

Outpatient Authorization

Initiation of a Gold Card Outpatient Authorization

1. From the Home screen, click **New Outpatient Request**



Start a New Request

New Inpatient Request

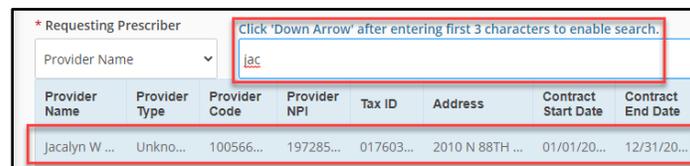
New Outpatient Request

2. Search for a member
 - a. Enter First Name, Last Name, and Date of Birth (DOB)OR
 - b. Enter Member ID, including the three-digit alpha/numeric prefix

3. Select the member in the demographic ribbon

Member ID	Card ID : EHN100032899 , Patient ID : EHN10003289900	First Name	Mallary	Last Name	OCASKBPCBENLONIUM	Date of Birth	04/12/1985
Phone Number	N/A	Primary Insurance	BCBSNE	Secondary Insurance	N/A	Address PO Box 11 361 Deming St, Campbell, NE, 689320011	

4. Choose **Eligibility**
5. Select **Authorization Type** from the drop-down list
6. Choose the Auth Priority (**Urgent** or **Non-Urgent**) from the drop-down list
7. Enter **Requesting Provider** information by Provider Name, Code, NPI or TIN
 - a. Information can be entered using **Quick Search** by entering the first three letters of the provider's last name and clicking the down arrow
 - b. Click on the correct provider



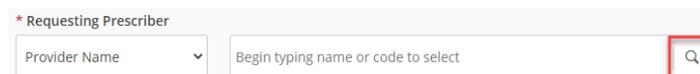
* Requesting Prescriber

Click "Down Arrow" after entering first 3 characters to enable search.

Provider Name: lac

Provider Name	Provider Type	Provider Code	Provider NPI	Tax ID	Address	Contract Start Date	Contract End Date
Jacalyn W ...	Unkno...	100566...	197285...	017603...	2010 N 88TH ...	01/01/20...	12/31/20...

- c. If the correct provider does not display, click the magnifying glass to conduct an **Advanced Search**



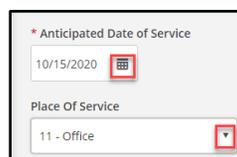
* Requesting Prescriber

Provider Name

Begin typing name or code to select

Q

8. Enter the **Anticipated Date of Service** using the calendar icon and select the **Place of Service** from the drop-down list



* Anticipated Date of Service

10/15/2020

Place Of Service

11 - Office

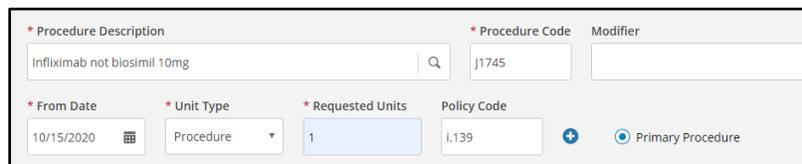
9. Enter the **Diagnosis Code(s)**

- a. Information can be entered using **Quick Search** by entering the first three letters of the **Diagnosis Code** and clicking the down arrow
- b. If additional diagnosis codes need to be entered, click the “+” to add another diagnosis code. Indicate the **Primary Diagnosis** by clicking the radio button.

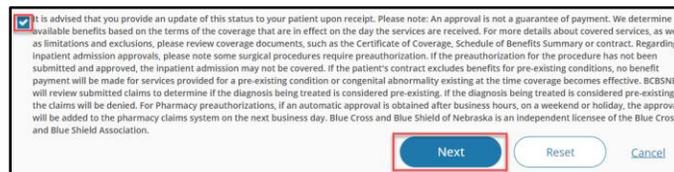


10. Enter the **Procedure Code(s)** and associated information, From Date, Unit Type, Requested Units and Policy Code.

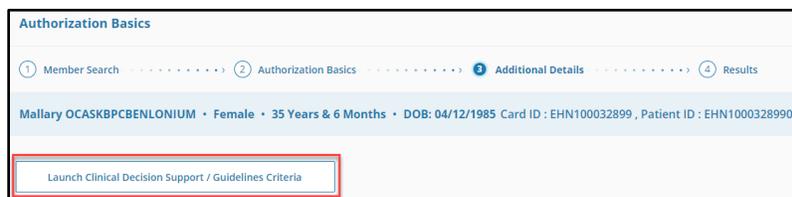
- a. Information can be entered using **Quick Search** by entering the first three letters of the **Procedure Codes** and clicking the down arrow
- b. If additional **Procedure Codes** need to be entered, click the “+” to add another procedure code. Indicate **Primary Procedure** by clicking the radio button



11. Acknowledge the disclaimer and click **Next**



12. Click **Launch Clinical Decision Support/Guidelines Criteria**



- a. Authorization will be approved if the code is an approved Gold Card procedure code(s)
 - b. Authorization will pend review by BCBSNE if:
 - i. More than one code is entered, and not all the codes are Gold Card-approved procedure codes
 - 1. Only the Gold Card-approved procedure code will be approved.
 - 2. The other code will pend review by BCBSNE
 - ii. It needs to be reviewed by Magellan.
 - iii. If any of the codes need Medical Policy review.
13. If the authorization has any codes pending, you will be required to add notes/attachments to send to BCBSNE.
- a. Please include clinical notes/documents and the office contact information within the notes section, including Name, Address, Phone and Fax numbers.
14. The authorization summary screen will display the authorization status, member information and authorization information entered.

- a. Authorization information can also be viewed by clicking on the **Authorization List** from the Home screen.

