



# Clear Coverage Radiology Management Program

Provider Training – Pre-authorizations for  
Radiology 2016



# Introduction – Dr. Esser

- What is Clear Coverage and the radiology preauthorization program?
- Blue Cross Blue Shield of Nebraska (BCBSNE) no longer using AIM
- Why is Compliance so important?

# Benefits of Clear Coverage

- Easy 24/7 online access to Clear Coverage
- Verify member eligibility
- If criteria is met automatic approvals is given
- Printable proof of approval
- Approvals are good for 60 days from date of submission
- Services not automatically approved are immediately uploaded into BCBSNE authorization system and queued for clinical review
- Ability to upload medical records
- Receive real time authorization status by viewing your office's home page in Clear Coverage
- Clear Coverage use InterQual Criteria

# Clear Coverage Overview

The following services require preauthorization:

- Computed Tomography (CT/ CTA)
  - Magnetic Resonance Imaging (MRI/MRA)
  - Nuclear Cardiology
  - Positron Emission Tomography (PET)
- **Beginning Oct. 1, 2016**, if the services listed above are not pre-authorized, the claim from the rendering provider will be denied indicating provider liability.
  - All imaging services provided in the emergency room, inpatient hospital and observation care are excluded from this requirement.
  - Additional information can be found in the Policy and Procedure Manual. <https://www.nebraskablue.com/providers/policies-and-procedures>

# Clear Coverage Terminology

- **User** – This is the person who has logged into Clear Coverage to submit an authorization request. You establish a login and password and access to a Requesting Facility.
- **Requesting Facility** – The brick and mortar location of where the user is submitting their request from. This controls the security of who can view each others authorization requests.
- **Requesting Provider** – This is the provider/clinician that is requesting the authorization on behalf of the member.
- **Servicing Provider/Facility** – This is the Servicing Facility in which the member is going to receive services or can be the Servicing Provider who is providing the Service.

# System Requirements

- To access Clear Coverage, you will need a web/internet browser installed. Use any of the following recommended browsers:
  - Internet Explorer 11.x or higher
  - Google Chrome version 47 or higher
  - Mozilla Firefox version 42 or higher
- You will also need Adobe® Flash® Player 17.x or higher installed. Most browsers have the Flash Player installed, but you can check what version you have installed by going to the following URL: <http://www.adobe.com/software/flash/about/>
- Clear Coverage generates PDF files. In order to view and print PDF files, Adobe Reader® is required. You can download this application from the following URL, <http://www.Adobe.com/AcrobatReader>
  - You may need to turn off your Pop-Up blocker to enable the PDF files to be created.

# User Account Requirements

- BCBSNE has a form available online for the following information:
  - User names – which will be the unique email addresses
  - User first and last name
  - Phone number
  - Tax identification number
  - Register your users by Sept 23, 2016
- Link to form: <https://medicalpolicy.nebraskablue.com/clearcoverage>
- No duplications of user name or passwords.
  - Each user requires a unique name and password.
    - If you have an account already set up with Clear Coverage your user name which is your email will be altered slightly to make it unique for your BCBSNE account.
  - Passwords will expire after 90 days. Protect and remember password.
  - Users have 5 attempts to sign in before they will be locked out of Clear Coverage. A password reset will be required at this point.
  - Resets will be managed by the Provider Solutions Team. Call 800.821.4787 option 4, option 1 or 402-982-7711 option 4, option 1.

# A Clear Path: Using Clear Coverage

Log into: [www.nebraskablue.com/radiology](http://www.nebraskablue.com/radiology)

❖ **This site will be available on 10/01/2016**

This screen is where you enter your user name and password created by Blue Cross and Blue Shield Nebraska



The screenshot shows a web browser window titled "Login". The page header includes the "Clear Coverage" logo and the time "09:51:15 AM Thursday, August 11 2016". The main content area contains the instruction "Please enter your User Name and Password." followed by two input fields labeled "User Name" and "Password". A "Login >" button is positioned to the right of the password field. At the bottom, a disclaimer states: "By clicking on 'Login' above, you agree to the terms of the McKesson license agreement. Please read the important license provisions below before you login. If you do not agree to the provisions, please do not login."





# **Demonstration of Clear Coverage Radiology Preauthorization Tool**

# Important Things to Know

- FEP preauthorization is not required but it is strongly encouraged as this will expedite claims processing.
- At this time the Department of Corrections, University of Nebraska Student Athletes policies are excluded from the preauthorization requirement, also if Medicare is the primary coverage it will not be necessary to use Clear Coverage.
- Preauthorization's are not required for imaging services provided in the emergency room, observation care or inpatient stay.
- Eligibility files for Nebraska members are updated daily.
- Provider files are updated weekly.
- October 1, 2016 Clear Coverage will be online and available for use.

# Clear Coverage System

- System will time out after 10 minutes of non-use.
- Work that is not saved will be lost when the system times out. Users can save a preauthorization if they have reached the point of selecting a radiology service. Once a service has been selected (Tab 4) the Save button will activate. Click “Save”, if the system times out you will be able to search for this authorization.
- You need to register your users by Sept 23, 2016 to assure your capable of creating an authorization on 10/01/16. User information submitted to BCBSNE after 9/23 will result in a delay in providers access to Clear Coverage
  - Link: <https://medicalpolicy.nebraskablue.com/clearcoverage>
- Clear Coverage FAQ’s and User Manual
  - Link: <https://www.nebraskablue.com/providers/policies-and-procedures>

# Resources for Clear Coverage

- Please refer to the MedPolicy Blue manual for any questions regarding what services need to be preauthorized. This will work for radiology and all other medical services, do not contact the Customer Service Department for this determination.
  - Link: <https://medicalpolicy.nebraskablue.com/home>
- Provider Solutions: 800.821.4787 option 4, option 1 or 402.982.7711 option 4, then option 1.
- Provider Relationship Managers – please refer to area map on website.
  - Link: [www.nebraskablue.com/providers/resource-center/contacts-for-providers](http://www.nebraskablue.com/providers/resource-center/contacts-for-providers)
- Medical Support Department: 402.982.8870 or 888.236.3870. Used for clinical questions



# Questions on Clear Coverage?

Thank you for coming today

