

# **BlueApprovR**<sup>SM</sup>

### Behavioral Health Concurrent Review User Guide

Information in this user guide is currently **NOT** applicable to Medicare Advantage or Federal Employee Program<sup>®</sup> (FEP<sup>®</sup>) members. **BlueApprovR** allows providers to submit <u>concurrent requests</u> for behavioral health prior authorization requests that have been previously submitted and approved through BlueApprovR. As a reminder, this tool is used to submit behavioral health inpatient and/or outpatient prior authorization requests for Blue Cross and Blue Shield of Oklahoma (BCBSOK) members.

Behavioral health prior authorization concurrent reviews may also be known as extensions. Instructions in this user guide shows users how to request a concurrent review to extend the units of a previously approved request.

### Not registered with Availity<sup>®</sup> Essentials?

Complete the online guided registration process today via <u>Availity</u>, at no cost.

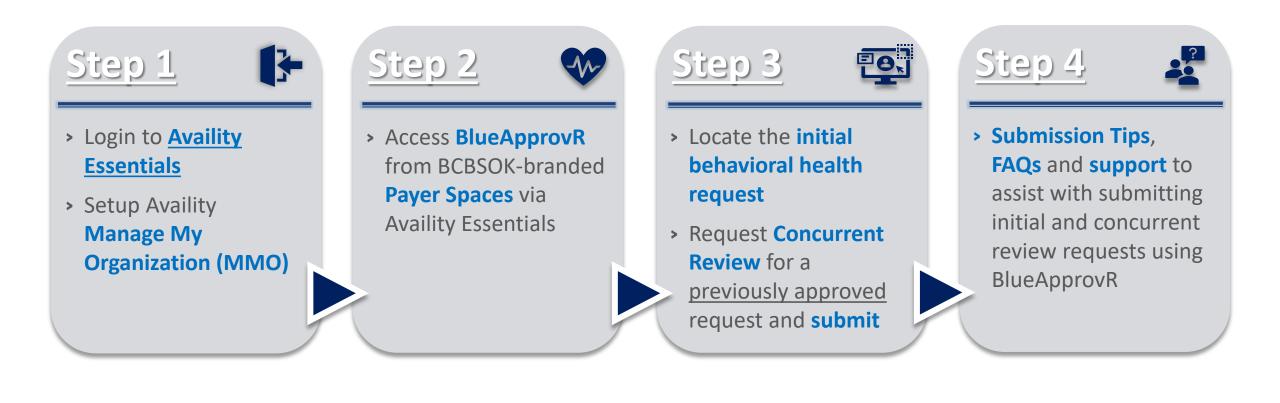
Feb. 2024

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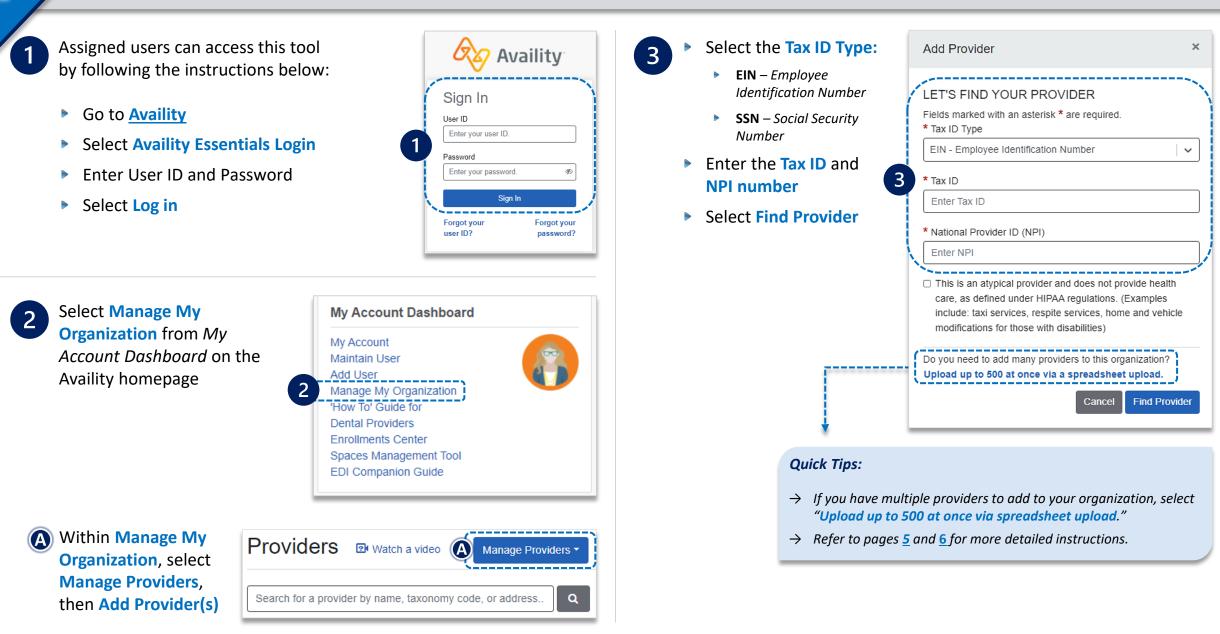
### BlueApprovR User Guide Topics

