BlueCross BlueShield of Montana

BlueApprovR^{SM}
User Guide

Information in this user guide is NOT currently applicable to Medicare Advantage or *Federal Employee Program® (FEP®) members.*

BlueApprovR allows providers to submit inpatient and/or outpatient prior authorization requests for medical/surgical, specialty pharmacy drugs, and behavioral health services, as well as recommended clinical review (RCR) requests for medical/surgical and specialty pharmacy drugs for Blue Cross and Blue Shield of Montana (BCBSMT) members.

BlueApprovR is designed to help simplify the provider submission process by asking for the information to support a medical necessity determination.

Not registered with Availity® Essentials?
Complete the online guided registration process today via Availity, at no cost.

Sept. 2023

The following instructions show how users' access BlueApprovR via Availity Essentials and how Availity Administrators and/or users will add providers information to your organization's account.

Step 1

> Login to **Availity Essentials**
> Setup Availity **Manage My Organization (MMO)**

Step 2

> Access **BlueApprovR** from BCBSMT-branded **Payer Spaces** via Availity Essentials

Step 3

> Start **new request**
> Submit the **prior auth** and/or **recommended clinical review (RCR)** request to BCBSMT

Step 4
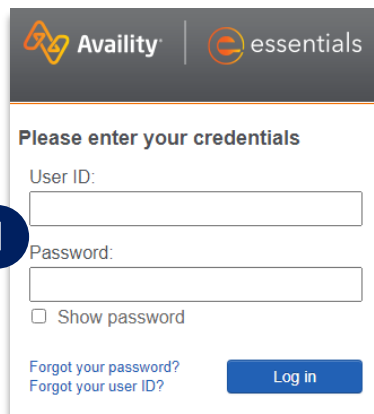
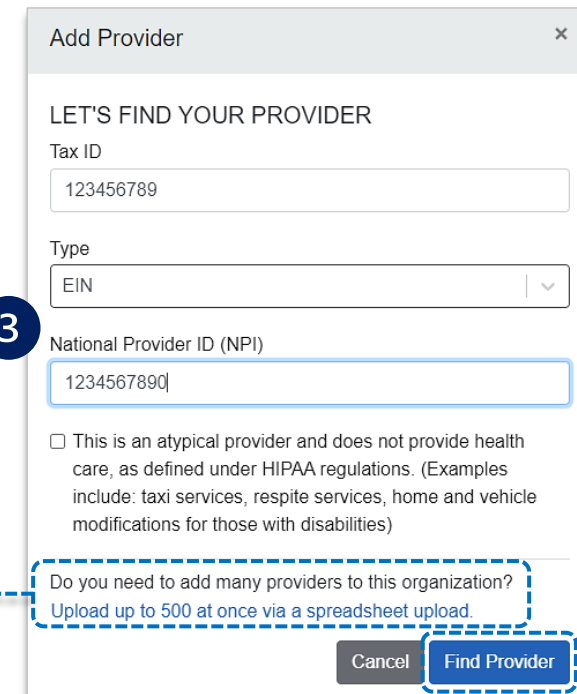> **Submission Tips**, **FAQs** and **support** to assist with submitting requests via BlueApprovR

1 Assigned users can access this tool by following the instructions below:

▸ Go to **Availity**

▸ Select **Availity Essentials Login**

▸ Enter User ID and Password

▸ Select **Log in**

Availity | **essentials**

Please enter your credentials

User ID:

Password:

☐ Show password

Forgot your password?
Forgot your user ID?

Log in

2 Select **Manage My Organization** from *My Account Dashboard* on the Availity homepage

My Account Dashboard

My Account
Maintain User
Add User
Manage My Organization
'How To' Guide for
Dental Providers
Enrollments Center
Spaces Management Tool
EDI Companion Guide

▸ Within **Manage My Organization**, select **Add Provider**

Providers   **Add Provider(s)**

Search for a provider by name, taxonomy code, or address... 🔍

3 Enter the **Provider Tax ID** and **NPI numbers** and select **Find Provider**
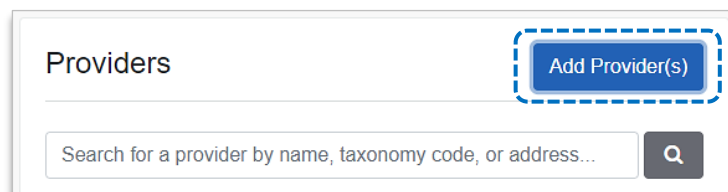
Add Provider ✕

LET'S FIND YOUR PROVIDER

Tax ID

123456789

Type

EIN ▾

National Provider ID (NPI)

1234567890

☐ This is an atypical provider and does not provide health care, as defined under HIPAA regulations. (Examples include: taxi services, respite services, home and vehicle modifications for those with disabilities)

Do you need to add many providers to this organization? Upload up to 500 at once via a spreadsheet upload.

Cancel   **Find Provider**

Quick Tips:

→ *If you have multiple providers to add to your organization, select "Upload up to 500 at once via spreadsheet upload."*

→ *For more details, refer to the Manage My Organization User Guide published in the Provider Tools section of our website.*

Associated provider information will return based on the NPI number entered.

