

PROVIDER BULLETIN

PROVIDER INFORMATION



October 1, 2018

Retirement of Legacy Provider Portal Provider Hub (PWSS)

To create administrative simplification for providers, Blue Cross and Blue Shield of Minnesota and Blue Plus (Blue Cross) has been migrating provider transaction and referral capability from its legacy Provider Hub (PWSS) Portal to the Availity provider portal (Availity.com). Referral and Pre-Admission Notification (PAN) submission functionality was added to Availity this year. There is no need for providers to continue using the legacy Blue Cross PWSS portal.

Effective December 1, 2018 Provider Hub (PWSS) will be retired. Providers are asked to submit Referral requests for commercial members using the Availity portal. Please note that providers must continue to fax referrals to Blue Cross for the Minnesota Healthcare Programs (MHCP) Restricted Recipient Program as referrals for this program cannot be submitted via Availity. Below is a summary of how to do this.

Submitting Referrals Requests for Commercial Membership on Availity:

1. Sign on to **Availity.com**
2. Select Patient Registration, choose Authorizations & Referrals, then Referrals
3. Select Payer BCBSMN, your Organization and you'll be redirected to the Referral application
4. Complete the required fields in steps 1-3, then review and submit your Referral
5. Receive and print your confirmation for your records

Faxing Referral Requests to Blue Cross for MCHP Restricted Recipient Program Membership*:

1. Sign on to **Bluecrossmn.com**
2. Go to Providers section and select Forms & Publication for HealthCare Providers
3. In the categories dropdown chose "forms - Clinical Operations" then Managed Care Referrals
4. Completely fill out the Managed Care Referrals form and fax the form to 651-662-6815 or 855-315-4041

*Please note that referrals are only required for MCHP members that are in the Restricted Recipient Program, no referrals are required for other MCHP members. If you have any questions call **651-662-5062** or **800-859-2139**.

Submitting PAN Requests on Availity:

1. Sign on to **Availity.com**
2. Select Patient Registration, choose Authorizations & Referrals, then Authorizations
3. Select Payer BCBSMN, your Organization and you'll be redirected to the Authorization application
4. Select Inpatient Authorization
5. Complete the required fields in steps 1-3, then review and submit your authorization
6. Receive and print your confirmation for your records

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How to Access Training Demos 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 the desired course title **BCBSMN Prior Authorizations - Training Demo (for PAN’s) or Referral Submission and Follow Up – Training Demo (for Referrals)**
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**.