The following instructions show how Availity Administrators and/or users will add providers information (Tax ID and NPI number) to your organization's Availity account. Next, you will learn how to access BlueApprovR via Availity Essentials.

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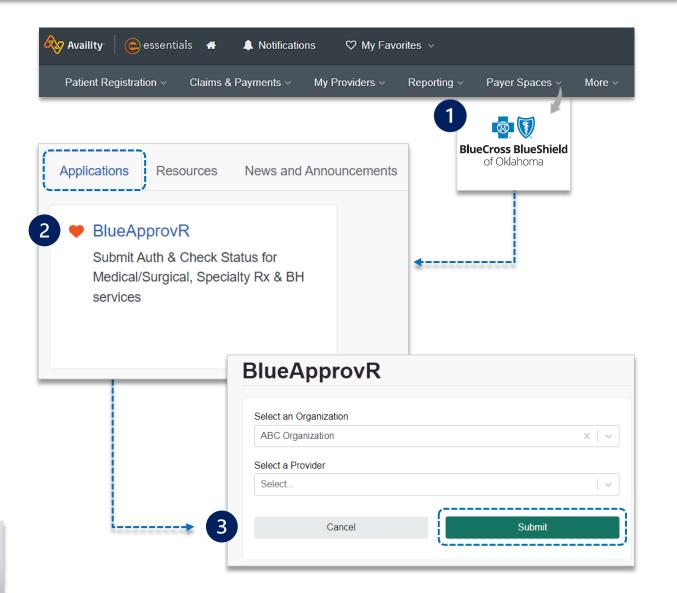
### Step 1: Availity Login & Add Provider



### Step 2: Access BlueApprovR

Select Payer Spaces from the navigation menu

Choose Blue Cross and Blue Shield of Oklahoma



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On the BCBSOK Payer Spaces page, select Applications
 Choose BlueApprovR

