

AUTHORIZATION SUBMISSION – INPATIENT AND OUTPATIENT

Availity to Predictal AAH UM Hub

Accessed through Availity Essentials

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AUTHORIZATION – ACCESS

To start the process, from the navigation bar select:

- 1. Patient Registration
- 2. Authorizations & Referrals

Tip: If more information is needed, click **Help & Training | Find Help**. Ask your organization administrator for help if you do not find the application in your menu options.



AUTHORIZATION SUBMISSIONS



Home > Authorizations & Referrals

To continue select: 3. Authorizations

Authorizations & Referrals



Tip: Contact your organization administrator if you do not have this tool. Click **My Administrators** on your **My Account** Dashboard on the home page to find your administrator's contact information.

Confidential and proprietary.

AUTHORIZATION SUBMISSION



- If you are connected to multiple organization, select the organization you want from the list.
- 2. Select BCBSMN as the Payer.
- 3. Select the Authorization Type of Authorization being submitted.
- 4. Click Next.
- 5. Outpatient Authorizations will be directed to the Is Auth Required Tool prior to advancing to the start of the submission process.

Tip: From the top right of any page in the authorization process, you can give feedback on the application, go directly to the Auth/Referral Dashboard, or start a new authorization request.

Home > Authoriz	zations & Referrals > Authoriz	ations Nee	ed help? Watch a demo about Authoriza	ations and Referrals.
A Author	izations	G	Go to Dashboard	New Request 🏰
	SELECT A PAYER			
	Organization •			
	-			-
	Paver: 0			
2				
2	BCBSMN		×	•
	Request Type * @			
3	Select Authorization Type	Select Authorization Type		^
		Inpatient Authorization		
		Outpatient Authorization		
	Note: View the list of s	ervices that require Prior Authorization and our Medical Pol	licles on the Blue Cross Blue	
	 Innatient Authoriz 	ation Type - Use to request an admission to any facility for r	room and board charges	
	Outpatient Author	ization Type - Use to request an utilision to any radiing for r	poly that requires Prior	
	Authorization, rec	ardless of place of service rendered.		
	, ,			
	Maria			
	Next			

OUTPATIENT AUTHORIZATION – IS AUTH REQUIRED TOOL

Home

The first step for Outpatient submission is determining if the service or supplies require authorization using the Is Auth Required tool.

There is an option to skip this step and start the submission.

Please use the "Is Auth Required Tool" instruction guide for step-by-step process and guidance on use of this tool.

rizations & Referrals > Authoriz	zations	Need help? Watch a demo about Authorizations and			
rizations			Give Feedback Go to Dashboard New Re		
Transaction Type Outpatient Authorization	Organization BCBSMN ALL DATA	Payer BCBSMN	BlueCross BlueShield of Minnesota		
LET'S DO A QUICK CHECK T Member Group Number •	O SEE IF AN AUTH IS REQUIF	RED			
Please enter a valid group nur send an E&B inquiry to obtain. Service From Date • @	nber, if the group number is unk	nown			
Procedure Code · •		Туре •	s •		
• Add another procedure cod	de				

Note: This is a tool to assist in determining if an authorization is required to be submitted, and not an authorization submission.

Minnesota

AUTHORIZATION SUBMISSION – MEMBER INFORMATION

BlueCross BlueShield Minnesota

- Select a Patient from the drop-down list. This is available based on recent Eligibility & Benefit inquiries. This will auto populate the Member ID, Relationship to Subscriber and Patient Date of Birth fields.
- 2. Or manually enter the patient's Member ID, including the three-digit prefix.
- 3. Select the relationship to the subscriber. Self if the default.
- 4. Enter the patient's date of birth
- 5. Enter the start date of service. The date will auto populate to the date of submission.

