

e-referral User Guide addendum

Several upgrades have been made to the e-referral system. Below you'll find the changes made since the User Guide was printed in September 2014.

August 2015 Updates – e-referral 5.2

■ In Focus bar removed (User Guide page 11)

The vertical In Focus bar was removed to simplify the application.

■ Certain Provider Groups separated into Provider Group and Facility (User Guide pages 12-13)

When searching for an associated provider, you can now choose from Practitioner, Provider Group or Facility for a more accurate provider entry.

PROVIDER IN FOCUS METRO HEALTH HOSPITAL Change

Provider Set 40615
Provider METRO HEALTH HOSPITAL
NPI 1619923919
Type Facility
Specialty
Address 1919 BOSTON ST SE
GRAND RAPIDS, MI 49506-4160

Select Associated Provider Close Window

Filter Associated Providers

Provider Set 40615 - Schmid Rouse Edmondson Provider Name Provider ID

Searches will be limited to the providers and facilities associated with your user account.

Provider Name	NPI	Type	Specialty
EDMONDSON, STEVEN H.	1992760805	Practitioner	Family Medicine
METRO HEALTH HOSPITAL	1619923919	Facility	
METRO HEALTH HOSPITAL	1619923919	Provider Group	Laboratory Clinical
ROUSE, THERESE	1356306278	Practitioner	Family Medicine
SCHMID, FRANK J.	1780416268	Practitioner	Family Medicine
SPECTRUM HEALTH GENERAL ONCOLOGY INFUSION CLINIC	1922090554	Provider Group	Ambulatory Infusion Therapy
SPECTRUM HEALTH HOSPITAL	1922090554	Facility	

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■ Searching for Referrals/Authorizations across all associated providers (User Guide page 18)

When searching for a referral or authorization, you can now choose the Include All Associated Providers box. Your results will display any associated provider in the same set.

Home Patient Search Referrals/Authorizations

Find Referral/Authorization

Search Options

Reference ID Provider ID Patient

Type From (mm/dd/yyyy) To (mm/dd/yyyy) * Provider or Facility ID Select Patient ID Select **Include All Associated Providers**

Associated providers are limited to the current provider set



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August 2015 Updates, cont.

■ Searching by Provider ID (NPI) (User Guide page 18)

You can now enter a Provider **or** Facility ID when searching within your associated provider list.

Home Patient Search Referrals/Authorizations

Find Referral/Authorization

Search Options

Reference ID Provider ID Patient

Type From (mm/dd/yyyy) To (mm/dd/yyyy) * Provider or Facility ID Patient ID

All [Select] [Select] [Select] [Select] Include All Associated Providers SEARCH

Associated providers are limited to the current provider set

■ From and To dates eliminated when searching by Provider ID or Patient (User Guide pages 18-19)

You can now perform a successful search for referrals and authorizations without From and To date filter values.

■ Searching by Patient for past eligibility (User Guide pages 20-22)

The Eligibility As Of field is now available on the Patient Search screen. This allows you to narrow your search results through eligibility dates. You can populate this field with older dates to find what coverage a patient had in the past.

Home Patient Search Referrals/Authorizations ABER, MONICA

Patient Search

You can type the patient's ID or patient's name in combination with other search criteria

Search Options

Patient ID Last Name First Name Eligibility As Of (mm/dd/yyyy) Birthdate (mm/dd/yyyy)

0123456789 [Select] [Select] 01/01/2012 [Select] [Select] SEARCH advanced search

Name *	Patient ID	Birthdate	Gender	Address	Eligibility
PATIENT, JEFF	012345678	03/21/1961	M	20500 CIVIC CENTER DR. SOUTHFIELD, MI 48076	View
PATIENT, JEFF	012345678	03/21/1961	M	20500 CIVIC CENTER DR. SOUTHFIELD, MI 48076	View
PATIENT, JOSHUA	012345678	07/07/1967	M	20500 CIVIC CENTER DR. SOUTHFIELD, MI 48076	View

■ Searching by Patient (User Guide page 21)

If you are searching by name, you must include additional criteria. Birthdate is now a required field. If you do not enter a birthdate, you will receive the message: "Unable to search for a patient. Include the patient's ID or the patient's Last Name, First Name and Birthdate."

■ Searching by Patient using Patient ID (User Guide page 21)

If known, you can now manually enter a patient's ID. You no longer have to use the Select link.



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August 2015 Updates, cont.

■ Submitting a new case for the same patient (User Guide pages 20, 31, 39, 47)

If you need to create multiple cases for one patient, you can do this now from the Case Details page. New buttons have been added for New Referral, New Global Referral, New Inpatient and New Outpatient.

■ Patient eligibility screen shows products and networks (User Guide page 23)

When looking under Plan Type, users may see acronyms representing which local plan or tiered product a member may belong to.

■ Diagnosis and Procedures Codes accommodate ICD-10 (User Guide pages 25-26, 33-35, 41-43, 50-52, 60, 75-77)

The upgraded e-referral system will contain all ICD-10 as well as ICD-9 codes.

■ Servicing Provider Name - Network Affiliation Status (User Guide page 27)

If you are searching for a provider, there are now three Network Status labels. The status definitions for each of these labels are as follows:

Network Status		Definition
Preferred*	●Pref	The provider is in the member's local network for tiered products or in the member's network for non-tiered narrow network groups.
In	○In	The provider is in the member's BCN or BCN Advantage network, but not the local network for tiered products.
Out	⊗Out	The provider has NO direct affiliation with the member's product or affiliation with BCN.

■ Servicing Provider Search (User Guide pages 27, 36, 43, 53)

Users must now enter a minimum of three characters in the Name field. (The Name field can accommodate up to 55 characters; the ID field can accommodate up to 12.)



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August 2015 Updates, cont.

- Adding attachments to a Case Communication (User Guide pages 29, 38, 46, 55)
An Attach File button has been added for an initial Case Communication

- Searching for Procedure Codes (User Guide pages 35, 42, 51-52)
Users can now search for **either** a Code or Description in one field (previously separate fields).

- New Add Bookmark button replaces Add Provider and Add Facility buttons (User Guide page 63) Under the Provider tab for Bookmarks, the new Add Bookmark button allows you to search for both Provider and Facility.

Case Communication Close Window

The sender (In-Focus Provider) must be a provider associated to the request.

To: BCN Care Management From: ABBI, MONICA

* Subject

Attachments

ATTACH FILE

* Message

* Select items to be reviewed

Procedure	Dates	Unit/Days
<input type="checkbox"/> Established patient office or other outpatient visit, typically 15 minutes (CPT, 99213)	3/24/2015-4/22/2015	10

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CANCEL SEND

October 2014 Updates – e-referral 4.7

- Servicing Facility fields (User Guide pages 28, 37, 53)

Instructions for what to enter in the Servicing Facility fields have been updated in the Global Referral, Referral and Outpatient Authorization sections of the User Guide.

When issuing a global referral, referral or outpatient authorization for a hospital-based group, please enter the facility NPI in the Servicing Facility ID field. A list of hospital NPIs can be found on ereferrals.bcbsm.com under Provider Search.

* Referring Provider Name, ID: WHITECOAT, DOCTOR, 01245678 [Search](#)
Address: 1255 MAIN ST, STE 104 ANYTOWN, MI 48006

* Servicing Provider Name, ID: , [Search](#)
Address:

Servicing Facility Name, ID: , [Search](#)
Address:



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