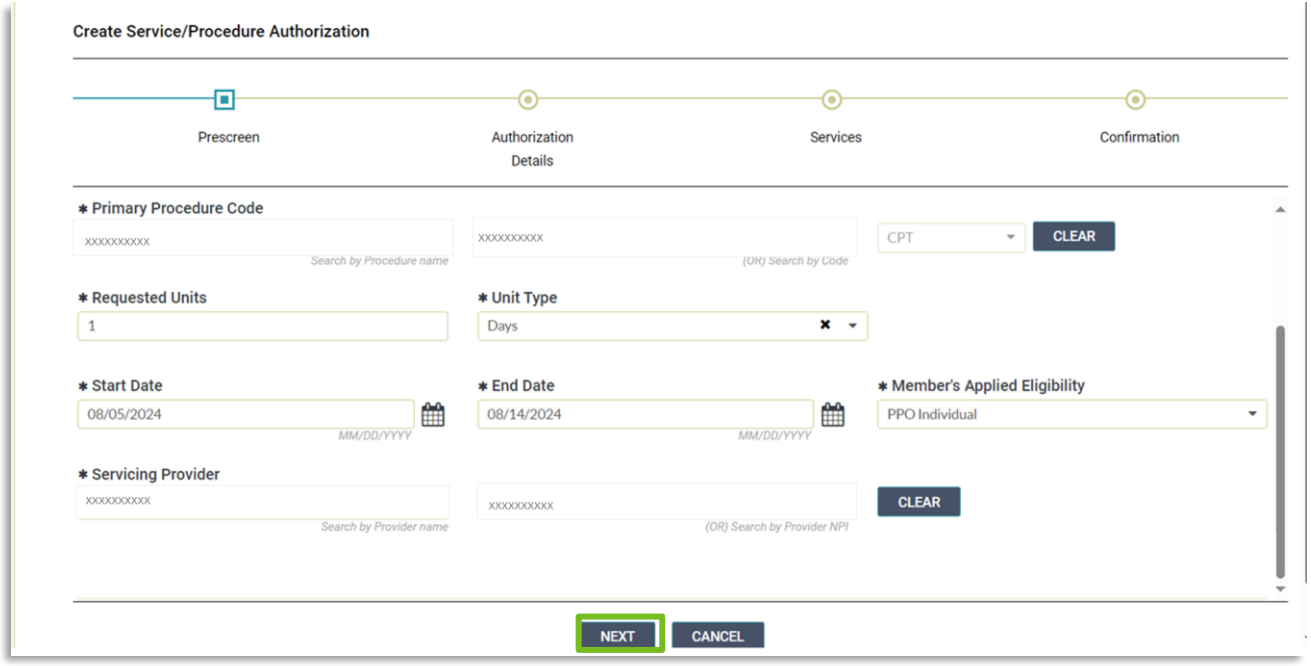
Provider search by ID

- If searching by provider number, enter the **Provider ID** number and click **SEARCH.** You will be returned to the pre-screen.



