

Reviewing e-referral results: Medical drug authorization requests

For Blue Cross PPO (commercial)

Authorization request results in the e-referral system for drugs covered under the medical benefit for Blue Cross PPO (commercial) members are different from other types of authorization request results. Here are some tips for understanding Blue Cross PPO (commercial) medical drug authorization results in the e-referral system.

TIP 1: How to find the results of a medical drug authorization request you submitted.

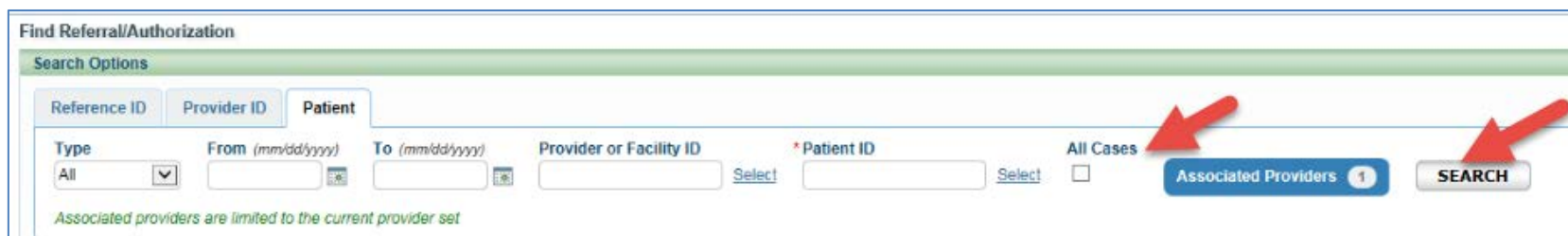
On the Find Referral/Authorization screen:

1. Search for the patient by entering the patient ID.
2. Click *Select* to choose the correct member.
3. Click the member's name (in blue). (There may be many members listed under the same contract number. Look for the one you want.) Then click *Search*.




Name	Patient ID	Plan	Birthdate	Gender	Address	Eligibility
BRAN		BCBSM		F	191	View
SC		BCBSM		M	19	View

4. Click *All cases*, to see the cases associated with that patient for all providers, including your cases. Then click *Search*.



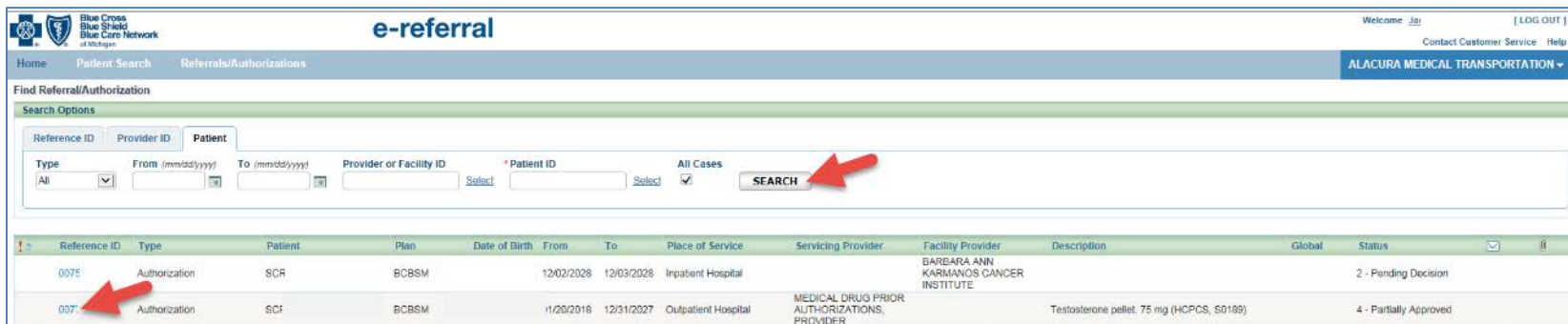
TIP 1: How to find the results of a medical drug authorization request you submitted. (continued)

- Look for the providers that have “Medical drug prior authorizations provider” after their names, in the Servicing Provider column.



Reference ID	Type	Patient	Plan	Date of Birth	From	To	Place of Service	Servicing Provider	Facility Provider	Description	Global	Status
007E	Authorization	SCR	BCBSM		12/02/2028	12/03/2028	Inpatient Hospital		BARBARA ANN KARMANOS CANCER INSTITUTE			2 - Pending Decision
007	Authorization	SCF	BCBSM		11/20/2018	12/31/2027	Outpatient Hospital	MEDICAL DRUG PRIOR AUTHORIZATIONS, PROVIDER		Testosterone pellet, 75 mg (HCPCS, S0189)		4 - Partially Approved

- Click the Reference ID (in blue) number to open the case — the number associated with the correct medical drug prior authorizations provider. That will open the Outpatient Authorization Details screen, where you'll see the results of the authorization request.



Reference ID	Type	Patient	Plan	Date of Birth	From	To	Place of Service	Servicing Provider	Facility Provider	Description	Global	Status
007E	Authorization	SCR	BCBSM		12/02/2028	12/03/2028	Inpatient Hospital		BARBARA ANN KARMANOS CANCER INSTITUTE			2 - Pending Decision
007	Authorization	SCF	BCBSM		11/20/2018	12/31/2027	Outpatient Hospital	MEDICAL DRUG PRIOR AUTHORIZATIONS, PROVIDER		Testosterone pellet, 75 mg (HCPCS, S0189)		4 - Partially Approved

TIP 2: Look for the results of the authorization request.

