

**Blue Care  
Network**  
of Michigan

# User Guide

e-referral on the iEXCHANGE<sup>®</sup> System

[ereferrals.bcbsm.com](http://ereferrals.bcbsm.com)

April 2010

Dear Blue Care Network Health Care Service Provider:

Welcome to e-referral on iEXCHANGE®, BCN's Web-based referral and authorization system. Now that you have signed up to use e-referral, you are on your way to experiencing an efficient paperless method of requesting referrals and authorizations for your BCN patients.

There are only two instances when a referral request cannot be made via e-referral:

- When making changes to an existing referral, other than extending the date of the referral
- For urgent requests in the event of a life-threatening situation

In these instances, please phone our Care Management department at 1-800-392-2512.

The *e-referral User Guide* has been created as a tool to instruct new users in the system's basic functions and provide some additional suggestions to save time and avoid errors. Please take a moment to look at the Table of Contents and skim through the sections to get acquainted with the contents.

If you are already familiar with e-referral, you can use the guide as a reference and refer to the "Recommendations for Successful e-referrals" section in the back of this book to improve efficiency.

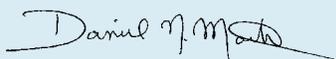
We welcome your suggestions on how we can make this and our other referral resources more helpful. Our goal is to make submitting and checking on referrals as seamless as possible for you. You may send your recommendations to [BCNprovcomm@bcbsm.com](mailto:BCNprovcomm@bcbsm.com).

If you have technical concerns, call the Web Help Desk at 1-877-258-3932 or contact your BCN provider representative. Your provider representative would be happy to visit your office to train your e-referral users.

I would also like to suggest that each time you visit e-referral, stop by the welcome page at [ereferrals.bcbsm.com](http://ereferrals.bcbsm.com) to read recent news and get the latest updates for your staff. This site has a comprehensive collection of resources to assist you.

Thank you for supporting our efforts to make referrals quick and easy.

Sincerely,



Daniel N. Martin, Director  
Provider Servicing

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# Section I: Getting Started

## Welcome to e-referral on iEXCHANGE®.

For optimal e-referral performance, make sure your computer meets the following **minimum** requirements:

- Computer processor: computer with a 486/66 megahertz (MHz) processor or higher (Pentium processor recommended)
- Operating system: Windows 98, Windows Me, Windows NT 4.0 with Service Pack 6a (SP6a) and higher or Windows 2000
- Browser requirements: Internet Explorer 5.5 and higher or Netscape Navigator 6.1 or higher (all with 128-bit security)
- Browser properties: JavaScript must be enabled for the browser. If JavaScript is not enabled, you will be presented with a message indicating the problem. This message will appear as soon as the Welcome page is displayed. A button labeled *View instructions* will be contained in the error message. If you press the button, the steps required to enable the JavaScript will be returned to the screen.

Now that you have completed the e-referral application and received your User ID and password, you are ready to use e-referral. Just go to **ereferrals.bcbsm.com** and click on the login link. We recommend saving the e-referral Web site in

your favorites to make the referral process even more convenient.

If e-referral prompts you to change your password, here are some hints for doing it successfully:

- Do not use the same beginning and ending characters from your previous two passwords.
- Passwords should contain at least five characters.
- Passwords may be a combination of letters, numbers and other conventional symbols.
- Passwords are case sensitive.

The *e-referral User Guide* is available in full color in Adobe PDF file format on **ereferrals.bcbsm.com**. You can refer to or download it as needed. It can be opened, viewed and printed using the Adobe Acrobat Reader® available free at **adobe.com**.\*\*



Once the reader is installed on your system, the PDF file will automatically open and display the document. Depending on the type of Internet connection and the computer hardware you have, the file will open in a matter of seconds or a few minutes.

You can also download the user guide to your hard drive. Just right-click on the link to the document and select "Save Target As" from the menu. Choose a location on your computer and select "Save."

\*\*BCN does not control this Web site or endorse its general content.

## Logging in

MEDecision | Provider Login - Microsoft Internet Explorer provided by Blue Cross Blue Shield of MI

https://iexchange.medecision.com/IEApp/ProviderLogin.do?showPage=med

MEDecision | Provider Login

HELP

Welcome Provider login Payer login

Provider login

User ID

iEXCHANGE ID

Password

Login Cancel

Enter your **Login name** (User ID), the **iEXCHANGE ID** assigned to your office, and then your **Password**. Click the **Login** button to connect. Note that the IDs and Password you must enter are case-sensitive. You must enter each with the appropriate upper and lower-case letters as used when each was set up.

**Need help logging in?** Click the Help link above if you need more information to successfully connect to iEXCHANGE.

**First Time Login:** If you are using iEXCHANGE at a managed care organization, select the Payer Login link above.

THE iEXCHANGE SYSTEM IS SUBJECT TO AND GOVERNED BY TERMS AND CONDITIONS OF USE. BY PROCEEDING OR USING THE iEXCHANGE SYSTEM YOU ARE MANIFESTING THAT YOU HAVE READ AND UNDERSTOOD THE TERMS AND CONDITIONS OF USE AND AGREE TO BE BOUND BY

## Selecting BCN as payer

Once you log in successfully, you will be required to select a payer. Click on the arrow to bring up the drop-down menu and select *Blue Care Network*. You can also type a "B" in the field and Blue Care Network will appear.

The screenshot shows the iEXCHANGE MEDDecision interface. At the top, there is a navigation bar with tabs for 'Starting point', 'Inpatient', 'Other', 'Referral', and 'Search'. Below this is a 'Select a payer' section with a text input field and a 'Select' button. To the right of the input field is a dropdown arrow. A callout box points to this arrow with the text: 'Once you log in successfully, you will be required to select a payer. Click on the arrow to bring up the drop-down menu and select Blue Care Network. You can also type a "B" in the field and Blue Care Network will appear.' Below the 'Select a payer' section is a 'Select a task' section with a list of tasks: 'Inpatient', 'Other', 'Referral', and 'Search'. Below these sections are two announcement boxes: 'Sponsor bulletin' and 'MEDdecision news'. The 'Sponsor bulletin' contains information about a notification to Blue Care Network regarding the eReferral Application. The 'MEDdecision news' contains information about a web update supporting additional NPI compliance standards. At the bottom of the page, there is a footer with the text: 'Blue Care Network of Michigan is a nonprofit corporation and independent licensee of the Blue Cross and Blue Shield Association.'

**Select a payer**

Click once on the payer to which you want to submit a transaction and then click the Select button. You may need to scroll to find the payer you want.

**Select a task**

Available tasks (Inpatient, Other, Referral, or Search) appear above, to the right of the payer you select. Click the task you want to open the task page. Note that the available tasks may vary by payer.

**Sponsor bulletin**

**Announcement**

Blue Care Network has been notified that the following issue may be occurring with the eReferral Application. If you experience issues with using the Print Friendly option or with the tab display please contact the following individuals:

Dana Howe at [dhowe@bcbsm.com](mailto:dhowe@bcbsm.com) or via phone at (248) 223-5242  
Alan Allison at [aallison@bcbsm.com](mailto:aallison@bcbsm.com) or via phone at (248) 223-5241  
Caroline Gaines at [cgaines@bcbsm.com](mailto:cgaines@bcbsm.com) or via phone at (248) 799-6024

Within your communication, please include the following information:

- (a) Provider Office/Doctor Name
- (b) eReferral Group Number
- (c) Contact Name
- (d) Contact Phone Number

**MEDdecision news**

**Announcement**

iEXCHANGE® Web has been updated with the latest release. This release supports additional NPI compliance standards and offers iEXCHANGE® users Payer-Specific Help. Go to Online Help and click the Payer-Specific Help link to learn additional information when working with a particular payer.

[Go to MEDdecision](#)

Blue Care Network of Michigan is a nonprofit corporation and independent licensee of the Blue Cross and Blue Shield Association.

## Selecting BCN as payer (cont.)

The screenshot shows the iEXCHANGE MEDecision web application interface. At the top, there is a navigation bar with tabs for 'Starting point', 'Inpatient', 'Other', 'Referral', and 'Search'. Below this is a 'Select a payer' dropdown menu. The 'Blue Care Network' option is highlighted in blue. A red callout bubble with a white border points to this option, containing the text 'Highlight Blue Care Network.' To the right of the dropdown menu, there is a 'Select a task' section with instructions. Below the dropdown menu, there is a 'MEDecision news' section and an 'Announcement' section. The 'Announcement' section contains text about a software update: 'iEXCHANGE® Web has been updated with the latest release. This release supports additional NPI compliance standards and offers iEXCHANGE® users Payer-Specific Help. Go to Online Help and click the Payer-Specific Help link to learn additional information when working with a particular payer.' The browser window title is 'MEDecision | Starting Point - Microsoft Internet Explorer provided by Blue Cross Blue Shield of MI'. The address bar shows the URL 'https://exchange.medection.com/IEApp/payerSelect.do?showPage=med.Se'. The browser status bar at the bottom shows 'Done', 'Internet', and '100%'.