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

#### Select your **Organization**

1

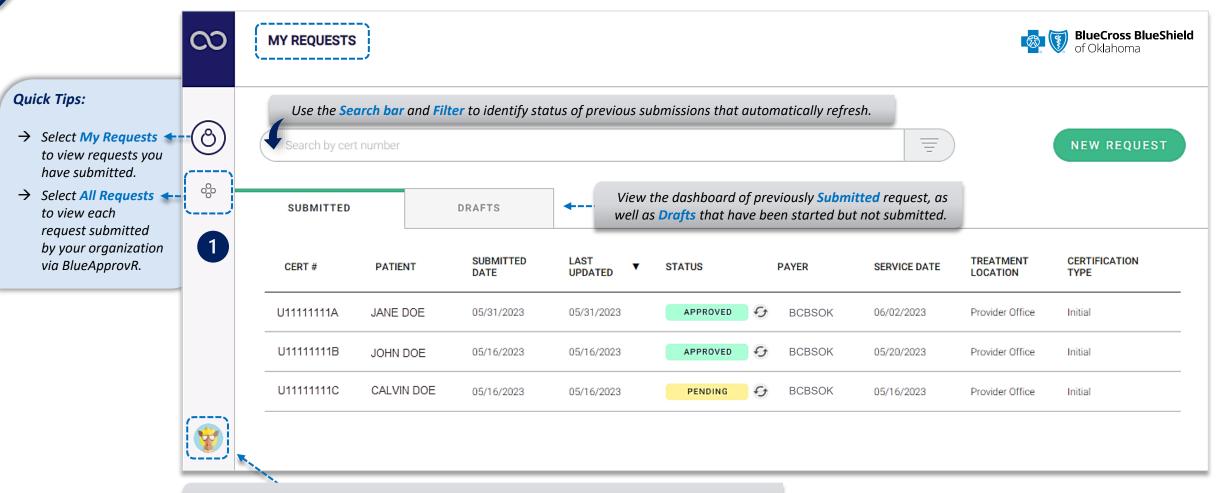
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- Choose the Provider from the Select a Provider drop-down list and select Submit
- Users will be redirected to BlueApprovR

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 the Manage My Organization User Guide for additional assistance. **Step 3:** Locate Initial Request

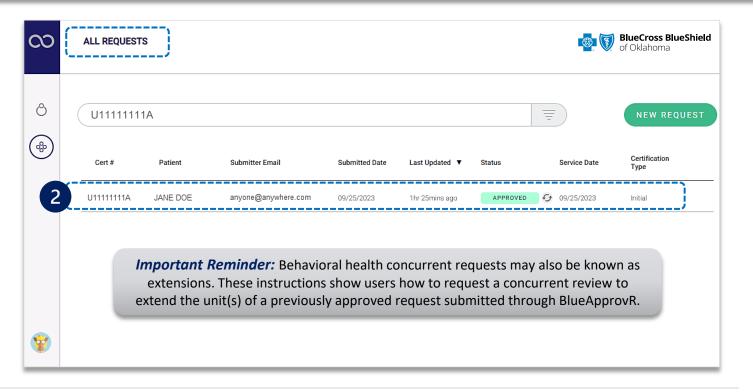
From the My Requests page, select the All Requests tab on the left menu to view requests previously submitted by your organization



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

### Step 3: Locate Initial Request

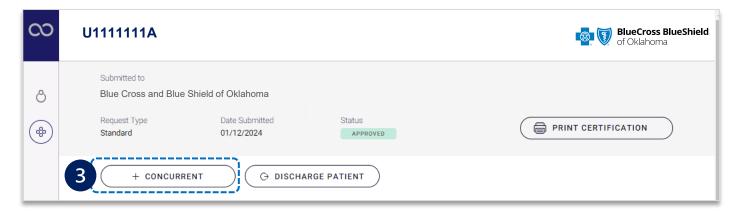
On the All Requests page, select the initial behavioral health request that needs a concurrent review