▸ **Step 1:** Review and/or update the provider **Name** and **Primary Specialty/Taxonomy** and select **Next**

▸ **Step 2:** Review and/or update the provider **Identifiers** and select **Next**

▸ **Step 3:** Review and/or update the provider **Address** and select **Next**

▸ **Step 4:** Review all information, choose the **provider's relationship to your organization**, then click *"I certify that this provider's information and relationship to my organization information is correct"* and **Submit**

1
- Select **Payer Spaces** from the navigation menu
- Choose **Blue Cross and Blue Shield of Montana**

2
- On the BCBSMT Payer Spaces page, select **Applications**
- Choose **BlueApprovR**

*Note: Contact your Availity administrator if **BlueApprovR** is not available in the Applications tab via BCBSMT-branded Payer Spaces section.*

3
- Select your **Organization**
- Choose the **Provider** from the **Select a Provider** drop-down list and select **Submit**
- *Users will be redirected to **BlueApprovR***

Important Note: Your organization's NPI number must be added to **Manage My Organization** for the provider information to display in the **Select a Provider** drop-down. Availity Administrators and users should refer to pages **3** and **4** for setup instructions.

① ▶ Select **New Request**

Quick Tips:

→ Select **My Requests** to view requests you have submitted.

→ Select **All Requests** to view all requests submitted by your organization.

MY REQUESTS

BlueCross BlueShield of Montana

*Use the **Search bar** and **Filter** to identify status of previous submissions that automatically refresh*

Search by cert number

① NEW REQUEST

SUBMITTED | DRAFTS

*View the dashboard of previously **Submitted** request, as well as **Drafts** that have been started but not submitted.*

CERT #	PATIENT	SUBMITTED DATE	LAST UPDATED ▼	STATUS	PAYER	SERVICE DATE	TREATMENT LOCATION	CERTIFICATION TYPE
U11111111A	JANE DOE	05/31/2023	05/31/2023	APPROVED	BCBSMT	06/02/2023	Provider Office	Initial
U11111111B	JOHN DOE	05/16/2023	05/16/2023	APPROVED	BCBSMT	05/20/2023	Provider Office	Initial
U11111111C	CALVIN DOE	05/16/2023	05/16/2023	PENDING	BCBSMT	05/16/2023	Provider Office	Initial

*Select your **User Profile** to track transaction counts, Ordering Physicians, Rendering Facilities/Physicians/Providers, update your contact information, and personalize the experience.*

2 ▶ Enter the BCBSMT **Member ID number**, including the **three-character prefix**

▶ Click **Next**

3 ▶ Select the applicable **Patient Name**

▶ Confirm the correct patient has been selected

▶ Click **Next**

Quick Tips:

→ Use the **side bar** to follow progression of the new submission.

→ User may also return to a specific step to edit information entered prior to submission.

4
▸ Select the **Type of Care**
▸ Click **Next**

5
▸ Based on the **Type of Care** selected, choose **Standard** or **Urgent** *OR* **Emergency** or **Elective** for services requested
▸ Enter the **scheduled/anticipated service** or **admission date**
▸ Select the **Place of Treatment** *(when applicable)*

Submission Tips:

An urgent or expedited request may be appropriate when treatment may be delayed due to the below situations:

→ *could seriously jeopardize the life and health of the member or the member's ability to regain maximum function.*

→ *would subject the member to severe pain that cannot be adequately managed without the requested care or treatment.*

→ *would subject the member to adverse health consequences without the care or treatment that is the subject of the request.*

Important Note: If an **Inpatient Type of Care** is selected, you will be asked if the request is for **Medical Service** or **Procedure**. If **Medical Service** is selected, enter the diagnosis code. If **Procedure** is selected, enter the service being requested AND diagnosis code.

6
- Select the **Ordering Physician** by entering the **provider's name** or **NPI number**
- Select **Yes** if **Servicing/Attending Provider** is the same as the Ordering Physician
- Select **No** if **Servicing/Attending Provider** is not the same – enter the physician's name or NPI

7
- Complete all applicable **clinical review questions** for the service(s) requested

Note: Files cannot exceed 40MB in size. Acceptable file types are TIFF (.tif) and PDF (.pdf).

8 **If documentation is requested**

- Select **Plus** to attach documents
- Select **Next**

9
▶ Receive **Confirmation** for completed requests
▶ Select **Print** and/or **Done**

Quick Tip:

→ *When cases are deemed medically necessary, providers can be granted approvals. With BlueApprovR, providers and patients can begin treatment when portal-approved.*

10 ▶ View the final request details

▶ Select **Print Certification** to print and/or save the final determination

Refer to the Submission Tips and Frequency Asked Questions (FAQs) listed below to further assist with submissions.

Questions	Answers
Is this used for outpatient radiology testing?	Carelon Medical Benefits Management will continue to support expanded prior authorization requests, where radiology testing and select outpatient procedures will need to be submitted directly to Carelon or eviCore® healthcare. BlueApprovR can, and should, be used for those requests that are reviewed directly by BCBSMT.
What Specialty Pharmacy drugs are in scope?	All clinician administered specialty pharmacy drugs covered under the medical plan that require prior authorization can be submitted through BlueApprovR.
Can an independent speech therapist who provides therapy in the home use this tool?	No, BCBSMT requires a facility or group to be the rendering facility when a request is made for home care treatment.
Behavioral Health authorization requests that may be submitted via BlueApprovR.	- Inpatient Substance Abuse - Inpatient Mental Health - Applied Behavior Analysis, Initial Assessment - Electroconvulsive Therapy - Transcranial Magnetic Stimulation, Repetitive/Deep - Mental Health, Intensive Outpatient Program - Substance Abuse, Intensive Outpatient Program - Mental Health, Partial Hospital Program - Substance Abuse, Partial - Hospital Program - Mental Health, Residential Treatment Center - Substance Abuse, Residential Treatment Center

Need additional assistance? - - - - - >

For BlueApprovR education or training, contact the BCBSMT Provider Education Consultants

For BlueApprovR technical assistance, contact the BlueApprovR Support Team

For technical Availity support, contact Availity Client Services at 800-282-4548