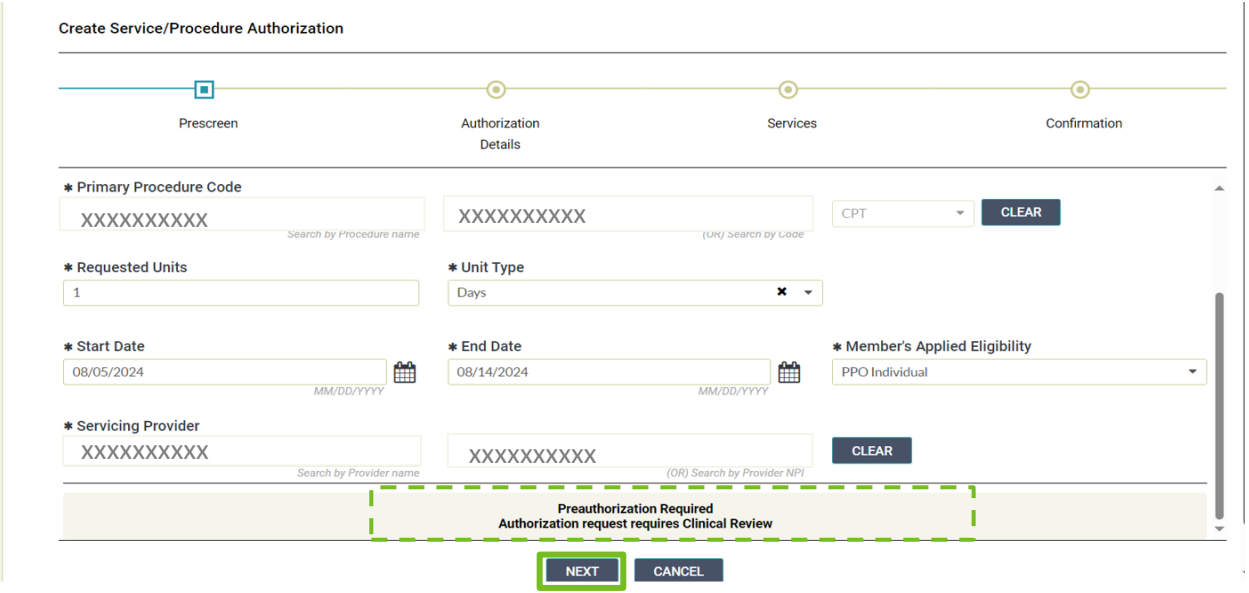
Back to home

- All fields within the Prescreen tab should now be completed.
- Click **NEXT**.



Back to home

- The system will process and return a confirmation if an authorization is required.
- If an authorization is required, click **NEXT**.
- After completing the prescreen evaluation you will advance to the **Authorization Details** section.



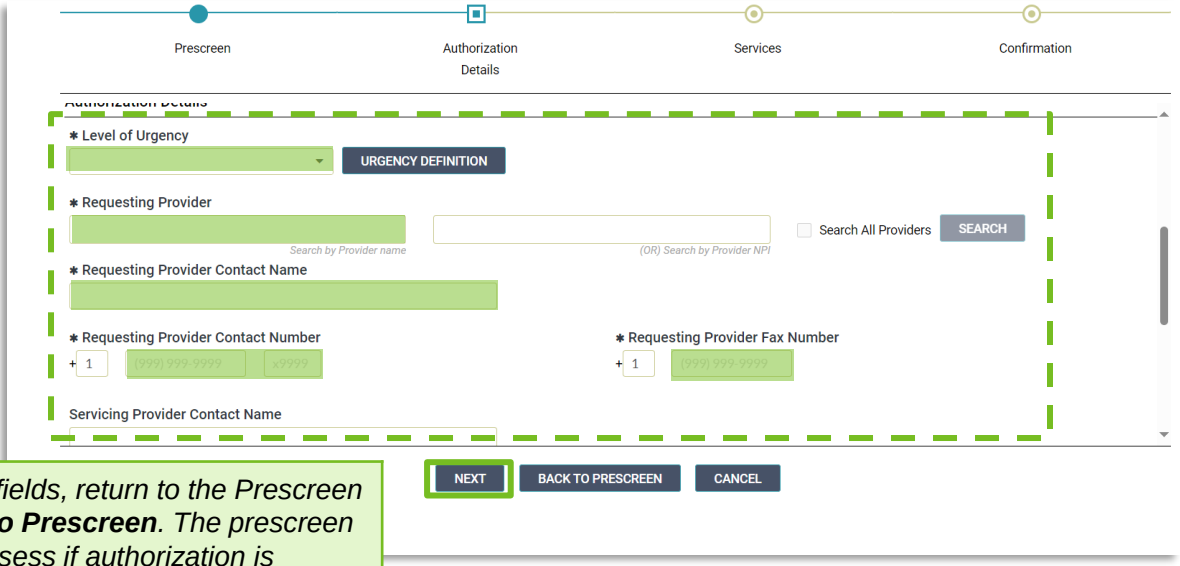
Back to home

Details review

When the Authorization details section opens, the Pre-screen entries are displayed as view-only near the top.

