

PROVIDER QUICK POINTS

PROVIDER INFORMATION



March 30, 2016

Inquiring and Updating Pre-Admission Notification Submissions on the Availity Web Portal

Blue Cross and Blue Shield of Minnesota (Blue Cross) continues to work with Availity to enhance the capabilities of the Availity web portal. Inquiring and Updating Pre-Admission Notifications (PANs) for Blue Cross of Minnesota subscribers can now be submitted via the Availity web portal at **Availity.com**. Please discontinue using the “Find Case” link within Payer Spaces as PANs cannot be inquired or updated using this form for subscribers on Blue Cross’s new operating system.

How to Submit an Inquiry or Update on a Pre-Admission Notification:

1. Access the Availity web portal at **Availity.com**.
2. Select “Auths and Referrals” from the navigation bar on the left side of the home page. Additional links will appear below “Auths and Referrals.”
3. Select the “Auth/Referral Inquiry” link and the Auth/Referral Inquiry form will appear.
4. On the Auth/Referral Inquiry form, select “BCBSMN” as the Payer.
5. Select “Inpatient” as the Transaction Type.
6. Continue to enter information in each field marked with a red asterisk. The form is dynamic so it will change as you enter data into the fields. Once all the required information is entered, click the “Submit” button and a response listing the Case(s) found will be provided.
7. If a specific case returned needs to be updated, select the “Update” link on the case in question and the Auth/Referral Update form will appear.
8. On the Auth/Referral Update form, enter information in each field marked with a red asterisk and any fields needing to be updated. The form is dynamic so it will change as you enter data into the fields. Once all the required information is entered, click the “Submit” button and a response indicating the Case has been updated will be provided.

Please note this process can only be used to submit Inquiries and update Pre-Admission Notifications for Blue Cross of Minnesota subscribers. Please continue to use processes currently in place for all other notifications, authorizations, and approvals for Blue Cross of Minnesota subscribers as outlined in the Blue Cross Provider Policy and Procedure Manual.

Questions?

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