

# PROVIDER QUICK POINTS

## PROVIDER INFORMATION



December 9, 2020

### Authorization Request Tips for Psychological and Neuropsychological Testing

To ensure timely review of authorization requests for psychological and neuropsychological testing, please complete the 'Psychological and Neuropsychological Testing Pre-Authorization Request Form' and attach it to the authorization request in Availity along with any other additional clinical documentation necessary for supporting the request. This form is located on the Blue Cross and Blue Shield (Blue Cross) website [www.bluecrossmn.com](http://www.bluecrossmn.com) under For Providers then Forms & publications. Direct link to the form:

[https://www.bluecrossmn.com/sites/default/files/DAM/2019-10/X18515R06\\_Psychological%20Neuropsychological%20Testing%20Request%20Form\\_Fillable\\_Enabled.pdf](https://www.bluecrossmn.com/sites/default/files/DAM/2019-10/X18515R06_Psychological%20Neuropsychological%20Testing%20Request%20Form_Fillable_Enabled.pdf)

Providers contracted with Blue Cross are required to use the Availity® Provider Portal to submit pre-service prior authorization requests. Faxes and phone calls for these requests are not accepted by Blue Cross.

#### Troubleshooting tips/reminders for adding attachments to pre-service authorizations:

- Turn off pop up blockers and Incognito settings
- Clear cache and cookies. Completely log out of browser, and then log back in.
- Do not use the back-browser button
- Only work one request at a time
- Do not have multiple windows or tabs open
- **Subject line** is a required field. It has a 40-character limit, spaces count toward that limit. Use only alpha and numeric characters.
- **File** attachment has 10MB size limit. Naming of the attachment has a 40-character limit and should not contain any symbols or spaces. Use only alpha and numeric characters. Do not use periods to separate information in the file name as the system sees that as multiple file assignments.
- Once file is attached, click submit. A thank you window should pop up. Close that tab/window; do not use the back-browser button as this action will erase the attachment. The Availity tab will remain open.
- If the file is larger than 10MB, the file will need to be separated into smaller files. After the initial file is attached, proceed to the Auth/Referral dashboard, click on the 3-line menu to the far right of the authorization, click Update, and follow the same instructions above to attach more documents.

#### Questions?

If you have questions, please contact provider services at **(651) 662-5200** or **1-800-262-0820**.