Complete the required fields marked with an asterisk (*), then click **SUBMIT.**

- **Level of Urgency.**
- **Requesting Provider**
- **Requesting Provider Contact Name**
- **Requesting Provider**
- **Place of Service,**
- **Level of urgency,**
- **Click Next.**



*To edit Prescreen fields, return to the Prescreen page. Click **Back to Prescreen**. The prescreen will run again to assess if authorization is required.*

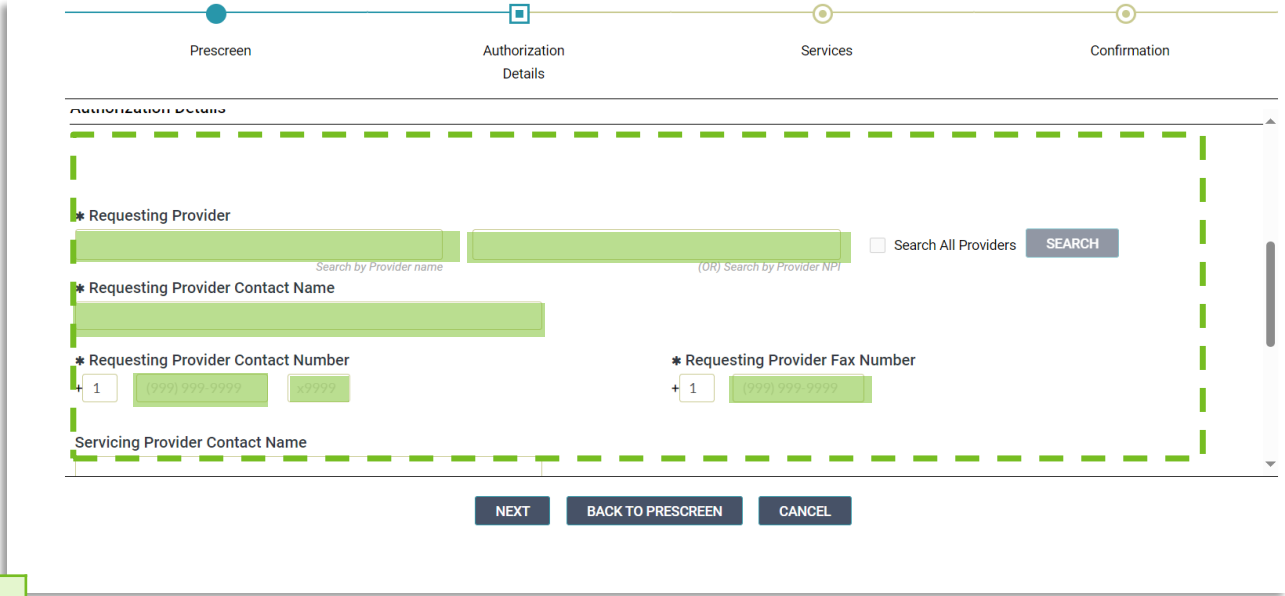
Back to home

Capital

Requesting provider

Specify the **Requesting Provider** information, then click **SUBMIT**.

- **Name.**
- **Provider NPI.**
- **Contact name.**
- **Phone number.**
- **Fax number.**



The requesting provider is the entity that is requesting/ordering the service for a member.