1 Start an Authorization									
Transaction Type Authorization	Organization	Paye BCB	er SMN	8	MN				
PATIENT INFORMATION Select a Patient 3 (Enter one	e or more to search: patient r	name (first or la	ast), DOB, or Membe	er ID.)					
Q Select						~			
Member ID * 🛛			Relationship to) Subscriber * 🔞		*			
Patient Date of Birth *			Date of Service	e					



AUTHORIZATION SUBMISSION-PROVIDER SEARCH

- Enter the Admitting/Attending Provider's <u>Individual</u> NPI, not the NPI of the Clinic/Facility where services are being rendered
 - a. If the Ordering/Requesting provider's individual NPI is unknown, select I don't know the Provider's NPI. You can then search by first and last name.
- 2. Click **Retrieve Provider Info**. The address displayed will be the primary credentialed locations.
- 3. Click **Select** next to the provider and location that applies to the request.

	ORDERING/REQUESTING PROVIDER	
1	NPI *	Retrieve Provider Info

Provider Name			
Clinic/Practice Group Name	Identifiers	Address	Contact Information
Joe Family	NPI 3234567899	1234 W Healthy St Ste 321	55555555555555555555555555555555555555
ABC Providers Group		Minneapolis, MN 55416	3
esulte 1 1 of 1			



AUTHORIZATION SUBMISSION – CONTACT INFORMATION

- A fax number is required for the Admitting/Attending Provider.
- 2. Your contact information will be auto-populated based on your Availity user account information.

You will need to manually enter your contact phone number. Click **Next** to continue.

Minne	eapons	minnesota	× •	554164598	
Phone			Fax optional		
(555)) 555-5555		()		
			1		
YOUR	CONTACT INFORMATION				
First N	lame		Last Name		
Demo	0		User		
Dhana			Eutopoion		
Phone			EXTENSION optional		
(555)) 000-0000				
Er	nat				
demo	.user@email.com				



SINGLE SIGN ON (SSO)

From Availity the user will be Single Signed On into a new tab to the Predictal Auth Automation Hub.

Click "New Auth Submission" to be the submission process.

IMPORTANT The blue box in the upper right-hand corner "Exit AAH" must be used to close the session. Clicking the X to close the tab will not close the session and will cause system issues for further authorization submissions.

pre	dictal [™]	Auth Automation Hub		Exit AAH
Ø				
Q				_
	We	elcome to Auth Automation Hub		
	Ple	ase read the disclaimer and click the New Auth Submission button to proceed		
	An to rec cor of t	authorization means that the requested service has been determined be medically necessary and/or appropriate. It does not mean that the quested service is covered under the member's benefit plan. Payment is ntingent upon benefit coverage for the services rendered and eligibility the patient.		
			New Auth Submission	



PAGE 1 - AUTHORIZATION DETAILS



The member information, start date of care, and Requesting/Admitting provider will be carried forward from Availity.

The case received and start of care date are a locked fields in Predictal.

All required fields are noted with a red star.

Commercial and Medicare will have different Urgency naming configuration

IMPORTANT The blue box in the upper right-hand corner "Exit AAH" must be used to close the session. Clicking the X to close the tab will not close the session and will cause system issues for further authorization submissions.

1. Authorization Details	2. Enter Provider	3. Review Authorization	4. Confirmation	Commercial	
Case Information Authorization Type * Medical-Inpatient Medical-Outpatient Behavioral-Inpatient Behavioral-Outpatient			Request information Case Received * 06/05/2024 09:01 AM Start of Care Date * 06/05/2024		
Case Type —— Urgency * Ourgent Non-Urgent 1. Authorization Details	2. Enter Provider	3. Review Authorization	4. Confirmation	Medicare	
Case Information			De muset information		
Medical-Inpatient Medical-Outpatient Behavioral-Inpatient Behavioral-Outpatient			Case Received * 06/05/2024 09:04 AM Start of Care Date * 06/05/2024		

Standard Org Determ

PAGE 1 - AUTHORIZATION DETAILS CONT.



After selecting an Authorization Type at the top of Page 1, the Place of Service and Service Type drop downs will populate.

Each Authorization Type has a different set of Place of Service and Service Type combinations to select. See Appendix A for a list of each.

Multiple codes can be entered by clicking the Add button. The decimal point will need to be used when typing the number. Search can be done with key word.

Multiple CPT/HCPCS codes can be entered. Search can be done with key word. *Note – CPT/HCHPS codes are only to be entered on Outpatient authorization submissions.