**Select a payer**

- AmeriChoice - AZ Medicaid (APIPA)
- AmeriChoice - MD Medicaid (United)
- AmeriChoice - NE (Share Advantage)
- AmeriChoice - NJ Medicaid
- AmeriChoice - NJ Personal Care Plus
- AmeriChoice - PA Medicaid
- AmeriChoice - WI
- AmeriHealth Mercy Health Plan
- Avidyn Health
- BCBS of Illinois (Retired)
- Blue Care Network
- Blue Cross Blue Shield of Dela.
- CapitalCare (Va. HMO Only)
- CareFirst BlueChoice
- CareFirst D.C. Indemnity
- CareFirst D.C. National Acc.
- CareFirst FEP PPO
- CareFirst Maryland Indemnity
- DHP Separate Legal Entity
- FreeState Health Plan, Inc.
- KePRO Hillsborough
- KePRO Home Health
- KePRO Inpatient
- Keystone Mercy Healthplan
- Liberty Mutual UM
- MDwise Hoosier Alliance
- MHS-MMCC
- PacifiCare/Secure Horizons
- Passport Health Plan

**Select a task**

Available tasks (Inpatient, Other, Referral, or Search) appear above, to the right of the payer you select. Click the task you want to open the task page. Note that the available tasks may vary by payer.

**MEDecision news**

**Announcement**

iEXCHANGE® Web has been updated with the latest release. This release supports additional NPI compliance standards and offers iEXCHANGE® users Payer-Specific Help. Go to Online Help and click the Payer-Specific Help link to learn additional information when working with a particular payer.

[Go to MEDecision](#)

Highlighted text: *Highlight Blue Care Network.*

## Selecting BCN as payer (cont.)

The screenshot shows the MEDDecision web application interface. At the top, there is a navigation bar with tabs for "Starting point", "Inpatient", "Other", "Referral", and "Search". Below this, the "Select a payer" dropdown menu is open, showing "Blue Care Network" as the selected option. A red callout box points to the "Select" button with the text: "Once Blue Care Network appears in this field, click on the Select button." Below the dropdown, there is an "Announcement" section for Blue Care Network, which includes contact information for Dana Hove, Alan Allison, and Caroline Gaines, and a list of required information for communication: (a) Provider Office/Doctor Name, (b) eReferral Group Number, (c) Contact Name, and (d) Contact Phone Number. The page also features a "Sponsor bulletin" section and a "MEDDECISION NEWS" section.

## Selecting BCN as payer (cont.)

The screenshot shows the iEXCHANGE MEDecision web application interface. At the top, there are logos for Blue Care Network of Michigan and iEXCHANGE MEDecision. Below these are navigation tabs: Starting point, Inpatient, Other, Referral, and Search. The 'Starting point' tab is active. The main content area has two sections: 'Select a payer' and 'Select a task'. The 'Select a payer' section has a dropdown menu with 'Blue Care Network' selected and a 'Select' button. The 'Select a task' section has instructions and a list of tasks. A 'Windows Internet Explorer' error dialog box is overlaid on the page, displaying a yellow warning icon and the text: 'Select a payer from the drop down list.' with an 'OK' button. A red callout bubble points to the error message with the text: 'An error message will appear if a payer is not selected prior to performing another function.' Below the main content area, there are 'Sponsor bulletin' and 'Announcement' sections. The footer contains the text: 'Blue Care Network of Michigan is a nonprofit corporation and independent licensee of the Blue Cross and Blue Shield Association.'

## The first screen

Sponsored by Blue Care Network of Michigan

HELP | PREFERENCES

Care Management log out

Starting point Inpatient Other Referral Search

Payer selected:  
Blue Care Network

**Treatment updates**  
Select a link below to view treatment updates for the past 4 days  
[View updates from MCO](#)  
[View updates for PCPs](#)  
[View new or updated treatments](#)

**Sponsor bulletin**  
**Announcement**  
Blue Care Network has been notified that the following issue may be occurring with the eReferral Application. If you experience issues with using the Print Friendly option or with the tab display please contact the following individuals:  
Dana Howe at [dhowe@bcbsm.com](mailto:dhowe@bcbsm.com) or via phone at (248) 223-5242  
Alan Allison at [aallison@bcbsm.com](mailto:aallison@bcbsm.com) or via phone at (248) 223-5241  
Caroline Gaines at [cgaines@bcbsm.com](mailto:cgaines@bcbsm.com) or via phone at (248) 799-6824  
Within your communication, please include the following information:  
(a) Provider Office/Doctor Name  
(b) eReferral Group Number  
(c) Contact Name  
(d) Contact Phone Number

**MEDecision news**  
**Announcement**  
iEXCHANGE® Web has been updated with the latest release. This release supports additional NPI compliance standards and offers iEXCHANGE® users Payer-Specific Help. Go to Online Help and click the Payer-Specific Help link to learn additional information when working with a particular payer.  
[Go to MEDecision](#)

Blue Care Network of Michigan is a nonprofit corporation and independent lic...

Done Internet 100%

Now that *Blue Care Network* is displayed in the *Payer selected* field, you can begin submitting e-referrals on iEXCHANGE.

## The first screen (cont.)

MEDecision | Starting Point - Microsoft Internet Explorer provided by Blue Cross Blue Shield of MI

https://exdemo.medecision.com/Train/payerSelectSubmit.do

File Edit View Favorites Tools Help

MEDecision | Starting Point

HELP | PREFERENCES Admin User log out

Starting point Inpatient Other Referral Search

Payer selected:  
BCN Mock

**Treatment updates**

Select a link below to view treatment updates for the past 4 days  
No new updates from the MCO  
[View updates for PCPs](#)  
No new updates for facilities/service providers

**MEDecision news**

**Announcement:**  
Monthly maintenance on IEXCHANGE® Web is complete  
[Go to MEDecision](#)

**Select a task**  
Available tasks (Inpatient, Other, Referral, or Search) appear above, to the right of the payer you select. Click the task you want to open the task page. Note that the available tasks may vary by payer.

If there are new or updated referrals or plan approval requests, a notice will appear in this area.

At the top of each page, e-referral will provide basic instructions to help you navigate through the page.

Done Internet 100%

# Section II: Requesting a New Referral

## Use the *Referral* tab for reporting global referrals:

- A global referral allows a specialist contracted with BCN to perform necessary services to diagnose and treat a member in the office, with the exception of services that require benefit or clinical review.
- Only the member's primary care physician can issue a global referral.
- Issue global referrals for at least 30 days but not more than 365 days. After 365 days, submit a new referral for ongoing care.
- Do not submit global referrals for:
  - Noncontracted practitioners or facility services
  - Chiropractic or physical therapy services
- Specialists may not refer to another specialist for services (with the exception of rheumatologists, orthopedic surgeons, physiatrists and sports medicine, neurosurgeons, and hand surgeon practitioners who can refer for therapy).
- For members whose primary care physician is in the **East or Southeast** service area, the services noted in the Blue Care Network Referral and Clinical Review Program chart are payable from a global referral if they are performed in a contracted physician's office and do not require benefit or clinical review. Plan notification is required when the service is performed in a facility outpatient setting. The Blue Care Network Referral and Clinical Review Program chart is available on the e-referral welcome page at [ereferrals.bcbsm.com](http://ereferrals.bcbsm.com).
- For members whose primary care physician is in the Mid or West service area and the specialist is outside the Mid or West service area, a global referral must be submitted to the plan.
- When the member's primary care physician and specialist are both in the Mid or West service area, your referrals often do not need to be submitted using e-referral. For more information, refer to the Blue Care Network Referral and Clinical Review Program chart on the e-referral welcome page at [ereferrals.bcbsm.com](http://ereferrals.bcbsm.com).



Behavioral health services should not be submitted using the *Referral* tab.

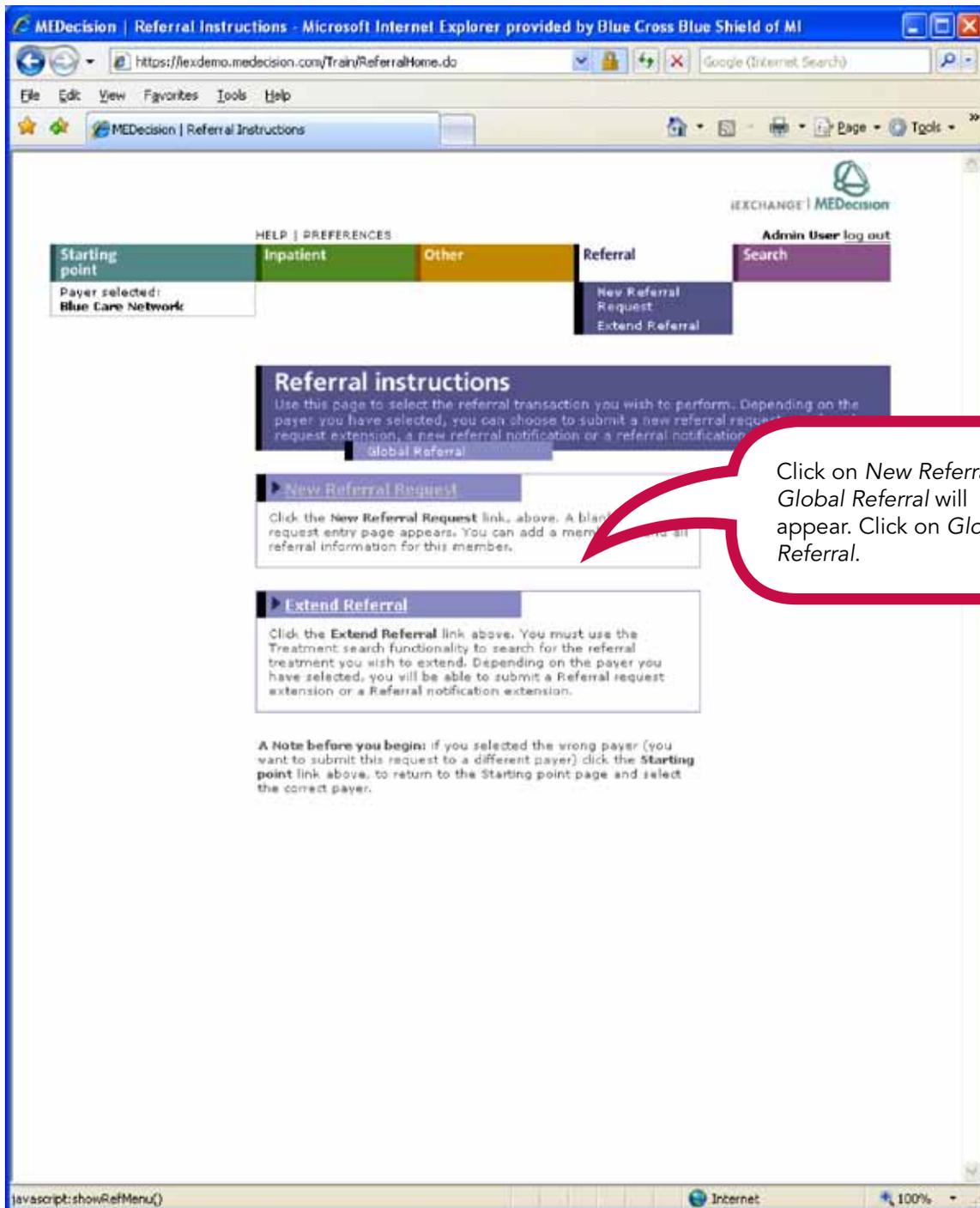
## Referral entry:

