

# PROVIDER QUICK POINTS

## PROVIDER INFORMATION

November 28, 2018

### Withdraw Feature Available for Availity Authorizations

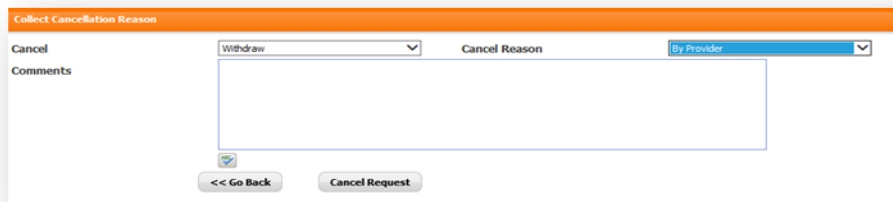
On **December 1, 2018**, Blue Cross is adding a new feature to the Auth/Referral Dashboard and Inquiry in Availity. Submitted requests that are in Pending Review or Pending Action status can now be withdrawn/cancelled by the provider.

This may be done when:

- The member no longer wishes to receive the requested service
- A duplicate request was entered in error and is not needed
- The treatment plan changes and a new authorization submission is required

To withdraw a request:

- Locate the request in the Availity Auth/Referral Dashboard
- Click on the View/Actions menu on the righthand side
  - Select “Update”
- Click “Accept” to open the new window
- Select “Withdraw” from the list of available options
- Select the Cancel Reason (By Provider or By Member)
- Add optional comments
- Click “Cancel Request”



Pending requests can also be withdrawn/cancelled from Auth Inquiry screen.

On **December 8, 2018**, the ability to withdraw/cancel an **Incomplete** request will be added. To withdraw/cancel an incomplete request:

- Locate the request in the Availity Auth/Referral Dashboard
- Click on the View/Actions menu on the righthand side
  - Select “Withdraw”
- Click “Accept” to open the new window
- Select the Cancel Reason (By Provider or By Member)
- Add optional comments
- Click “Cancel Request”

Successfully withdrawn requests will display the status of “Cancelled” in the Auth/Referral Dashboard.

Please note: Withdrawn requests cannot be reopened. If you withdraw a request in error, a new request will need to be submitted.

If you have any questions, please contact provider services at **1-800-262-0820**.