Update the From and Through date, Requested unit, and Unit Type for each CPT/HCPCS code. *Number of days will auto populate.

"Please enter any additional information" box will populate on select authorizations; one character can be used if there are no additional notes that would be missing for the clinicals.

Click Submit to advance to the next page.

Detail Information Place of Service * Select	~		Service Type *	
Diagnosis Informatio	on			
Code Set Type*	Code*		Description *	
ICD 10 V	Enter Code/De	scription		Remove
Procedure Information Add Indicate Location of Add	ion Clinical Information			
Submitter Contact li	nformation			
Contact Name *	Phone Number *	Ext.		
RhendyTullis	(111) 111-1111			
Please enter any additio	onal information *			
If clinical documentation If clinical documentation Remaining: 8000 characters	n is not added as an attachment n is added as an attachment, ple	, please include the r ase indicate so here.	elevant clinical documentation here.	
Exit				Save Submit

PAGE 2 - ENTER PROVIDER – ORDERING/ATTENDING/REQUESTING PROVIDER



The Enter Provider page is broken down into three sections:

1. Ordering/Attending Provider – Inpatient or Ordering/Requesting Provider - Outpatient

2. Servicing Facility/Vendor

3. Performing Provider

The Ordering/Requesting or Ordering/Attending Provider information is pre-populated from the information entered in Availity.

If that same provider is the Performing Provider, click 'Copy as Performing Provider' to auto populate the lower section on this page.

Otherwise, a search can be done to select the Performing Provider.



PAGE 2 - ENTER PROVIDER – SERVICING FACILITY/VENDOR

The search for the Servicing Facility/Vendor can be done by NPI or Name (BSID is an internal MN number).

In this example, the search was done using Name, "United".

The search results will return all results that meet the search criteria entered.

In this example, the results show all providers with the word "United" in their name.

Search for								
Facility / Vendor								
Search by			Facility / Vendor NPI	Facility / Vendor Name	Facility / Vendor Address	Facility / Vendor City	State 🕎	Zip code
Search for	Name	Þ		AFF UNITED HEALTHCARE OF THE MID-ATLANTIC INC	3535 BLUE CROSS ROAD	EAGAN	MN	55122
NPI or BSID		Þ	1457319485	ALLINA HEALTH UNITED HOSPITAL HASTINGS REGINA CAMPUS	1175 NININGER RD	HASTINGS	MN	55033
NPI or BSID *		Þ	1942264270	ALLINA HEALTH UNITED PHARMACY	333 SMITH AVE N	SAINT PAUL	MN	55102
Seal	rcn	Þ	1376002469	BVA UNITED LLC	STE 100	TOMBALL	ТХ	77375
		Þ	1114922598	CENTRAL OKLAHOMA UNITED METHODIST RETIREMENT FACILITY INC	14901 N PENNSYLVANIA AVE	OKLAHOMA CITY	ок	73134
		Þ	1174581151	COURAGE KENNY REHAB INSTITUTES ACUTE INPATIENT UNIT AT UNITED	333 SMITH AVE N	SAINT PAUL	MN	55102
		Þ	1437509411	DMBA UNITED LLC	5900 JOHNSON ST	HOLLYWOOD	FL	33021
		Þ	1457538100	DME UNITED INC	9618 UTICA RD	BLOOMINGTON	MN	55437
		Þ	1457538100	DME UNITED INC	2102 CLOVER CT	CHANHASSEN	MN	55317
		Þ	1609869825	FLORIDA UNITED PRESBYTERIAN HOMES INC	909 LAKESIDE AVE	LAKELAND	FL	33803

Servicing Facility/Vendor

Search



PAGE 2 - ENTER PROVIDER – SERVICING FACILITY/VENDOR CONT.



From the results list, select the line that with the provider for this specific authorization request.

The line will highlight blue to indicate that is the selected provider and the drop down will open with all available addresses for the selected provider.

Click on the specific address for the authorization.

The line will highlight blue to indicate that this is the selected address/location for selected provider.

If the address needed is not available, please click on an address line, and then click edit to manually update the necessary fields.