Back to home

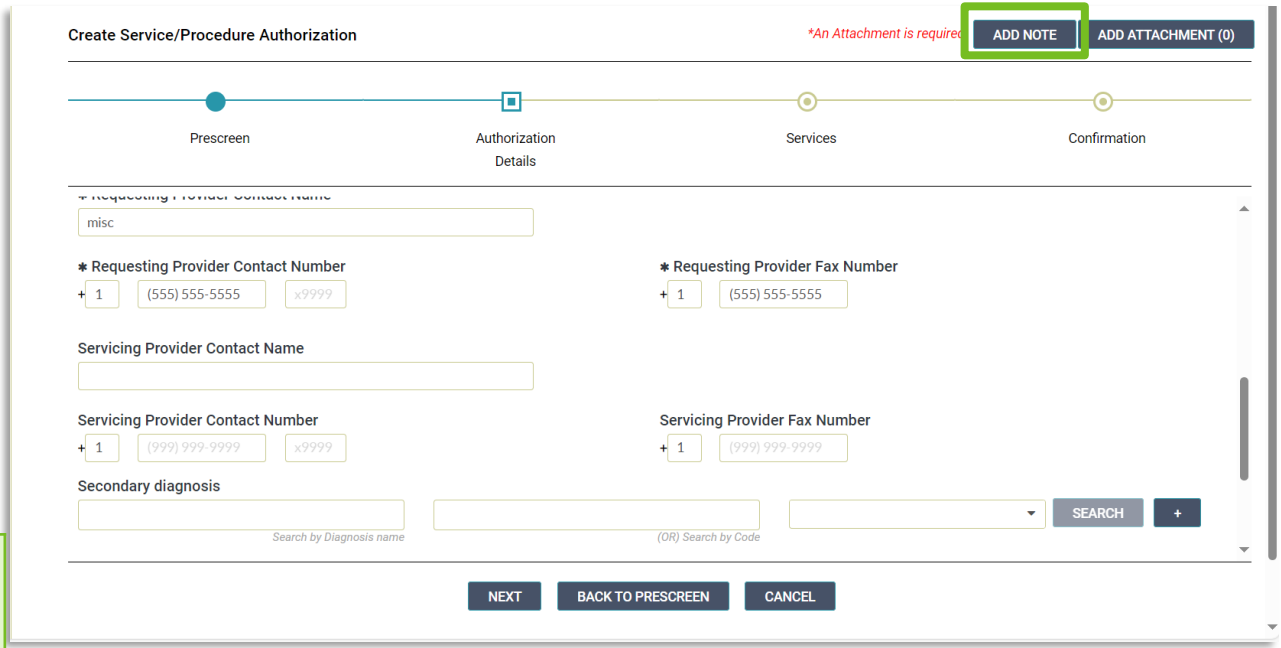
Capital

Add a note

All services require a note:

- Click **Add Note** to open the dialogue box.

All behavioral health services require a note with a submission.



You cannot advance to the next page if you do not add the required note or attachment.