- **Member ID**  
Enter the member ID (must include the contract number and member suffix). There must be a hyphen between the contract number and two-digit suffix. If you do not know the suffix, click on the *Member search* button. If there is more than one member on the contract, you will be asked to enter the patient's first name or birth date.
- **Submitting provider**  
Click on the arrow to the right of the *Submitting Provider* field. All providers associated with your login ID will be displayed. Select the physician requesting services. **Always select the PCP that BCN has listed as the patient's PCP or your referral will pend.**
- **Servicing provider**  
Enter the BCN provider number of the physician to whom you are referring. If you do not know the provider number, click on the *Provider search* button (see Page 78). You can also use the drop-down list by clicking on the arrow to the right of the *Servicing provider* field. Highlight the physician to whom you are referring, and click. This list can be customized to suit your needs. Contact your provider representative to create your personalized list.\*
- **Primary diagnosis**  
Enter the primary diagnosis code. If the code is not known, you can search for it by clicking on the *Diagnosis search* button.\*  
  
You can also select from a list of diagnosis codes. Click on the arrow to the right of the second *Primary diagnosis* field. Highlight the diagnosis code you want to use and click on it. This list can be customized to suit your needs. Contact your provider representative to create your personalized list.\*

- **Secondary diagnosis**  
This is an optional field. You can enter a secondary diagnosis in the *Secondary diagnosis* field if necessary.
- **Units**  
Units will be assigned according to BCN global referral policies.
- **Start date**  
Enter the beginning date of the referral.

- **End date**  
Enter the end date of the referral. Global referrals must be issued for a minimum of 30 days, but no longer than 365 days.

\*Please refer to Page 93 in the “Recommendations for Successful e-referrals” section for further information about customizing your drop-down boxes.



## Entering provider and diagnosis information

The screenshot shows the MEDecision Referral Request Entry form. The form is titled "Referral request entry" and includes instructions: "Once you enter the General information and Services information, click Next step. IEXCHANGE evaluates your request and displays the Referral request preview page." The form is divided into sections: "General information" and "Services information".

**General information section:**

- Notification date: 08/06/2008 (mm/dd/yyyy)
- Member ID: 432156798-05
- Submitting provider: Dock, Goofey - 9876543211 -
- Services provider: (drop-down menu)

**Services information section:**

- Procedure: 99213
- Unit(s): \*
- Start date: (calendar icon)
- End date: (calendar icon)

**Diagnosis section:**

- Principal diagnosis 1: (drop-down menu)
- Secondary diagnosis 2: (text input)

**Callouts:**

- 1:** Points to the "Services provider" drop-down menu. Text: "You can enter *Services provider* information **three** different ways. You can select a physician from the drop-down list, enter a valid NPI, or use *Provider search*."\*
- 2:** Points to the "NPI" text input field.
- 3:** Points to the "Provider search" button.

**Provider search results:**

- Allergies - 995.3
- Allergies - 995.3
- Anemia - 285.8
- Angina - 411.1
- Asphyxia - 799.0
- Asthma - 493.90
- Back pain / Lumbago - 724.2
- Birth control device(s) - V25.2
- Blood in stool; melena - 578.1
- Bronchitis - 490.
- Chest pain - 786.50
- Colitis / Gastroenteritis - 558.9
- Congestive heart failure - 428.0
- Constipation - 564.00
- Convulsions / seizures - 780.39
- COPD - 486.

**Additional callout:**

- Points to the "Provider search" button. Text: "This field contains a list of physicians associated with your login ID. Always select the physician that BCN has listed as the patient's PCP."

**Bottom callout:**

- Points to the "Diagnosis" section. Text: "You can enter diagnosis code information three different ways. You can enter a diagnosis code, select a code from the drop-down list, or use *Diagnosis search* to find a code. A secondary diagnosis code is optional."

**\*\*When performing a provider search, multiple results for the same physician/facility may be returned. Always be sure that the physician/facility you select is contracted with BCN. Refer to Pages 78-83 for more information on performing a provider search.**

## Entering dates and comments

MEDecision | Referral Request Entry - Microsoft Internet Explorer provided by Blue Cross Blue Shield of MI

https://texasdemo.medecision.com/Train/createReferralEntryPreview.do

File Edit View Favorites Tools Help

MEDecision | Referral Request Entry

as well as information.

**provider** [dropdown]

**Servicing provider** [dropdown]

Select a servicing provider from the list

or enter or search for ID:

**Primary diagnosis**

Enter Diagnosis code or Select from Short list

**Secondary diagnosis 2**

optional

**Information**

Select the principal code, and any secondary. Enter the requested as well as the and dates for each

**Principal service**

**Procedure** 99213

**Unit(s)** +

**Start date**

**End date**

**Additional Comments (optional)**

**IEXCHANGE Comment**

Done Internet 100%

The date span of the referral must be at least 30 days, but no longer than 365 days.

You can enter comments to BCN or to the servicing provider in this field.

When you have finished, click on *Next step*.

## Editing information after entering

Review your referral request information here. If everything is correct, click the **Submit** button to save your request and open the Referral request confirmation page. If you need to make any changes, scroll down to the correct section or click **Edit** to make the necessary modifications.

The status of this referral request was current when you clicked Next step. However, the status may change when you click **Submit** if eligibility or other data changed in the interim. The case and referral request reference numbers will be assigned when you click **Submit**.

**Payer notice:**  
THIS IS NOT A GUARANTEE OF ELIGIBILITY, COVERAGE OR PAYMENT FOR SERVICES

**DUCK, LOUIE** Case status will be — **Authorized**

**Referral Request information**

Principal service —	
Status —	
Authorize	
Procedure	OFFICE OR OTHER OUTPATIENT VISIT FOR THE EVALUATION AND MANAGEMENT OF AN ESTABLISHED - 99213
Unit(s)	*
Start date	09/01/2008
End date	11/01/2008

**Additional Authorization Questions!**

Complete the following Questionnaire forms to add additional data to your referral. Please note that (!) indicates questionnaires that can affect the referral status — if you complete the questionnaire you may be able to change a status of pend to an approval.

Description	
<input checked="" type="checkbox"/> Accessed	<input type="checkbox"/> Affects status

The information you have entered will appear on this page. If you want to change any of the information, select *Edit* or scroll down to the input screens that follow this summary and make the necessary changes.

**General referral information**

Member name	<b>DUCK, LOUIE</b>
Member ID	432156798-05
Submitting provider	<b>DOCK, GOFFEY</b>
Address 1	234 THIRD STREET
City	ANYWHERE
State	MI
Zip code	48375
Specialty	Pediatric
Type	Medical Doctor
Servicing provider	<b>DWARF, SNEEZY</b>
Address 1	723 THIRD STREET
Address 2	
City	ANYWHERE
State	MI
Zip code	48375
Phone	

## Submitting a referral

General referral information	
Member name	<b>DUCK, LOUIE</b>
Member ID	432156798-05
Submitting provider	<b>DOCK, GOOFY</b>
Address 1	234 THIRD STREET
City	ANYWHERE
State	MI
Zip code	48375
Specialty	Pediatric
Type	Medical Doctor
Servicing provider	<b>DWARF, SNEEZY</b>
Address 1	723 THIRD STREET
Address 2	
City	ANYWHERE
State	MI
Zip code	48375
Phone	
Specialty	Allergy/Immunology
Type	Doctor of Osteopathy
Diagnoses	
Primary diagnosis	995.3 - ALLERGY, UNSPECIFIED
IEXCHANGE Comment	This is a test case of a *

**1 General information**

Use this section to edit any General information fields. You can continue to the Services fields, or click the **Preview changes** button to reevaluate your updated referral.

Notification date: 08/06/2008 (mm/dd/yyyy)

Member ID: 432156798-05

Submitting provider: Dock, Goofy - 9876543211 -

Servicing provider:

Primary diagnosis: 995.3  Allergies - 995.3

## Confirming a referral

The screenshot shows the MEDecision Referral Request Confirmation page. The browser title is "MEDecision | Referral Request Confirmation - Microsoft Internet Explorer provided by Blue Cross Blue Shield of MI". The URL is "https://exdemo.medecision.com/Train/ReferralConfirmation.do?showPage=".

The page features a navigation menu with "Starting point" (Payer selected: BCN Mock), "Inpatient", "Other", "Referral", and "Admin User log out". The "Referral" dropdown menu is open, showing options: "New Referral Request", "Global Referral", and "Extend Referral".

