

PROVIDER QUICK POINTS

PROVIDER INFORMATION



November 13, 2019

Availity Provider Portal Authorization Tool Enhancements

On November 16, 2019, enhancements are being added to the Availity® Provider Portal Authorization Tool to help determine if an authorization is required. The enhancement will allow providers to look up multiple codes (up to 12) at one time to determine if an authorization is required. The results of the inquiry will now include an additional “See Message” reply indicating providers should review the returned message for more information. A message is also being added to remind providers to use an accurate group number to assure correct information is returned.

This new feature is accessible for lines of business managed by Blue Cross and Blue Shield of Minnesota and Blue Plus (Blue Cross). For Medicaid, MinnesotaCare and MSHO, providers can use the tools Amerigroup offers for managing Authorizations.

To access this enhanced feature:

1. Log in at **Availity.com**
2. Select **Patient Registration**, choose **Authorizations & Referrals**, then **Authorizations**
3. Select Payer BCBSMN, your Organization, Transaction Type Outpatient and you’ll be redirected to the Authorization Look Up Tool application

Training Opportunities:

Providers can access the Blue Cross Authorization training demo and common question training guides from the Availity portal:

1. Click **Help & Training | Get Trained** (Availity Learning Center (ALC) opens a new tab)
2. Go to the very top of the ALC screen, search with the keyword “BCBSMN”
3. Click on the training document you want to access **or** click on the course title you want to enroll in **and**
4. Click **Enroll** in the top right corner and confirm that you want to enroll
5. Click **Start** to view the training

Questions?

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