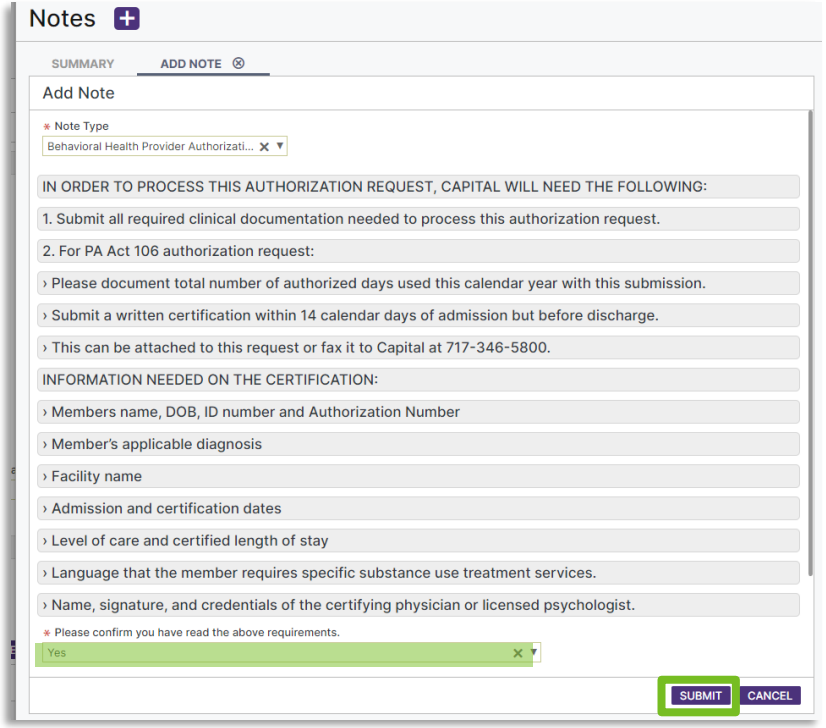
Back to home

You cannot advance to the next page if you do not add the required note.

Select **Yes** confirming you have read the statement, and click **SUBMIT**.

Be sure to submit all required information in one of the following ways:

- **Attachment**: Directly attach the required documents to your submission.
- **Fax:** Fax the information to the designated number, and please add a note confirming that the fax was sent.



Back to home

Capital

Adding an attachment

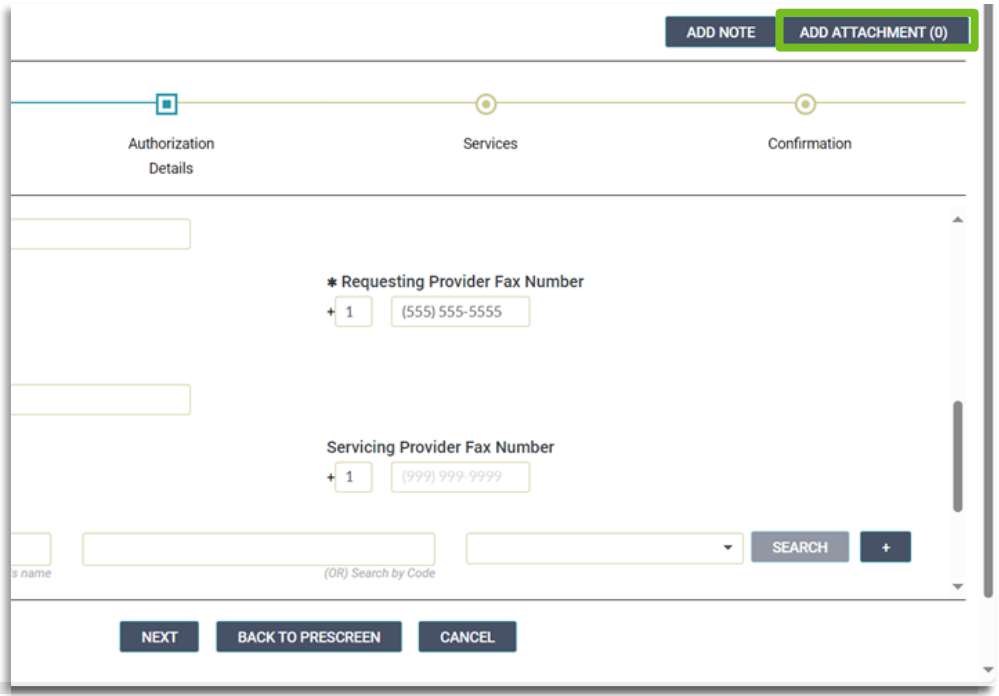
All services must include an attachment with the submission.

- To add attachments:
- Click **ADD ATTACHMENT**, to open an Add Attachment window.

Add attachment in one of the following ways:

- Document file: Directly attach the required documents to your submission.