The main content area is titled "Referral request confirmation" and contains the following text: "This page contains referral request information including the case ID and status (authorized or pend), the member's name and ID, and the referred services. The service information includes the service description, service dates, units/visits, the name of the referral request and the referral request reference numbers. The name of the submitting and servicing providers also appear." Below this, it states: "After you clicked the Submit button, iEXCHANGE re-evaluated the data that appeared in the form. The request status may have changed if eligibility or other data changed in the background."

The "Referral request confirmation" section displays the following information:

DUCK, LOUIE	Case ID — X080001175	Status — Authorized
<b>Principal service</b>		
Certification ID — X08000117501001		
Status — Authorize		
Procedure	OFFICE OR VISIT FOR THERAPY MANAGEMENT	
	99213	
	+	
Start date	09/01/2008	
End date	11/01/2008	
Submitting provider	DOCK, COFFEY	
Submitting provider MCO ID	9876543211	
Servicing provider	DWARF, SNEEZY	
Servicing provider MCO ID	9876543217	
Member name	DUCK, LOUIE	
Member ID	432156798-05	
Primary diagnosis	ALLERGY, UNSPECIFIED — 995.3	
iEXCHANGE Comment	This is a test case of a "	

Callout boxes provide the following information:

- The referral number will appear in the Case ID area. If there is no referral number, it means your referral was not sent. Be sure to click on the Submit button.
- This number is for BCN's internal use.
- The final status of the referral will be displayed here as authorized or pended.\*\*

At the bottom of the page, there is a "new payer | top of page" link and a status bar showing "Internet" and "100%".

\*\*If the referral pends, allow two business days for review.

# Section III: Requesting Non-Inpatient or Other Services

- Use the *Other* tab for surgeries or any other procedure performed in an outpatient facility setting. You should also use this tab for services performed in a physician office that require clinical review by BCN, such as chiropractic services, nutritional counseling or infertility evaluation.
- Please refer to the Blue Care Network Referral and Clinical Review Program chart for a complete list of services that require clinical review regardless of place of service. This list, along with clinical criteria and the Care Management chapter of the *BCN Provider Manual*, is available at: [ereferrals.bcbsm.com](http://ereferrals.bcbsm.com).

## Other services entry:

- **Member ID**  
Enter the member ID (must include the contract number and member suffix). There must be a hyphen between the contract number and two-digit suffix. If you do not know the suffix, click on the *Member search* button. If there is more than one member on the contract, you will be asked to enter the patient's first name or birth date.
- **Submitting provider**  
Click on the arrow to the right of the *Submitting Provider* field. All providers associated with your login ID will be displayed. Select the physician requesting services. **Be sure to select the PCP that BCN has listed as the patient's PCP or your referral will pend.**
- **Treatment setting**  
Click on the arrow to the right of the *Treatment Setting* field. A list of treatment settings will be displayed. Click on the type of facility/service you are requesting.
  - All treatment settings that begin with BH are for behavioral health providers only.
- **Emergency Yes/No** – Always select *No*.
- **Diagnosis**  
A primary diagnosis code is required. You may submit a secondary diagnosis if you choose. Enter the diagnosis code in the *Primary diagnosis* box. You can also use one of the diagnosis codes listed in your drop-down list or search for a diagnosis code by clicking on the *Diagnosis search* button. This list can be customized to suit your needs. Contact your provider representative to create your personalized list.\*
- **Attending physician**  
Enter a provider's NPI or perform a search for a specific provider. You can also use one of the physicians listed in your drop-down list or search for a provider by clicking on the *Provider Search* button. This list can be customized to suit your needs. Your provider representative can help you to create a customized list of frequently referred-to physicians.\*
- **Principal Service**  
A procedure code is required. Enter the appropriate procedure code or select a service from the drop-down list. If you don't know the code, click on the *Procedure search* button. This list can be customized to suit your needs. Contact your provider representative to create your personalized list.\*
- **Servicing provider**  
If the service is being performed in a facility, enter the facility NPI number in the *Servicing provider* field. If not performed at a facility, use the NPI number of the attending physician. This list can be customized to suit your needs. Contact your provider representative to create your personalized list.\*
- **Units**  
Enter the number of services you are authorizing.
- **Start and end dates**  
Enter a start date and end date appropriate for the services being requested. The scheduled date of a procedure sometimes changes after you submit your request. If this occurs, please call the Care Management department at 1-800-392-2512 to inform them of the change.
- **Comments**  
You can enter comments to BCN or to the servicing provider in this field.
- **Next step**  
When all the required fields are completed, select *Next step*.

\*Please refer to Page 93 in the "Recommendations for Successful e-referrals" section for further information about customizing your drop-down boxes.

## Other requests and extensions

MEDecision | Other Instructions - Microsoft Internet Explorer provided by Blue Cross Blue Shield of MI

https://exdemo.medecision.com/Train/CertOtherHome.do

File Edit View Favorites Tools Help

MEDecision | Other Instructions

HELP | PREFERENCES

Starting point Inpatient Other Referral Search

Admin User log out

Payer selected: BCN Mock

New Other Request  
Extend Other

### Other instructions

Use this page to select the other transaction you wish to perform. Depending on the payer you have selected, you can choose to submit a new other request, request extension, a new other notification or an other notification.

**New Other Request**

Click the **New Other Request** link, above. A blank Other request entry page appears. You can add a member ID and all request information for this member.

**Extend Other**

Click the **Extend Other** link above. You must use the Treatment search functionality to search for the other treatment you wish to extend. Depending on the payer you have selected, you will be able to submit an Other request extension or an Other notification extension.

**A Note before you begin:** if you selected the wrong payer (you want to submit this request to a different payer) click the **Starting point** link above, to return to the Starting point page and select the correct payer.

Use *New Other Request* to request approval for new services.

To extend dates or to increase the number of services, select *Extend Other*.

## Other requests and extensions (cont.)

MEDecision | Other Request Entry - Microsoft Internet Explorer provided by Blue Cross Blue Shield of MI

https://exdemo.medecision.com/Train/createOtherEntryPreview.do?showP...

File Edit View Favorites Tools Help

MEDecision | Other Request Entry

HELP | PREFERENCES

Starting point Inpatient **Other** Referral Search

Payer selected: BCN Mock

New Other Request  
Extend Other

Admin User log out

**Other request entry**

Once you enter the General information and Services information click Next step. iEXCHANGE evaluates your other request and displays the Other request preview page.

**Payer notices**  
THIS IS NOT A GUARANTEE OF ELIGIBILITY, COVERAGE OR PAYMENT FOR SERVICES

**1 General information**

Use the General information section to record the member ID (click Member search to verify eligibility), submitting provider as well as diagnostic information.

Notification date 06/07/2008 (mm/dd/yyyy)

Member ID  
Enter or Search for ID

Submitting provider

Treatment Setting

Is this an emergency?

Primary diagnosis  
Enter Diagnosis code or Select from Short list

Secondary diagnosis 2 optional

Attending physician  
Select attending physician from the list  
or enter or search for ID

Provider search

Both the member contract and member suffix are required. There must be a hyphen between the contract number and the two-digit member suffix. If you do not know the member suffix, enter the contract number and click on Member search. Please see Page 48.

## Other requests and extensions (cont.)

MEDecision | Other Request Entry - Microsoft Internet Explorer provided by Blue Cross Blue Shield of MI

https://exdemo.medecision.com/Train/createOtherEntryPreview.do?showP...

MEDecision | Other Request Entry

HELP | PREFERENCES

Starting point Inpatient **Other** Referral Search

Payer selected: BCN Mock

New Other Request  
Extend Other

Admin User log out

### Other request entry

Once you enter the General information and Services information click Next step. iEXCHANGE evaluates your other request and displays the Other request preview page.

**Payer notices:**  
THIS IS NOT A GUARANTEE OF ELIGIBILITY, COVERAGE OR PAYMENT FOR SERVICES

#### 1 General information

Use the General information section to record the member ID (click Member search to verify eligibility), submitting provider as well as diagnostic information.

Notification date: 06/07/2008 (mm/dd/yyyy)

Member ID: 432156798-03

Submitting provider:

Treatment Setting:

Is this an emergency?:

Primary diagnosis:

Secondary diagnosis 2 optional:

Attending physician:

The physicians in your group will appear in this list. Always select the physician that BCN has listed as the patient's PCP or the referral will pend.

## Other requests and extensions (cont.)

MEDecision | Other Request Entry - Microsoft Internet Explorer provided by Blue Cross Blue Shield of MI

https://exdemo.meddecision.com/Train/createOtherEntryPreview.do?showP...

File Edit View Favorites Tools Help

MEDecision | Other Request Entry

HELP | PREFERENCES

Starting point Inpatient **Other** Referral Search

Payer selected: BCN Mock

Admin User log out

### Other request entry

Once you enter the General information and Services information click **Next step**. iEXCHANGE evaluates your other request and displays the Other request preview page.

**Payer notices**  
THIS IS NOT A GUARANTEE OF ELIGIBILITY, COVERAGE OR PAYMENT FOR SERVICES

#### 1 General information

Use the General information section to record the member ID (click Member search to verify eligibility), submitting provider as well as diagnostic information.

Notification date: 06/07/2008 (mm/dd/yyyy)

Member ID: 432156798-03

Submitting provider: Dock, Gooley - 9876543211 -

Treatment Setting:

Is this an emergency?

