

PROVIDER QUICK POINTS

PROVIDER INFORMATION



May 11, 2022

Updates to Authorization Request with Unlisted or Unspecified Codes

On May 21, 2022, an additional field will be added to the Authorization tool within the Availity Essentials® Portal for requests submitted with unlisted or unspecified codes. This field will allow providers to include additional information about the requested service or item which will streamline Blue Cross's review process.

The new field "Unlisted Code Description" will now display on the Add Service Information step when an unlisted or unspecified procedure code is added to the request. Please include the name or short description of the service or item you are requesting.

Reminder: Prior authorization requests should only be submitted when required. Unlisted and unspecified codes should only be used when a more appropriate code does not exist.

Products Impacted

This information only applies to commercial and Medicare lines of business.

Questions?

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