*On the **Add Attachment** button, the count (in parenthesis) indicates the number of documents attached.*



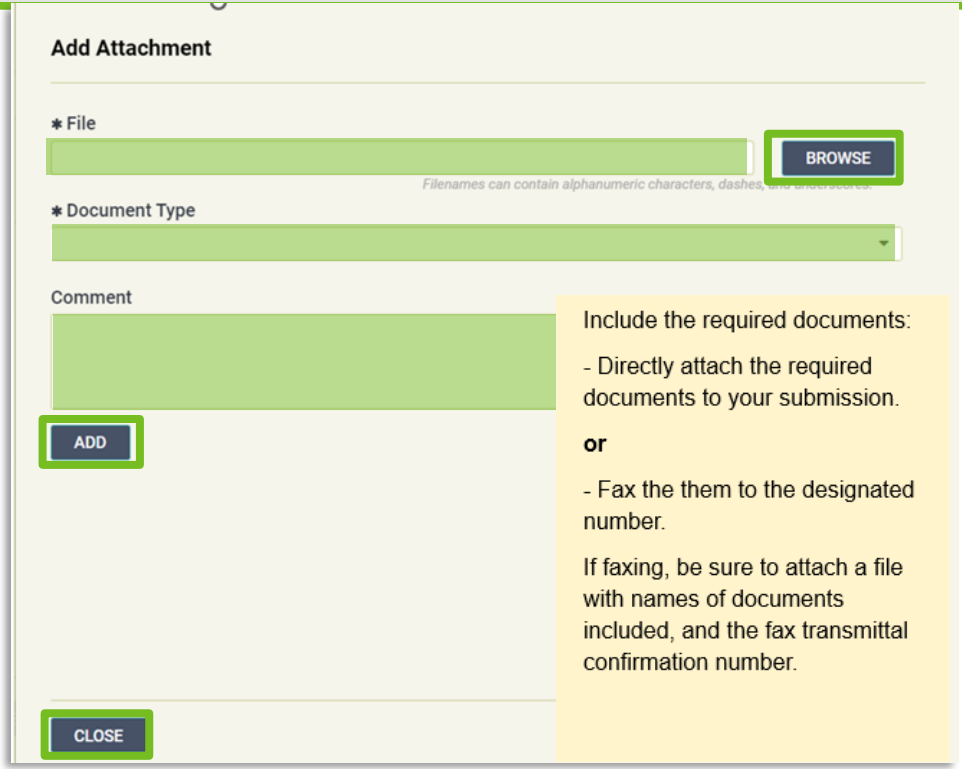
Back to home

Capital

Adding an attachment

All services must include an attachment with the submission.

- Click **BROWSE** to open an explorer window.
- Browse to the location of the document and select it.
- Click **OPEN** or **UPLOAD** to begin the file transfer. Select the document type from the dropdown menu.
- Add any comments in the Comment field, and Click **ADD** to process.
- Click **CLOSE** to continue.