2

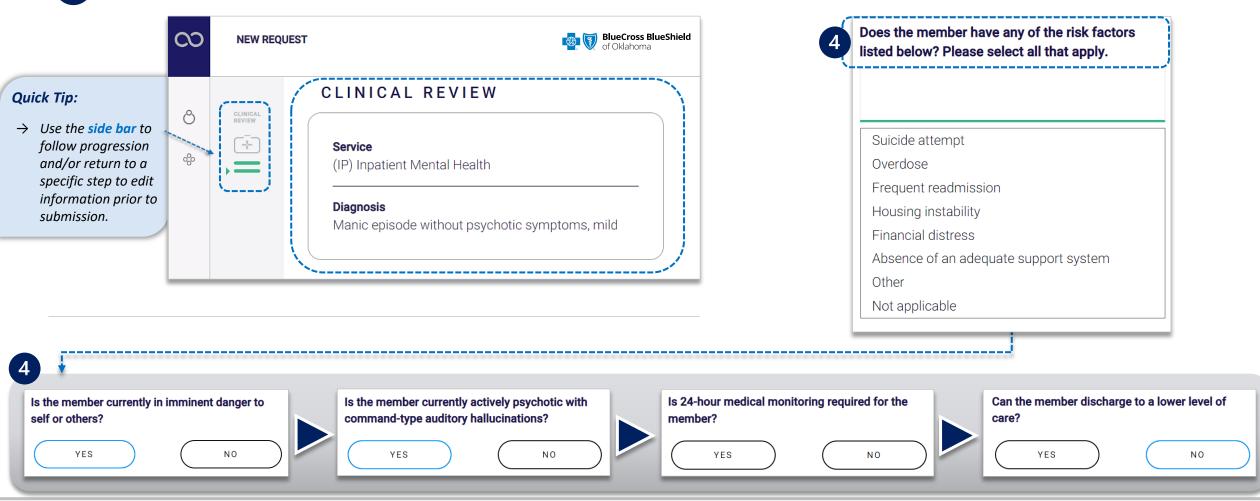
For request eligible for concurrent review, select + Concurrent Request after opening the initial behavioral health request





BlueApprovR allows users to bypass previously collected information and prompts users with the applicable clinical questions necessary to request concurrent review and receive determination.

4 Answer each question according to the <u>newest clinical</u> information available



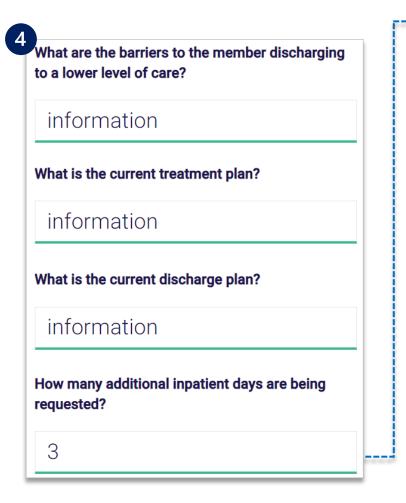
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5

Continue answering each question according to the <u>newest clinical</u> information available, then Attach clinical documentation (*if applicable*)

If clinical documentation is requested:

Enter the Administrative Communications Contact Information and select Preview Request



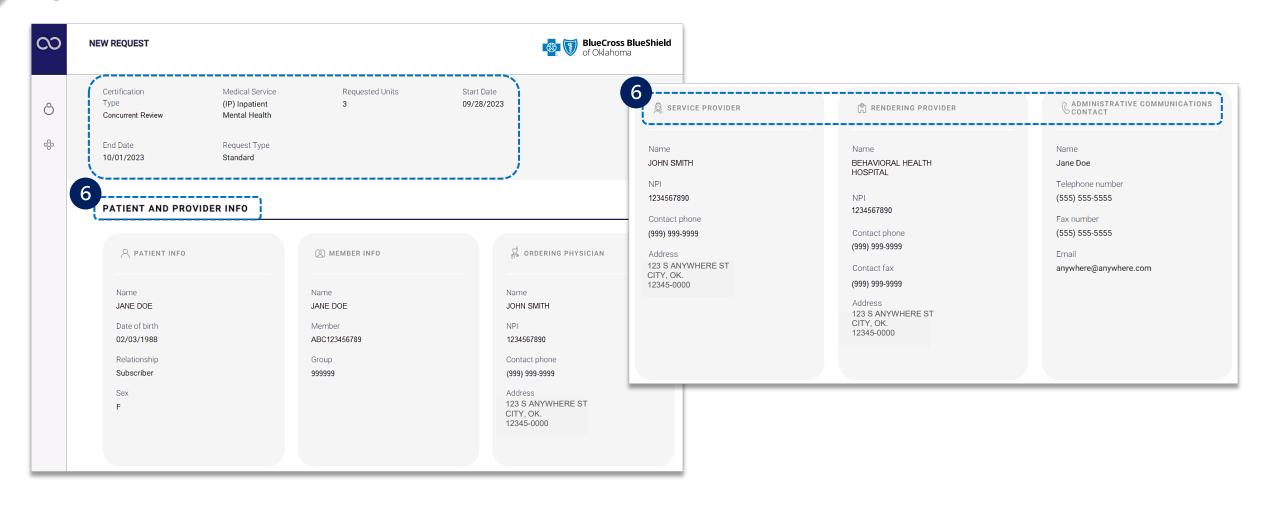
00	NEW REQUEST		
ළ	What is the treatment plan?		
\$	EEVICES REQUESTED	200.0 units every 3 months within 12 months (4 doses)	
	CONTACT INFO	Do you want to add an additional service?	
	_	Attach Documents Select evaluations / health history documents to attach	
	X	→ IWILLATTACH OR FAX DOCUMENTS AT A LATER TIME ©	
		BACK	