Primary diagnosis:

Secondary diagnosis 2:

Attending physician:

**Treatment Setting List:**

- Ambulance
- BH IOP / Partial
- BH Non-Residential SA Tx Facil
- BH Psych Tx Center
- Case Mgmt Info
- ER
- Home
- O/P Facility
- Observation Stay
- Prov Office
- Urgent Care

Select the treatment setting for the services you are authorizing. Treatment settings beginning with BH are for behavioral health services only.

## Other requests and extensions (cont.)

MEDecision | Other Request Entry - Microsoft Internet Explorer provided by Blue Cross Blue Shield of MI

https://tcdemo.medecision.com/Train/createOtherEntryPreview.do?showP...

File Edit View Favorites Tools Help

MEDecision | Other Request Entry

HELP | PREFERENCES

Admin User log out

Starting point: Inpatient Other Referral Search

Member selected: CN Mock

Nav Other Request Extend Other

### Other request entry

Once you enter the General information and Services information click **Next step**. iEXCHANGE evaluates your other request and displays the Other request preview page.

**Payer notice:**  
THIS IS NOT A GUARANTEE OF ELIGIBILITY, COVERAGE OR PAYMENT FOR SERVICES

#### General information

Use the General information section to record the member ID (click Member search to verify eligibility), submitting provider as well as diagnostic information.

Notification date: 08/07/2008 (mm/dd/yyyy)

Member ID: 432156798-03

Submitting provider: Dock, Goofey - 9876543211 -

Treatment Setting: O/P Facility

Is this an emergency? No

Primary diagnosis: 789.00  Abdominal pain - 789.00

Secondary diagnosis 2: optional

Attending physician:

Internet 100%

This is a required field. You must select either Yes or No.

You may enter any valid diagnosis code or select a diagnosis from the customizable drop-down list.

You can also perform a diagnosis search. Please see Page 67.

## Other requests and extensions (cont.)

Setting

Is this an emergency? No

Primary diagnosis 789.00 Abdominal pain - 789.00

Secondary diagnosis 2 optional

Attending physician White, Snow - S...

9876543213

Procedure search

Services information

Principal Service

Procedure

Procedure search

Servicing provider

Provider search

Unit(s)

Start date

End date

Service 2 (optional)

Procedure

## Other requests and extensions (cont.)

The screenshot shows the 'Other Request Entry' form in a web browser. The form is titled 'MEDecision | Other Request Entry' and has a URL of 'https://demo.mede...'. It contains several sections:

- Services information:** A sidebar on the left with instructions: 'Enter or select the principal procedure code, and any additional secondary procedures. Enter the servicing provider, the number of requested units/visits as well as the...'.
- Principal Service:** Includes a 'Procedure' field with '36013' and a dropdown menu showing 'Cardiac catheter - 36013'. Below it is a 'Procedure search' button.
- Number of units/visits:** A field containing '1'.
- Start date:** A date picker set to '10/1/08' (mm/dd/yyyy).
- End date:** A date picker set to '10/10/08' (mm/dd/yyyy).
- Service 2 (optional):** A section for a second procedure, with empty fields for 'Procedure', 'Servicing provider', and a 'Provider search' button.

Callout boxes provide additional information:

- Top left: 'A procedure code is required. You can enter a code or...'
- Top right: 'This list can be customized to suit your needs. Select a code from the drop-down list or...'
- Bottom left: 'Enter the BCN provider NPI number of the facility performing services. If you don't know the number, you can do a search by clicking on the *Provider search* button.\*\* The drop-down list can be customized by your provider representative.'
- Bottom right: '...use *Procedure search* to find a code. Please see Page 72.'

\*\* When performing a provider search, multiple results for the same physician/facility might be returned. Always be sure that the physician/facility you select is contracted with BCN. Refer to Pages 78-83 for more information on performing a provider search.

## Other requests and extensions (cont.)

The screenshot shows a web browser window displaying the 'MEDecision | Other Request Entry' form. The form includes several input fields and sections:

- Search/ID fields:** A search box containing '9876543222' and a 'Provider search' button.
- Unit(s):** A text box containing '1'. A callout points to this field with the text: "Enter the number of services you are authorizing".
- Date fields:** Two date pickers. The first is set to '10/1/08' and the second to '10/10/08'. A callout points to the first date field with the text: "The scheduled date of a procedure sometimes changes after submitting your request. Enter a date appropriate for the services being requested."
- Service 2 (optional):** A section with a 'Procedure' dropdown, a 'Procedure search' button, a 'Servicing provider' dropdown, and a 'Provider search' button.
- Additional Comments (optional):** A section with a text area containing the text: "Requesting initial physical therapy evaluation and treatment. Sarah 517-322-5900". A callout points to this area with the text: "You can enter comments to BCN or to the servicing provider in this field."

## Other requests and extensions (cont.)

End date 10 / 10 / 08 (mm/dd/yyyy)

Procedure 35470

Procedure search

Servicing provider Never Never Land Hospital - 9876543222

Provider search

Unit(s) 1

Start date 10 / 1 / 08 (mm/dd/yyyy)

End date 10 / 10 / 08 (mm/dd/yyyy)

Additional Comments (optional)

iEXCHANGE Comment

Next step Cancel

You may enter a second procedure code if needed. This is not a required field.

When all the required fields are completed, select Next step.

## Other requests and extensions (cont.)

MEDecision | Other Request Preview - Microsoft Internet Explorer provided by Blue Cross Blue Shield of MI

https://hexdemo.medecision.com/Train/createOtherEntryPreview.do

File Edit View Favorites Tools Help

MEDecision | Other Request Preview

HELP | PREFERENCES Admin User log out

Starting point Inpatient **Other** Referral Search

Payer selected: **BCN Mock**

Print friendly version

**Other request preview**

Review your other request information here. If everything is correct, click the **Submit** button to save your request and open the Other request confirmation page. If you need to make any changes, scroll down to the correct section or click **Edit** to make the necessary modifications.

The status of this other request was current when you clicked Next step. However, the status may change when you click **Submit** if eligibility or other data changed in the interim. The case and other request reference numbers will be assigned when you click **Submit**.

**Payer notice:**  
THIS IS NOT A GUARANTEE OF ELIGIBILITY, COVERAGE OR PAYMENT FOR SERVICES

**DUCK, HUGHIE** Case status will be — **Authorized**

**Additional Authorization Questions!**

**Other request information**

Principal service — **Edit**

Status — **Authorize**

Procedure	INTRODUCTION OF CATHETER, RIGHT HEART OR MAIN PULMONARY ARTERY - 36013
Unit(s)	1
Start date	10/01/2008
End date	10/10/2008
<b>Servicing provider</b> Address 1 Address 2 City State Zip code Specialty	<b>NEVER NEVER LAND HOSPITAL</b> 978 SECOND STREET ANYWHERE MI 48375 Hospital

Complete the following Questionnaire forms to add additional data to your other request. Please note that (i) indicates questionnaires that can affect the request status — if you complete the questionnaire you may be able to change a status

The information you entered will appear on this page. If you need to change any information, select *Edit* or scroll down to the input screens that follow this summary and then make any necessary changes.

Other requests and extensions (cont.)

MEDecision | Other Request Preview - Microsoft Internet Explorer provided by Blue Cross Blue Shield of MI

https://flexdemo.medecision.com/Train/createOtherEntryPreview.do

THIS IS NOT A GUARANTEE OF ELIGIBILITY, COVERAGE OR PAYMENT FOR SERVICES

**DUCK, HUGHIE** Case status will be — **Authorized**

**Other request information**

**Principal service —** Edit

**Status —** **Authorize**

Procedure: INTRODUCTION OF CATHETER, RIGHT HEART OR MAIN PULMONARY ARTERY - 36013

Unit(s): 1

Start date: 10/01/2008

End date: 10/10/2008

—

Servicing provider: **NEVER NEVER LAND HOSPITAL**

Address 1: 978 SECOND STREET

Address 2:

City: ANYWHERE

State: MI

Zip code: 48375

Specialty: Hospital

Type: Acute Care Hospital

**Service 2—** Edit

**Status —** **Authorize**

Procedure: TRANSLUMINAL BALLOON ANGIOPLASTY, PERCUTANEOUS; TIBIOPERONEAL TRUNK OR BRANCHES, EAC - 35470

Unit(s): 1

Start date: 10/01/2008

End date: 10/10/2008

—

Servicing provider: **NEVER NEVER LAND HOSPITAL**

Address 1: 978 SECOND STREET

Address 2:

City: ANYWHERE

State: MI

Zip code: 48375

Specialty: Hospital

Type: Acute Care Hospital

**Additional Authorization Questions!**

Complete the following Questionnaire forms to add additional data to your other request. Please note that (I) indicates questionnaires that can affect the request status — if you complete the questionnaire you may be able to change a status of pend to an approval status.

**Description**

Accessed  Affects status

Scroll down to view entire page.

## Submitting a request

**Service 2-** Edit

Status — **Authorize**

Procedure	TRANSLUMINAL BALLOON ANGIOPLASTY, PERCUTANEOUS; TIBIOPERONEAL TRUNK OR BRANCHES, EAC - 35470
Unit(s)	1
Start date	10/01/2008
End date	10/10/2008

Service provider: **NEVER NEVER LAND HOSPITAL**

Address 1	978 SECOND STREET
Address 2	
City	ANYWHERE
State	MI
Zip code	48375
Specialty	Hospital
Type	Acute Care Hospital

**General information**

Member name	<b>DUCK, HUGHIE</b>
Member ID	432156798-03
Submitting provider	<b>DOCK, GOFFEY</b>
Address 1	234 THIRD STREET
Address 2	
City	ANYWHERE
State	MI
Zip code	48375
Specialty	Pediatric
Type	Medical Doctor
Treatment setting	O/P Facility
Primary diagnosis	789.00 — ABDOMINAL PAIN, UNSPECIFIED SITE
IECHANGE Comment	

**1** **General information** Notification 08/07/2008 (mm/dd/yyyy) date

If you are satisfied with the results of the request information preview, select *Submit*. If you do not click on *Submit*, your referral will not be transmitted to BCN.