1. On the Outpatient Authorization Details screen, review the approval status at the top of the screen.



Full approval



Partial approval: Look for the approval information. Ignore the denial information.

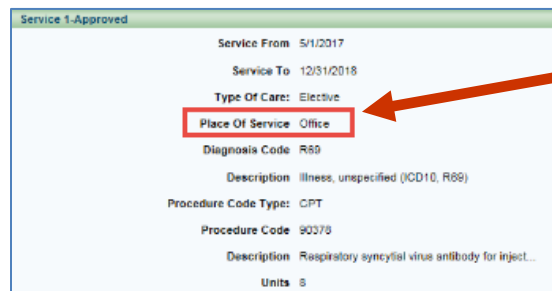


Denial: If you are the provider who requested the prior authorization, refer to the appeal information in the denial letter you'll receive.

2. For full and partial approvals, scroll down to see all the information in the Notes section, to find the details about the approved place of service and quantity and to see the vendor authorization number.

TIP 3: Look for the approved place of service.

- Example: Office



- In the Service section, review the Place of Service.
- Scroll down to the Notes section and review the explanation to see what that means.

Notes		
Date:	Subject	Supporting Information
07/25/2018	Novologix Approved Place of Service:	This medication has been approved to be administered only at the following locations: * Provider office * Ambulatory infusion center * Home infusion therapy Please note that this doesn't include hospital outpatient facility administration
07/24/2018	Approved Units	Approved Units - 12
07/24/2018	Approved Units	Approved Units - 8
07/24/2018	Novologix Approved Place of Service:	This drug does not have a site of care restriction at this time
07/24/2018	Vendor Auth ID	Vendor Auth ID - N000114833

TIP 3: Look for the approved place of service. (continued)

- Example: Outpatient Hospital

Service 1-Approved

Service From: 1/23/2018
Service To: 12/31/2027
Type Of Care: Elective
Place Of Service: Outpatient Hospital
Diagnosis Code: R69
Description: Illness, unspecified (ICD10, R69)
Procedure Code Type: HCPCS
Procedure Code: S0189
Description: Teicoplanin pellet, 75 mg (HCPCS, S0189)
Units: 1

- In the Service section, review the Place of Service.
- Scroll down to the Notes section and review the explanation to see what that means.

Notes

Date	Subject	Supporting Information
07/24/2018 07/24/2018 07/24/2018	Approved Units Novologix Approved Place of Service Vendor Auth ID	Approved Units - 2 This medication has been approved to be administered at any of the following locations: * Hospital outpatient facility; * Provider office; * Ambulatory infusion center; * Home infusion therapy. Vendor Auth ID - N010114925

- Example: Other Unlisted Facility

Service 1-Approved

Service From: 11/27/2017
Service To: 11/28/2022
Type Of Care: Elective
Place Of Service: Other Unlisted Facility
Diagnosis Code: R69
Description: Illness, unspecified (ICD10, R69)
Procedure Code Type: HCPCS
Procedure Code: J0585
Description: INJECTION, ONABOTULINUMTOXINA, 1 UNIT (HCPCS, J...
Units: 1

- In the Service section, review the Place of Service.
- Scroll down to the Notes section and review the explanation to see what that means.

Notes

Date	Subject	Supporting Information
12/02/2017	Novologix Auth ID and Approved Place of Service	Novologix Case id - N001066499 This drug does not have a site of care restriction at this time.

TIP 4: Look for the quantity approved.

Service 1-Approved	
Service From	5/1/2017
Service To	12/31/2018
Type Of Care	Elective
Place Of Service	Office
Diagnosis Code	R89
Description	Illness, unspecified (ICD10, R89)
Procedure Code Type	CPT
Procedure Code	90078
Description	Respiratory syncytial virus antibody for inject...
Units	6

- In the Service section, ignore the number of units.
- Scroll down to the Notes section and find the approved units.

Note: If more than one set of approved units is shown in the Notes, the one closest to the top is the correct one. In this example, 12 is the correct number of approved units.

Note: If the Notes show a quantity of 1, check the medical policy on that drug to determine to get the quantity restrictions.

Notes		
Date	Subject	Supporting Information
07/25/2016	Novologix Approved Place of Service	This medication has been approved to be administered only at the following locations: * Provider office * Ambulatory infusion center * Home infusion therapy Please note that this doesn't include hospital outpatient facility administration
07/24/2016	Approved Units	Approved Units - 12
07/24/2016	Approved Units	Approved Units - 6
07/24/2016	Novologix Approved Place of Service	This drug does not have a site of care restriction at this time
07/24/2016	Vendor Auth ID	Vendor Auth ID - N000114835

TIP 5: Look for the Vendor Auth ID number.

In the Notes section, look for the vendor authorization number to use for billing.

Notes		
Date	Subject	Supporting Information
05/29/2018	Novologix Approved Place of Service	This medication has been approved
05/29/2018	Vendor Auth ID	Vendor Auth ID - N000114835