types are PDF (.pdf), TIFF (.tif), and/or JPEG (.jpg).

What is the contact's na	ame?
Jane Doe	
What is the contact's pl	none number?
(555) 555-555	5
What is the contact's e	nail?
anywhere@an	ywhere.com
What is the contact's fa	ix number?
(555) 555-555	5 ~

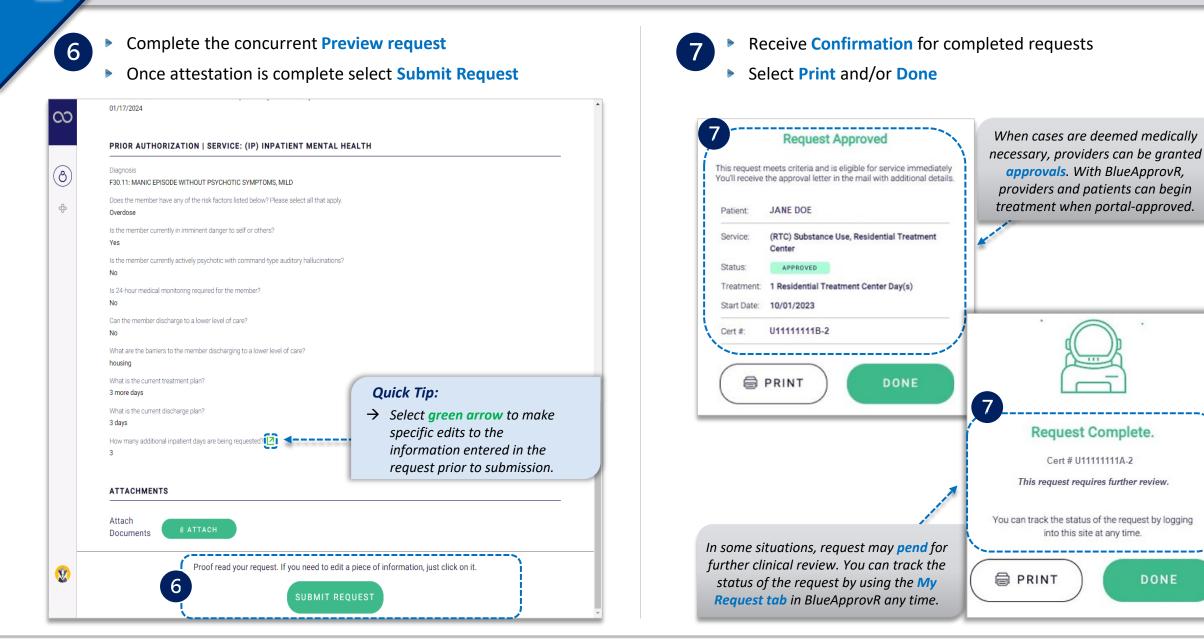
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#### Preview the **Patient and Provider Info** for the <u>concurrent request</u>