The next slide shows the fields that can be edited.

	Facility / Vendor NPI	Ē	Facility / Vendor Name	Facility / Vendor Addr	ess =	Facility / Vendo	or City 🗐	State	Ē	Zip code	
•			AFF UNITED HEALTHCARE OF THE MID-ATLANTIC INC	3535 BLUE CROSS ROA	AD	EAGAN		MN		55122	
•	1457319485		ALLINA HEALTH UNITED HOSPITAL HASTINGS REGINA CAMPUS	1175 NININGER RD		HASTINGS		MN		55033	
A Ta **	ax ID BSID ****0932 00497	78161									
Д	ddress type	Fi	acility / Vendor Address	Facility / Vendor	State =	Zip code 📃	Contact D	etails			
η	Vain	11	175 NININGER RD	HASTINGS	MN	55033	Phone (651) 480-4100	Primary	<u>Edit</u>	
N	failing	P	O BOX 9345 NW 8670	MINNEAPOLIS	MN	55440				Edit	
			ALLINA HEALTH UNITED								

PAGE 2 - ENTER PROVIDER – SERVICING FACILITY/VENDOR CONT.



Required - Add Fax number Under Contacts.

Click Add to open a secondary Contacts line.

Select Fax as Contact Type and enter a fax number for receipt of determination communication.

Fields with a red star are required.

Editing items on this page will only be applied to the specific authorization being submitted.

Please click Save and Exit once edits are complete.

Provider Info			Address	(Clear)
Provider type		International	Address type *	
Select 🗸		Provider	Main 🗸	
NPI	Tax ID	BSID	Address Line 1*	
1457319485	626330932	004978161	1175 NININGER RD	
			Address Line 2	
Contacts			Address Line 3	
Contact type★ Number Phone ✓ (651) 44	7 / Details * Ext. 80-4100	1	Zip code *	
This is a primary cor	ntact		55033	
			City*	
dd Contact type	* Number / Details*	e	HASTINGS	
Fax 🗸	(###) ###-####	1	State \star	
			MN V	
This is a	primary contact			
Add				
Exit				Save



PAGE 2 - ENTER PROVIDER PERFORMING PROVIDER

If the Ordering/Attending or Ordering/Requesting provider was copied as the Performing Provider from the top of the page, then no further search is required.

The last required field on this page is to select from the dropdown the "Authorization Request Submitted By". The dropdown will contain each provider entered on Enter Provider page.

Perfo	orming Provider									
O Pray	actitioner		O Practice Group							
Searc	h by									
💿 Pro	ovider ID		○ Name							
NPI or	BSID *									
0032	34216		Search							
1 mat	ch found									
	Practice Group NPI	1	Practice Group Name	Practitioner NPI	 Practitioner Name	Practitioner City	Ī	Prac. State	Ī	Prac. Zip
•	1679859912		SANFORD CLINIC WORTHINGTON	1821088725	LORETTA KRAHN	MAPLE GROVE		MN		55369
Authori	ization Request Sub	mitte	ed By *							
ALLINA	A HEALTH UNITED H	OSPI	TAL HASTINGS REGINA CAMPUS - 00	4978161 🗸						
Back								Sa	ve	Submit

Click Submit



ADDING ATTACHMENTS

Attachments are Required on every Authorization Submission and can be added at any point prior to final submission.

Click the plus sign to open drop down and select Attach File.

Drag and drop files or Click Select file(s), select the file, and once loaded click Attach. The file will now be visible in Recent Attachments card.

To view the document attachment, click on the name of the file in blue or click on the 3 dots and select Download.

File name must be less than 40 characters.

File formats accepted :AFP, AVI, BMP, DOC, DOCX, GIF, GZ, JPEG, PDF, PNG, PPT, TIF, WAV, WMV, XLS, ZIP, TXT, XLSX, TIFF, or CSV.

Important Password protected file will not be accepted.



PAGE 4 – REVIEW AUTHORIZATION



On page 4, Review Authorization, data fields will display as they were entered in the submission process.

If there are any changes that are needed, please click the Back button at the bottom of the page, make corrections, and click Submit.