## Confirming a request

MEDecision | Other Request Confirmation - Microsoft Internet Explorer provided by Blue Cross Blue Shield of MI

https://exdemo.meddecision.com/Train/out.CertConfirmation.do?showPage=...

File Edit View Favorites Tools Help

MEDecision | Other Request Confirmation

HELP | PREFERENCES

Starting point: Inpatient Other Referral Search

Payer selected: BCN Mock

Admin User log out

New Other Request  
Extend Other

Print friendly version

### Other request confirmation

This page contains other request information (authorized or pending), the member's name, includes the service description, service dates, and additional provider information also appears.

When you clicked the 'Submit' button, it will take you to the Preview. The request status may be 'Authorized' or 'Pending'.

**Payer notice:**  
THIS IS NOT A GUARANTEE OF ELIGIBILITY, COVERAGE, OR PAYMENT FOR SERVICES

Case ID - X080001186  
DUCK, HUGHIE Status - **Authorized**

**Service information**

Certification ID - X08000118601001  
Status - **Authorize**

Procedure: INTRODUCTION OF CATHETER, RIGHT HEART OR MAIN PULMONARY ARTERY - 36013

Member NEO ID: 9876543222  
Provider name: NEVER NEVER LAND HOSPITAL

Certification ID - X08000118602001  
Status - **Authorize**

Procedure: TRANSLUMINAL BALLOON ANGIOPLASTY, PERCUTANEOUS; TIBIOPERONEAL TRUNK OR...

Internet 100%

The authorization number will appear in the Case ID area. If a number does not appear, the case has not been transmitted to BCN.

Requests will either be authorized or will pend.

This number is for BCN internal use only.

## Completing a questionnaire

The screenshot shows the MEDecision 'Other Request Preview' page. At the top, there are navigation tabs: 'Starting point', 'Inpatient', 'Other', 'Referral', and 'Search'. The 'Other' tab is selected. Below the tabs, there are buttons for 'New Other Request' and 'Extend Other'. A warning message is displayed: 'Warnings: Answering questions will facilitate timely processing of request. Informational: The status of service 72131 will be pended. Please complete the attached questionnaire. Based on the score the status may change to Approve.' Below the warning is a yellow box titled 'Other request preview' with instructions to review information and click 'Submit' or 'Edit'. A 'Payer notice' box states: 'THIS IS NOT A GUARANTEE OF ELIGIBILITY, COVERAGE OR PAYMENT FOR SERVICES. If submitting a request for chiropractic care, physical, occupational or speech therapy please utilize the Other or "gold" tab'. The case status is 'Pended'. There are two main sections: 'Other request information' and 'Additional Authorization Questions!'. The 'Other request information' section shows details for 'Principal service - COMPUTED TOMOGRAPHY, LUMBAR SPINE; WITHOUT CONTRAST MATERIAL - 72131'. The 'Additional Authorization Questions!' section lists 'MRI/CT Low Back Questionnaire' with a link and a status of 'Accessed'.

Some services will offer the opportunity to access and respond to questions in order to expedite the request.

This warning indicates that a questionnaire is required.

To access the questionnaire, click on this link.

Note: If you are unable to access the questionnaire, please contact your IT resource.

## Completing a questionnaire (cont.)

page and answer all questions. You can either select from a list or type a response. Please note that (I) indicates questions that can affect your request status. If you complete the questionnaire you may receive an approval.

### IEXBNRDSMU: MRI/CT Low Back Questionnaire

Member information	
Member ID	432156798-03
Member name	DUCK, HUGHIE
Gender	M
Date of birth	03/01/2006

1. Does the patient have (select all that apply):

- Worsening muscle weakness in legs?
- Base of spinal cord nerve compression?
- Weak/numb/clumsy/painful arm or leg?
- Pinched nerve due to tumor?
- Pain worse lying down on back?
- Severe nighttime pain?
- Recurring fever/unexplained weight loss?
- IV drug abuse?
- History consistent w/ immunosuppression?
- Recent bacterial infection?
- Numb body area that sits on saddle?
- Muscle weakness in the legs?
- Compression fracture/broken vertebrae?
- None of the above?

2. Is patient over age 50 or under age 20?

- Yes
- No

Submit questionnaire    Clear form    Return to preview

javascript: toggleCheckBox('IEXBNRDLQ2\_Y');    Internet    100%

## Reviewing and submitting a questionnaire

MEDecision | Other Request Preview - Microsoft Internet Explorer provided by Blue Cross Blue Shield of MI

https://demo.medecision.com/Train/backToPreview.do?validGuideline=true&

File Edit View Favorites Tools Help

MEDecision | Other Request Preview

speech therapy please utilize the 'Other' or 'gold' tab

**DUCK, HUGHIE** Case status will be — **Authorized**

**Other request information**

**Principal service —** Edit

**Status — Authorize**

Procedure: COMPUTED TOMOGRAPHY, LUMBAR SPIRE; WITHOUT CONTRAST MATERIAL - 72131

Unit(s): 1

Start date: 10/01/2008

End date: 10/01/2008

**Servicing provider**

Address 1: 1215 E MICHIGAN AVE

Address 2:

City: Lansing

State: MI

Zip code: 489121896

Specialty: Hospital

Type: Acute Care Hospital

**Additional Authorization Questions!**

Complete the following Questionnaire forms to add additional data to your other request. Please note that (I) indicates questionnaires that can affect the request status — if you complete the questionnaire you may be able to change a status of pend to an approval status.

**Description**

MRI/CT Low Back Questionnaire

Accessed  Affects status

**General information**

Member name: **DUCK, HUGHIE**

Member ID: 432156798-03

**Submitting provider** **DOCK, GOFFEY**

Address 1: 234 THIRD STREET

Address 2:

City: ANYWHERE

State: MI

Zip code: 48375

Specialty: Pediatric

Type: Medical Doctor

Treatment setting: O/P Facility

Primary diagnosis: 724.2 — LUMBAGO

EXCHANGE Comment:

**1 General information**

Notification date: 09/11/2008 (mm/dd/yyyy)

Use this section to edit any General information fields. You can continue to the

Member ID:

Enter or Search for ID

Done Internet 100%

If you are satisfied with the results of the request information preview, select *Submit*. If you do not click on *Submit*, your referral will not be transmitted to BCN.

## Confirming an authorization after submitting a questionnaire

**Other request confirmation**

This page contains other request information (authorized or pend), the member's name, includes the service description, service. Additional provider information also app

When you clicked the Submit button, the request status may have changed. The request status may have changed the interim.

**Payer notices:**  
THIS IS NOT A GUARANTEE OF ELIGIBILITY, COVERAGE, OR BENEFIT. If submitting a request for chiropractic care, physical therapy, occupational or speech therapy please utilize the Other or "go to" button.

Case ID — **X080001814**  
Status — **Authorized**

**DUCK, HUGHIE**

**Service information**  
Certification ID — **X08000181401001**  
Status — **Authorize**

Procedure	COMPUTED TOMOGRAPHY OF SPINE, WITH CONTRAST MATERIAL -
Unit(s)	1
Start date	10/01/2008
End date	10/01/2008
Servicing provider MED ID	00025
Servicing provider name	

**Diagnosis information**  
Primary diagnosis: 724.2 - LUMBAGO

**Treatment information**  
Treatment Setting Description: O/P Facility  
IEXCHANGE Comment:

**Patient information**  
Member name: **DUCK, HUGHIE**  
Member ID: 432156798-03

**Submitting provider information**  
Submitting provider: DOCK, GOOFY  
Submitting provider MCC ID: 9876543211

[new payer](#) | [top of page](#)

The authorization number will appear in the Case ID area. If a number does not appear, the case has not been transmitted to BCN.

This number is for BCN internal use only.

Requests will either be authorized or will pend.

# Section IV: Requesting Inpatient Admission Services

## Inpatient certification:

Use this tab for inpatient authorization, skilled nursing facilities, rehabilitation admissions and basic nursing facility services.

### Inpatient entry:

- **Member ID**  
Enter the member's contract number and member suffix. There must be a hyphen between the contract number and the two-digit member suffix. If you don't know the suffix, enter the contract number and click on *Member search*.
- **Submitting provider**  
Click on the arrow to the right of the *Submitting Provider* field. All providers associated with your login ID will be displayed. Select the physician requesting services. **Always select the PCP that BCN has listed as the patient's PCP or the case will pend.**
- **Facility**  
Facility names must be manually added to the drop-down box. Contact your BCN provider representative to add providers to the drop-down list.\*
- **Treatment setting**  
Click on the arrow to the right of the *Treatment Setting* field. A list of facility types will appear. Click on the type of facility to which you are referring. BH treatment settings are for behavioral health services. **In most cases you will be referring to an inpatient acute care facility.**
- **Surgical admission**  
Click on the arrow and select Yes or No.
- **Admit date**  
Enter the date of admission.
- **Emergency**  
You should always select No. All emergency services (regardless of location of service) should be called in to the BCN Care Management department.
- **Diagnosis**  
A primary diagnosis code is required. You may submit a secondary diagnosis if you choose. Enter the diagnosis code in the *Primary diagnosis* box. You can also use one of the diagnosis codes listed in your drop-down list or search for a diagnosis code by clicking on the *Diagnosis search* button.
- **Requested length of stay**  
Enter one day. BCN will assign a length of stay, which will appear after BCN has approved the request.