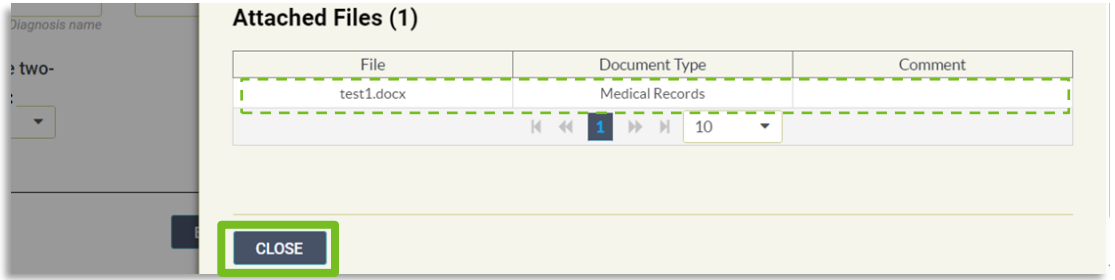
Back to home

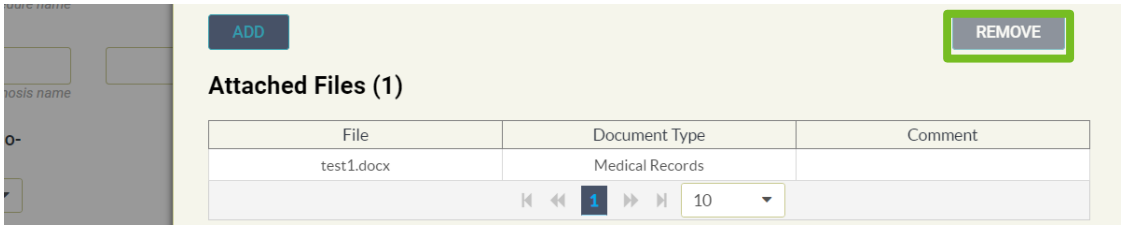
Capital

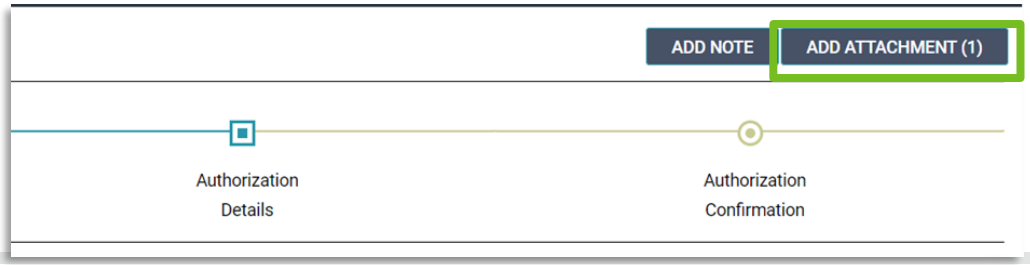
- The file will appear in the Attached Files section, and display the document type, as selected. When you are done, select **Close**.

- To discard the file, select the line item and select **Remove**

- In the Authorization page, the attachment will be reflected in the Attachment box.

