

PROVIDER BULLETIN

PROVIDER INFORMATION



November 17, 2017

New Availity Functionality Available to Create and Submit an Electronic Referral

Effective December 16, 2017, Primary Care Providers will have the ability to create and submit referrals electronically for migrated subscribers on the Availity portal at **Availity.com**.

Once a referral has been successfully submitted on Availity, the submitting Provider will receive a case number confirming that their submission has been completed. In addition, a paper copy of the referral will be mailed to both the submitting Provider and the subscriber. The ability to update or change an existing referral via Availity will be available at a future date. Providers will be notified via a Provider Quick Point publication when the new function is available. In the interim, if an update to an existing referral is needed, a **new referral must be created** on the Availity Portal.

Referrals for non-migrated subscribers should continue to be submitted via **ProviderHub.com**.

While contracted Providers are required to direct subscribers to Blue Cross and Blue Shield of Minnesota and Blue Plus (Blue Cross) participating Providers, hospitals and other facilities to the highest degree possible, any referral request to a non-participating Provider will continue to be requested using the Managed Care Referral form and faxed to 651-662-6860. Providers must give the subscriber advanced written notification when referring to a non-participating Provider.

To Create a Referral on Availity

Go to **Availity.com** and select Patient Registration, then Authorizations & Referrals, then Referrals, then select the payer BCBSMN, choose your Organization, and complete and submit your referral. When Creating your referral, you must enter the **Patient's ID, First Name, Last Name, Date of Birth, and Gender**.

Frequently asked questions:

1. When will additional functionality be added to Availity allowing the Provider to update an existing referral?
Providers will receive additional communications via a Provider Quick Point.
2. The referral I entered on Provider Hub spans the subscriber's migration date, do I need to enter a new referral on Availity?
No, Provider Hub referrals that span a subscriber's migration date will be transferred into our new operating system.
3. How does the Provider know if a member has migrated?
Migrated subscriber IDs have 15 characters, and an eight-digit group number with no alpha characters or dashes. For more details refer to Provider Quick Point QP32-15.
4. How is a correction made to an existing referral entered on Availity?
To update or correct an existing referral, Providers must submit a new referral. The original referral case number should be entered in the free format text field.
5. Will the 'referred to' Provider receive a copy of the referral? No, there is viewing functionality planned for future date.
6. Do I need to wait for the paper referral confirmation before submitting my claim?
No, once a referral has been successfully submitted, a case number will be received by the provider entering the referral. This case number is confirmation that the information has been received and should be included on the claim submission. You may also print a copy if needed.

Note: Even if the services are referred the service must be eligible under the subscriber's contract to be eligible for reimbursement. Preauthorization processes for required procedures should also be followed and are separate from the referral process.

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