- **Attending physician**  
Enter the provider's NPI number or perform a search for a specific provider. Provider names must be manually added to the drop-down box. The *Attending Physician* drop-down box can be customized to suit your needs. Contact your BCN provider representative to add names.\*
- **Principal service**  
Enter the appropriate procedure code in the *Procedure* field underneath the *Principal Service* category or select a code from the drop-down list. If you don't know the code, click on the *Procedure search* button.
  - Surgical – Enter procedure for primary procedure performed
  - Medical – Enter 99222
- **Scheduled date**  
Enter the date of admission. The *Admit* and *Scheduled* dates should match, or the case will not be accepted.
- **Next step**  
Click on the *Next step* button at the bottom of the page. Select *Next step* to continue with your certification request.

## Obstetric admissions

- Enter all information as previously discussed with these exceptions:
  - Use the *Inpatient* tab
  - Treatment setting: *I/P Acute*
  - Is this a surgical admission: *No*
  - Principal service: enter code in range of 59400-59622 depending on delivery type.
  - Note: Discharge date and mother's discharge status:
    - If mother's admission exceeds two days for a vaginal or four days for a cesarean-section delivery, include clinical information for Care Management review.

\*Please refer to Page 93 in the "Recommendations for Successful e-referrals" section for further information about customizing your drop-down boxes.

## Initiating a request

The screenshot shows the MEDecision web application interface. At the top, there is a navigation bar with tabs: **Inpatient**, **Other**, **Referral**, and **Search**. The **Inpatient** tab is selected. Below the navigation bar, there is a section for **Payer selected: BCN Mock** with options for **New Inpatient Request** and **Extend Inpatient**. The main content area is titled **Inpatient instructions** and contains two sections: **New Inpatient Request** and **Extend Inpatient**. A large red 'X' is placed over the **Extend Inpatient** section. Three callout boxes provide additional information: one pointing to the **Inpatient** tab, one pointing to the **New Inpatient Request** section, and one pointing to the **Extend Inpatient** section.

Use *Inpatient request* tab to request approval for admissions to acute care hospitals, skilled nursing or rehabilitation facilities.

Use *New Inpatient Request* for requesting approval for new inpatient admissions, excluding behavioral health admissions.\*\*

For BCN use only. You will get an error if you select this link.

\*\*For behavioral health services, call the Mental Health/Substance Abuse number on the back of the member's ID card.

## Entering general information

**MEDecision | Inpatient Request Entry - Microsoft Internet Explorer provided by Blue Cross Blue Shield of MI**

https://lexdemo.medecision.com/Train/createIPEEntryPreview.do?showPage=

File Edit View Favorites Tools Help

MEDecision | Inpatient Request Entry

HELP | PREFERENCES Admin User [log out](#)

**Starting point**

Payer selected: **BCN Mock**

**Inpatient** | Other | Referral | Search

New Inpatient Request  
Extend Inpatient

**Inpatient request entry**

Once you enter the General information and Services information click **Next step**. EXCHANGE evaluates your inpatient request and displays the Inpatient request preview page.

**Payer notice:**  
THIS IS NOT A GUARANTEE OF ELIGIBILITY, COVERAGE OR PAYMENT FOR SERVICES

**1 General information**

Use the General information section to record the member ID (click Member search to verify eligibility), providers (submitting and servicing), as well as diagnostic information.

Notification date: 08/07/2008 (mm/dd/yyyy)

Member ID: 432156798-02

Enter or Search for ID

Submitting provider:

Facility:

Select facility from the list or Enter or Search for ID

Treatment setting:

Is this a surgical admission?:

Admit date:    (mm/dd/yy)

Both the member contract and member suffix are required. There must be a hyphen between the contract number and the two-digit member suffix. If you do not know the member number, enter the contract number and click on the *Member search* button.

## Entering general information (cont.)

The screenshot shows the 'MEDecision | Inpatient Request Entry' form in a Microsoft Internet Explorer browser. The form is titled 'Inpatient request entry' and includes a 'Payer selected: BCN Mock' field. The 'Notification date' is set to 03/12/2010. The 'Member ID' is 432156798-02, and the 'Submitting provider' is Charming, Prince - 9876543212. The 'Facility' field is empty. The 'Treatment setting' is 'I/P Acute'. The 'Is this a surgical admission?' field is set to 'Yes'. The 'Admit date' field is empty. The 'Is this an emergency?' field is set to 'No'. The 'Primary diagnosis' field is set to 'No'. The 'Secondary diagnosis' field is empty. The 'Requested length of stay' field is empty. The 'Attending physician' field is empty.

**Callout 1 (top right):** This box contains a list of all physicians associated with your login ID. If you are a primary care physician requesting services, always select the physician that BCN has listed as the patient's PCP or the case will pend.

**Callout 2 (middle left):** This list will be blank, but can be customized to meet your needs.

**Callout 3 (bottom left):** **Remember:** Select Yes for surgical and No for obstetrical and medical admissions.

**Callout 4 (bottom right):** This is a required field. Highlight and click on your selection. You should always select No. ER admissions should be called in to BCN Care Management.

## Entering general information (cont.)

The screenshot shows the MEDDecision Inpatient Request Entry form in a Microsoft Internet Explorer browser. The form is titled "MEDDecision | Inpatient Request Entry" and contains several sections for data entry. Callouts provide additional information about the fields:

- Primary diagnosis:** A text box with a dropdown arrow. A callout states: "You may enter any valid diagnosis code or...". Below the text box is a "Diagnosis search" button.
- Secondary diagnosis:** A text box with a dropdown arrow. A callout states: "You may report a secondary diagnosis. It is not a required field."
- Requested length of stay:** A text box.
- Attending physician:** A dropdown menu with a search icon. A callout states: "Enter the NPI number of the attending physician. If you do not know the attending physician's number, you can do a search.\*\*". Below this is a text box for "or enter or search for ID".
- Principal Service (optional):** A section with a "Procedure" text box and a "Procedure search" button. Below it is a "Scheduled date" field with a date format "(mm/dd/yyyy)".
- Service 2 (optional):** A section with a "Procedure" text box and a "Procedure search" button.

\*\*When performing a provider search, multiple results for the same physician/facility may be returned. Always be sure that the physician/facility you select is contracted with BCN. Refer to Pages 78-83 for more information on performing a provider search.

## Entering general information (cont.)

The screenshot shows the MEDecision Inpatient Request Entry form in a Microsoft Internet Explorer browser window. The form is titled "MEDecision | Inpatient Request Entry - Microsoft Internet Explorer provided by Blue Cross Blue Shield of MI". The browser address bar shows the URL: <https://lexdemo.medecision.com/Train/createIPEntryPreview.do?showPage>. The form fields include:

- Primary diagnosis:** 789.00, Abdominal pain - 789.00
- Secondary diagnosis:** optional
- Requested length of stay:** 1
- Attending physician:** Select attending physician from the list or enter or search for ID. A dropdown menu is open showing: Charming, Prince - 9876543212 - Dock, Goofey - 9876543211 - White, Snow - 9876543213 -
- Principal Service (optional):** Procedure, Scheduled date (mm/dd/yyyy)
- Service 2 (optional):** Procedure, Procedure search

Callouts provide additional information:

- "Always enter '1' in the Requested length of stay field."
- "Attending physician list can be customized to suit your needs."
- "If you don't have the attending physician's NPI number, you can use Provider search to find it.\*\*"

\*\*When performing a provider search, multiple results for the same physician/facility may be returned. Always be sure that the physician/facility you select is contracted with BCN and verify the address. Refer to Pages 78-83 for more information on performing a provider search.

## Entering service information

The screenshot shows the 'MEDecision | Inpatient Request Entry' web application. The main heading is '2 Services information'. Below this, there is a section for 'Principal Service (optional)' and 'Service 2 (optional)'. Each section includes a 'Procedure' field with a dropdown menu and a 'Procedure search' button. A 'Scheduled date' field is also present for each service, with a format of (mm/dd/yyyy). Below these sections is an 'Additional Comments (optional)' section with an 'IEXCHANGE Comment' text area. At the bottom right, there are 'Next step' and 'Cancel' buttons. Callouts provide instructions: 'A procedure code is required ONLY for surgical and obstetrical admissions. You may enter a procedure code, or...' points to the procedure dropdown; 'Enter the date of admission.' points to the scheduled date field; '... select a code from the drop-down list, or use Procedure search to find a code.' points to the procedure search button; and 'Select Next step to continue with your inpatient request.' points to the 'Next step' button.

If necessary, record the principal procedure and any additional procedural information. Enter the exact code or select the procedure from the list and scheduled date.

**Principal Service (optional)**

Procedure

Enter Procedure code or Select from Short list

Scheduled date  /  /  (mm/dd/yyyy)

**Service 2 (optional)**

Procedure

Enter Procedure code or Select from Short list

Scheduled date  /  /  (mm/dd/yyyy)

**Additional Comments (optional)**

IEXCHANGE Comment

A procedure code is required ONLY for surgical and obstetrical admissions. You may enter a procedure code, or...

Enter the date of admission.

... select a code from the drop-down list, or use Procedure search to find a code.

Select Next step to continue with your inpatient request.