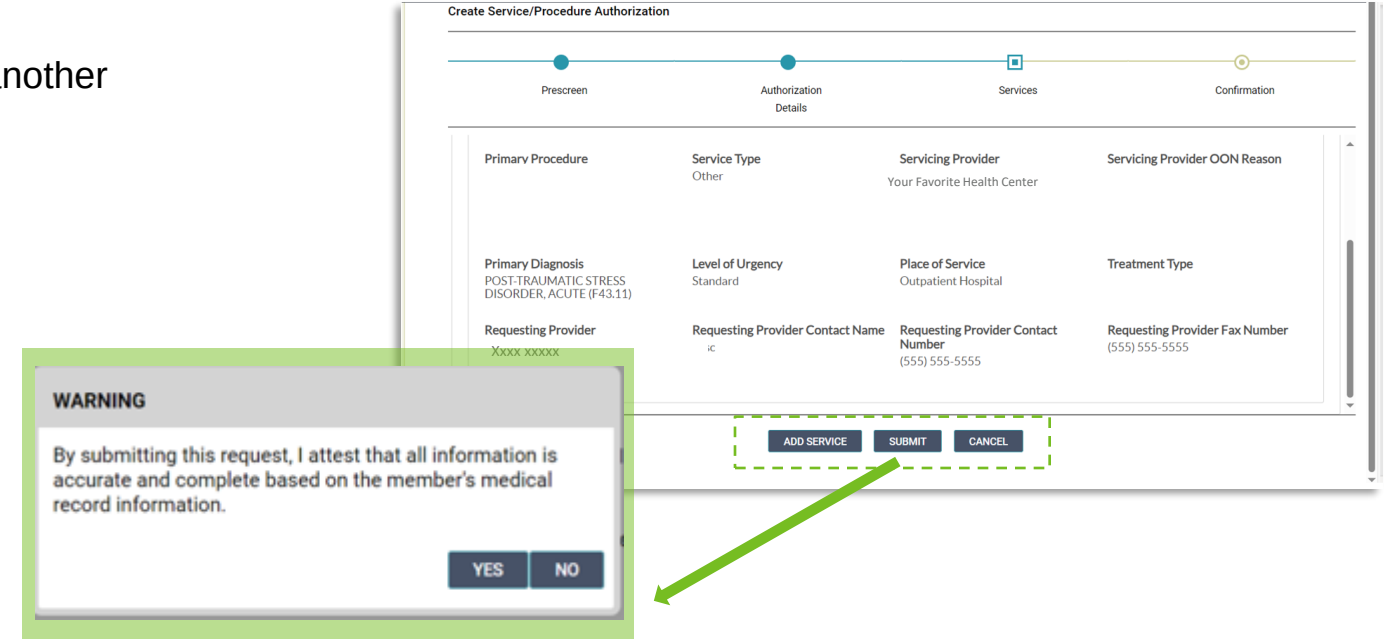






Back to home

- You can now either add another service or submit the authorization.
- Click **Yes** to confirm the attestation statement.

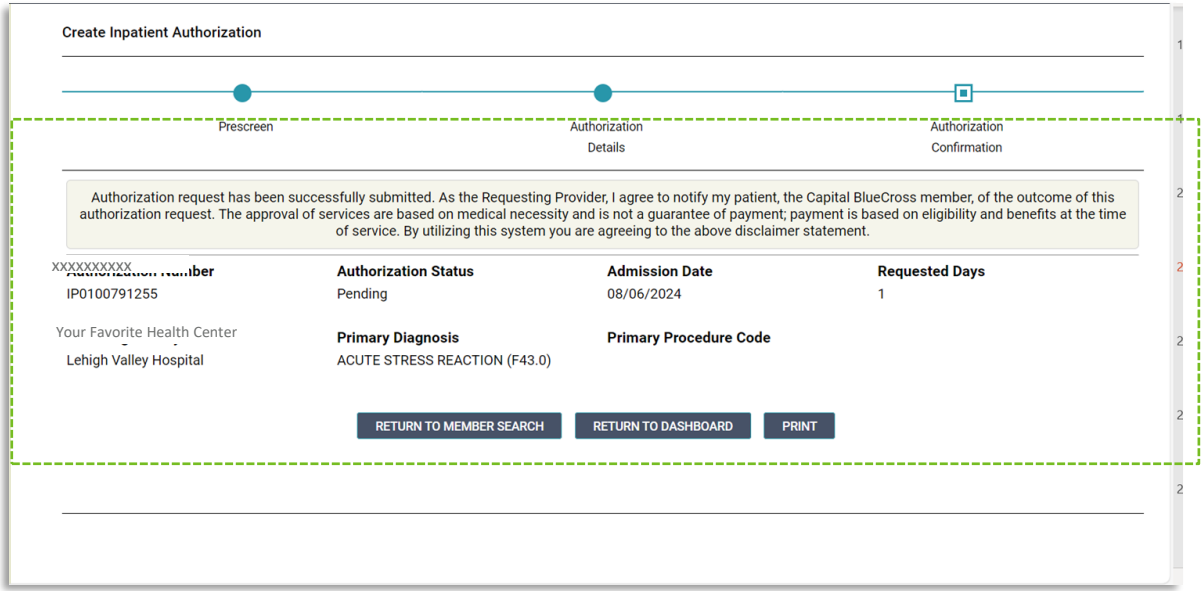


Back to home

Authorization number and status details

Upon submission, the system will generate a confirmation that the authorization request has been submitted.

- **Authorization Number:** A unique identifier for your request.
- **Authorization Status:** The current approval status (e.g., pending, approved, denied). *If the status is "pending," the authorization is still under review.*



Back to home

Summary table

You can view data for the parameters displayed in the columns of the summary table (as shown in the example in this topic). You can sort each column of data in alphabetical or numerical order. Each line (or row) of data applies to a specific member.

Back to home

Thank you

This completes this overview of how to submit an outpatient authorization request.

If you have any questions, please contact your administrator for assistance.