

PROVIDER QUICK POINTS

PROVIDER INFORMATION



June 12, 2018

Referral Create, Inquiry and Update Functions Available on Availity

As previously communicated in Provider Bulletin P72-17, effective December 16, 2017, functionality was added to the Availity portal, enabling creation and submission of electronic referrals for migrated subscribers on **Availity.com**. All referrals for Migrated subscribers should be submitted via the Availity portal.

Faxes will only be accepted for restricted recipient program subscribers who require referrals for services outside their designated Primary Care Physician, or, in extremely rare cases, for services referred to non-participating Providers where a specialized service is only available from a non-participating provider. In such cases, a referral to a non-participating provider should be coordinated with Blue Cross. As a reminder effective January 1, 2008, referrals are no longer required for Blue Advantage Prepaid Medical Assistance Program (PMAP), MinnesotaCare (MNCare), Minnesota Senior Care Plus (MSC+) or SecureBlue subscribers.

Referral update functions are now available for referrals previously submitted through the Availity portal by accessing the Authorization/Referral Inquiry feature.

Once accessing the referral inquiry, Primary Care Clinics will be able to update diagnosis code(s), place of service, service quantity (visits), from and to dates of service, and referral type by selecting the update button. The 'referred to' Provider field is not an updateable field and any changes would require a new referral to be created.

Access Referral Inquiry on Availity.com

- Click Patient Registration/Authorizations & Referrals.
- Click **Authorization/Referral Inquiry**.
- Select BCBSMN for the payer, select your organization.
- Select **Referral for Transaction Type**.

How do I correct error messages I receive on referrals?

Verifying subscriber Eligibility & Benefit (270/271) is recommended.

Service is temporarily unavailable.

- ✓ Verify your ID is not missing the Alpha Prefix.

You are not authorized to create referrals for this member.

The Primary Care Clinic (PCC) NPI you entered does not match the subscriber selected PCC NPI. Verify Eligibility & Benefits to validate the current subscribers PCC NPI. If you have confirmed that you are the PCC, but we have an incorrect or invalid NPI affiliated with your clinic, please submit the Provider Demographic Change form.

<https://www.bluecrossmn.com/healthy/public/personal/home/providers/admin-updates/>

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Non-migrated Member Disclaimer message.

- ✓ Verify Eligibility & Benefit for the current subscriber identification number. XZ IDs are no longer valid for 2018 migrated subscribers.

Why is my “referred to” Clinic not found?

If your “referred to” Clinic could not be found, **validate that the Clinic/Facility NPI number is correct.** Only Type 2 organization Clinic/Facility NPI numbers should be used when performing this search.

Questions?

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