

PROVIDER QUICK POINTS

PROVIDER INFORMATION



November 14, 2018

Technical Issues with Authorization and Referral Tool on Availity Resolved

The issue that some providers experienced with trying to correctly attach medical records was resolved on November 5, 2018. The intermittent outage of the Eligibility and Benefit check that has caused issues with completing authorization and referrals on the Availity portal has been resolved. A root cause analysis of that issue is being conducted to assure the stability of this transaction for the authorization and referral requests. Please continue to report any issues you experience with the portal to Availity. Blue Cross and Blue Shield of Minnesota (Blue Cross) appreciates your patience as we work to make the Authorization and Referral Tool a better experience for providers.