## Step 3: Preview Request and Submit (continued)

DONE

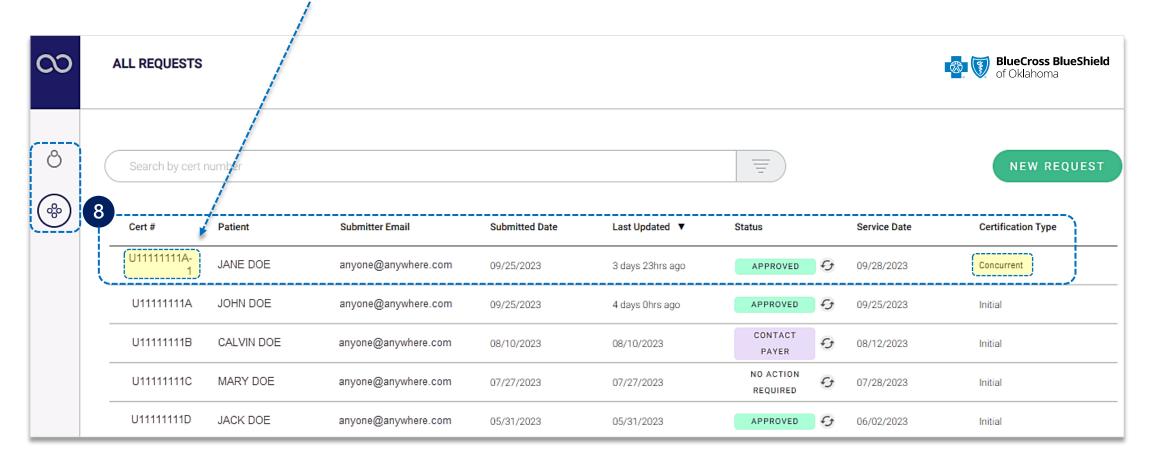


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Select the My Requests or All Requests tabs to view initial and/or concurrent review requests

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All concurrent review requests have the same initial certification number but differentiated by the - suffix # (e.g., -1, -2) at the end of the cert number, as shown in the example below



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

Questions	Answers
Are there any behavioral health services that <u>cannot</u> be submitted for concurrent review through BlueApprovR?	- Yes, Psych/neuro psych testing, Applied behavioral analysis assessment/therapy, and Transcranial magnetic stimulation cannot be submitted for concurrent review at this time.
Will BlueApprovR allow for duplicate submission?	- No, duplicate requests will reject if the start and end dates overlap.
Are you able to request the patient discharge via BlueApprovR?	- No, discharge is not supported through BlueApprovR and will need to be submitted through your normal channel method.
Can clinicals be added after concurrent review requests are submitted?	- Yes, just like with initial requests, you will have the ability to attach clinicals later by selecting "I will attach or fax documents at a later time" when a request requires clinicals for further review.
Is there a size limitation for attaching clinical documents to requests?	<ul> <li>Yes, there is an individual size limit of 40MB.</li> <li>There is not an aggregated file size limit (e.g., you can attach 10 files if the total size of all files does not exceed 40MB).</li> <li>Acceptable file types are PDF (.pdf), TIFF (.tif), and/or JPEG (.jpg).</li> </ul>

Need additional assistance?	BlueApprovR education or training, contact <u>BCBSOK Provider Education Consultants</u> BlueApprovR technical assistance, contact <u>BlueApprovR Support Team</u> Technical Availity support, contact Availity Client Services at 800-282-4548	Availity is a trademark of Availity, LLC, a separate company that operates a health information network to provide electronic information exchange services to medical professionals. Availity provides administrative services to BCBSOK. BCBSOK makes no endorsement, representations or warranties regarding third party vendors and the products and services they offer. The information provided in this user guide is proprietary and confidential information of BCBSOK pursuant of Provider's BCBSOK participation agreements. This information is not to be distrusted or shared with unauthorized individuals without the express approval of BCBSOK.
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