If all the data looks accurate, click Submit.

1. Authorization Details	2. Enter Provider 3. Review	Authorization	4. Confirmation						
Review the information you	've entered. You can use the Back b	utton to make corr	ections. When you a	are ready, click the Subm	it button	o finalize your request.			
Review Authorization Detail	ls								
Case Information									
Authorization Type			Urgency						
Medical-Inpatient			Standard Org I	Determ					
Request information									
Start of Care Date									
06/05/2024									
Member Information									
First Name			Member ID						
				_					
Last Name				year(s)					
				-					
> Group information									
Detail Information									
Place of Service Service Type									
Inpatient Hospital			Acute Care H	ospital - Labor and Deliv	ery (C-Seo	ion)			
Diagnosis Information									
Code Set Type Code	Description					Provider Details			
ICD 10 W56.41XA	BITTEN BY SHARK, INITIAL ENCOUNTER					Ordering/Attending Provider			
Procedure Information						Provider ID 1821088725		Provider Name	ORETTA KRAHN
Code Set Code Descri	ption	From	Through Num!	ber of days Requested	Туре	Servicing Facility/Vendor SUBMITTED BY THIS PROVIDER			
192				quantity		Provider ID 1457319485		Provider Name	ALLINA HEALTH UNITED HOSPITAL HASTINGS REGINA CAMPUS
	F	7							
	Noi	tems				Performing Provider			
						Provider ID 1821088725	1	Provider Name	LORETTA KRAHN
ubmitter Contact Information									
Contact Name	Phone Number								
umeshPsukumaran	(182) 108-8725 ext.								

COMPLETED SUBMISSION



Once the submission has been completed. The below screen will display presenting the authorization number which will begin AUTH-, the submission status, any other pertinent information, and disclaimer.

Please click the Exit AAH button to close the system.

**Reminder – this is a separate system from Availity. The Availity tab is still open and will auto log out after 30 minutes of inactivity.

pre	dictal [™] Auth Automation Hub						Exit AAH
Q	Authorization Request Member Name Member ID Date of ELISHEA YENTES 1251533390010 04/16/	of Birth Client Name Plan Type /1960 Medtronic, Inc. Commercial PPO Active	Case Type Prior Authorization	Authorization Type Medical-Inpatient	Urgency Non-Urgent	Service Type Acute Care Hospital - Observation Services	
	Thank you. Your request for AUTH-65244 has been information benefits and service type.	submitted. The following procedures o	o not require an aut	horization due to the	reasons giver	n below based on member's group	
	Procedure code	Description	Auth Requ	uired Verification		Reason	
	An authorization means that the request necessary and/or appropriate. It does no the member's benefit plan. Payment is co rendered and eligibility of the patient.	ed service has been determined to be me t mean that the requested service is cover ntingent upon benefit coverage for the se	No items No items lically ed under rvices				



LOG OUT SCREEN

Once this screen presents, click the X to close the tab in the browser.



You are logged out.

Click here to login

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Confidential and proprietary.





All authorizations will be viewable post submission on the Availity Essentials Auth/Ref Dashboard and/or by submitting an Auth/Ref Inquiry.

Pending Action Yesterday	đ AUTH-I	Authorization Inpatient	05/13/2024	= ★
Approved Yesterday	42 EXT-	Authorization Inpatient	06/03/2024	≡ ☆

- Updates to Inpatient authorizations prior to the process change can be made from the Dashboard by clicking on the 3-line menu. This will be available for 6 months.
- Review Only and Update options for the new authorizations will be available from the Dashboard by clicking on the 3-line menu. (Options are auth type and status dependent)
- These options will SSO the case into the Predictal AAH system. Options available will populate at the top of the screen such as Withdraw, Extension (Inpatient only), Add or View Attachments.

Welcome to Auth Automation Hub

Please read the disclaimer and click the Acknowledge button to proceed

An authorization means that the requested service has been determined to be medically necessary and/or appropriate. It does not mean that the requested service is covered under the member's benefit plan. Payment is contingent upon benefit coverage for the services rendered and eligibility of the patient.

(Extension)	(Withdraw)
	\square





APPENDIX A

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APPENDIX A – MEDICAL INPATIENT



Place of Service	Service Type
Hospice	Inpatient - Hospice Care
Inpatient Hospital	Acute Care Hospital – Labor and Delivery (C-Section) Acute Care Hospital – Labor and Delivery (Vaginal) Acute Care Hospital – Medical Emergency or Unplanned Admission Acute Care Hospital – Medical or Surgical Planned Admission Acute Care Hospital – Observation Services Detox Hospice – Inpatient Care Inpatient Rehabilitation Long Term Acute Care (LTAC) Newborn Care – Specialty Care and NICU Skilled Nursing Facility
Comprehensive Inpatient Rehabilitation Facility	Inpatient Rehabilitation
Other Place of Service	Acute Care Hospital – Labor and Delivery (C-Section) Acute Care Hospital – Labor and Delivery (Vaginal) Long Term acute Care (LTAC)
Skilled Nursing Facility	Inpatient – Hospice Care Skilled Nursing Facility

APPENDIX A – BEHAVIORAL INPATIENT



Place of Service	Service Type
Inpatient	Acute Care Hospital – Mental Health Admission Acute Care Hospital – Substance Use Disorder Admission Detox
Inpatient Psychiatric Facility	Acute Care Hospital – Mental Health Admission Detox
Other Place of Service	Detox
Psychiatric Residential Treatment Center	Residential Treatment – Mental Health Residential Crisis Center Program Residential Treatment – Eating Disorder Residential Treatment – Psychiatric (PRTF)
Residential Substance abuse Treatment Facility	Residential Treatment - Substance Use Disorder (High Intensity) Residential Treatment - Substance Use Disorder Extended (medium Intensity) Residential Treatment - Substance Use Disorder Halfway House Care (Low Intensity)

APPENDIX A – MEDICAL OUTPATIENT



Place of Service	Service Type
Ambulance – Air or Water	Ambulance – Air
Ambulance – Land	Ambulance – Land
Home	Home Health Extended Hours Skilled nursing (Private Duty Nursing) Hospice – Home, Continuous or Respite Specialty Drugs and Chemotherapy Durable Medical Equipment (DME) or Supplies Home Health Care
Hospice	Hospice – Home, Continuous or Respite
Off Campus-Outpatient Hospital	Imaging/Radiology Dental Other Medical Outpatient Services (Not to be used for drugs/injectables) Outpatient Therapy Specialty Drugs and Chemotherapy Surgery Transplant

APPENDIX A – MEDICAL OUTPATIENT CONT.



Place of Service	Service Type
Office	Acupuncture Imaging/Radiology Chiropractic Spinal Manipulation Dental Genomic and Molecular Testing Other Medical Outpatient Services (Not to be used for drugs/injectables) Outpatient Therapy Specialty Drugs and Chemotherapy Surgery
On Campus-Outpatient Hospital	Imaging/Radiology Dental Other Medical Outpatient Services (Not to be used for drugs/injectables) Outpatient Therapy Specialty Drugs and Chemotherapy Surgery Transplant Radiation Therapy
Other Place of Service	Acupuncture Imaging/Radiology Chiropractic Spinal Manipulation Dental Durable Medical Equipment (DME) or Supplies Genomic and Molecular Testing Other Medical Outpatient Services (Not to be used for drugs/injectables) Outpatient Therapy Specialty Drugs and Chemotherapy Surgery Transplant Travel and Expense

APPENDIX A – BEHAVIORAL OUTPATIENT



Place of Service	Service Type
Home	Early Intensive Behavioral Intervention (EIBI)/Applied Behavioral Analysis (ABA)
Office	Other Behavioral Health Outpatient Services Psychological/Neuropsychological Testing
Other Place of Service	Early Intensive Behavioral Intervention (EIBI)/Applied Behavioral Analysis (ABA) Other Behavioral Health Outpatient Services Psychological/Neuropsychological Testing
Psychiatric Facility-Partial Hospitalization	Other Behavioral Health Outpatient Services Psychological/Neuropsychological Testing