## Authorization preview

MEDecision | Inpatient Request Preview - Microsoft Internet Explorer provided by Blue Cross Blue Shield of MI

https://exdemo.medecision.com/Train/createIPEEntryPreview.do

File Edit View Favorites Tools Help

MEDecision | Inpatient Request Preview

DUCK, DAISY Case status will be — **Pended**

**Inpatient request information**

**Principal service** Edit

Procedure: APPENDECTOMY; - 44950  
 Scheduled date: 08/11/2008

**General information**

Member name	<b>DUCK, DAISY</b>
Member ID	432156798-02
Submitting provider	<b>CHARMING, PRINCE</b>
Address 1	789 FIRST STREET
Address 2	
City	ANYWHERE
State	MI
Zip code	48375
Specialty	Internal Medicine
Type	Medical Doctor
Facility	<b>FAR FAR AWAY HOSPITAL</b>
MCO ID	9876543221
Address 1	189 SECOND STREET
Address 2	
City	ANYWHERE
State	MI
Zip code	48375
Specialty	Hospital
Type	Acute Care Hospital
Treatment setting	I/P Acute
LOS status	Pend
Attending physician	DWARF, DOC
Attending physician MCO ID	9876543214
Length of stay days	1
Admit date	08/11/2008
To date	08/12/2008
Primary diagnosis	789.00 — ABDOMINAL PAIN, UNSPECIFIED SITE
iEXCHANGE Comment	

**Additional Authorization Questions!**

Complete the following Questionnaire forms to add additional data to your inpatient request. Please note that (I) indicates questionnaires that can affect the request status — if you complete the questionnaire you may receive an approval.

**Description**

(I)  Accessed  (I)  Affects status

After you select *Next step*, a summary of the information you entered will be displayed. Review the information to ensure that the request appears as you intended. Continue to scroll down the page to see the entire referral.

Internet 100%

## Authorization preview (cont.)

MEDecision | Inpatient Request Preview - Microsoft Internet Explorer provided by Blue Cross Blue Shield of MI

https://exdemo.medecision.com/Train/createIPEntryPreview.do

MEDecision | Inpatient Request Preview

Accessed Affects status

General information	
Member name	DUCK, DAISY
Member ID	432156798-02
Submitting provider	CHARMING, PRINCE
Address 1	789 FIRST STREET
Address 2	
City	ANYWHERE
State	MI
Zip code	48375
Specialty	Internal Medicine
Type	Medical Doctor
Facility	
MCO ID	9876543221
Address 1	189 SECOND STREET
Address 2	
City	ANYWHERE
State	MI
Zip code	48375
Specialty	Hospital
Type	Acute Care Hospital
Treatment setting	I/P Acute
LOS status	Pend
Attending physician	DWARF, DOC
Attending physician MCO ID	9876543214
Length of stay days	1
Admit date	08/11/2008
To date	08/12/2008
Primary diagnosis	789.00 - ABDOMINAL PAIN, UNSPECIFIED SITE
iEXCHANGE Comment	

Submit Preview changes Cancel

1 General information Notification date 08/07/2008 (mm/dd/yyyy)

Use this section to edit any Member ID 432156798-02 Member search

Internet 100%

If you want to submit the inpatient request after reviewing the information, click on *Submit*. To make changes to any information, continue to scroll down the page.

## Changing an authorization before submitting

MEDecision | Inpatient Request Preview - Microsoft Internet Explorer provided by Blue Cross Blue Shield of MI

https://lexdemo.medecision.com/Train/createIPentryPreview.do

File Edit View Favorites Tools Help

MEDecision | Inpatient Request Preview

**1 General Information**

Use this section to edit any General information including the member ID (click Member search to verify eligibility), providers (submitting), facility, treatment setting, admit date and any diagnostic information.

Notification date 08/07/2008 (mm/dd/yyyy)

Member ID 432156798-02 Member search

Submitting provider Charming, Prince - 9876543212 -

Facility Far Far Away Hospital - 9876543221 -

Treatment setting I/P Acute

Is this a surgical admission? Yes

Admit date 08 / 11 / 2008 (mm/dd/yyyy)

Is this an emergency? No

Primary diagnosis 789.00 Abdominal pain - 789.00

Secondary diagnosis optional

Requested length of stay 1

Attending physician 9876543214 Provider search

**2 Services Information**

Principal Service (optional)

Internet 100%

You can make changes to any of the information you entered. This entry screen will appear after the preview screen. Go to the field you want to change, and modify as needed.

## Confirming status of an authorization

**Inpatient request confirmation**  
This page contains inpatient request information including the case (authorized or pended), the member's name and ID, as well as service information. Additional provider information also appears. When you clicked on the case, iEXCHANGE re-evaluated the data that appeared in the Preview. The status may have changed if eligibility or other data changed in the interim.

**Payer notice:**  
THIS IS NOT A GUARANTEE OF ELIGIBILITY, COVERAGE OR PAYMENT FOR THESE SERVICES

DUCK, DAISY Case ID — X080001188 Status — **Pended**  
Pend  
Certification ID — X000001188L0001

**General member information**

Member name	DUCK, DAISY
Member ID	432156798-02
<b>Principal Service</b>	
Procedure	APPEDECTOMY: - 44950
Submitting provider	CHARMING, PRINCE
Submitting provider MCO ID	9876543212
LOS status	Pend
LOS ID	X080001188L0001
Admit date	08/11/2008
To date	08/12/2008
LOS days	1
Treatment setting description	I/P Acute
Facility MCO ID	9876543221
Facility name	FAR FAR AWAY HOSPITAL
iEXCHANGE Comment	
Primary diagnosis	789.00 — ABDOMINAL PAIN, UNSPECIFIED SITE

[Print friendly version](#)

[new payer](#) | [top of page](#)

Done Internet 100%

**Callout 1:** Inpatient request will either be pended or approved.

**Callout 2:** This number is for BCN internal use only

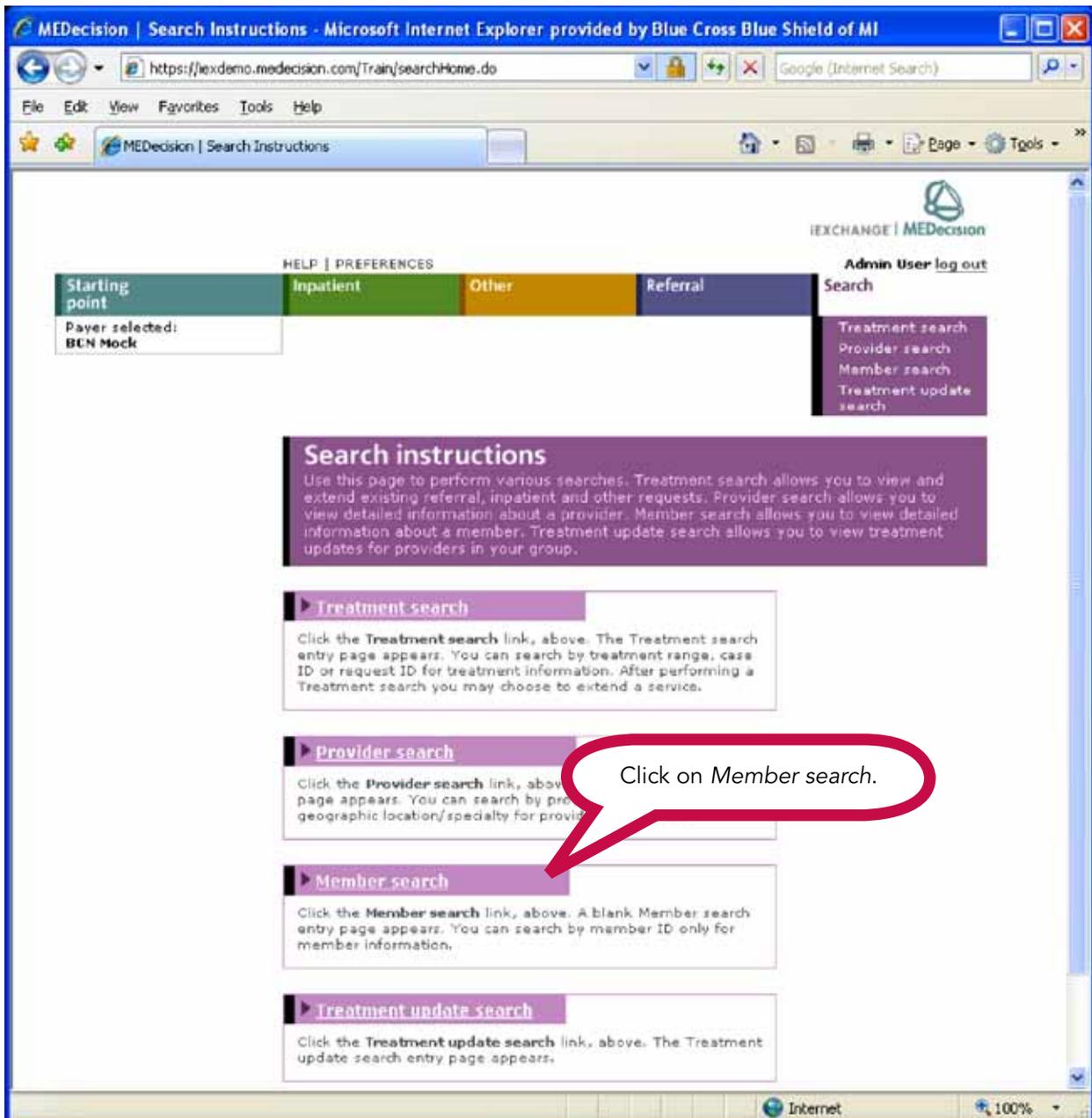
**Callout 3:** The authorization number will appear in the Case ID area. If a number does not appear, your case has not been transmitted to BCN. Be sure you've clicked on the Submit button at the bottom of the entry screens.

# Section V: Searching and Updating

## Contents

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## Performing a member search



## Performing a member search (cont.)

**Member search**

Use this page to search for members. Choose a search category (by Member ID or Last name/Date of birth) and enter your search criteria. You may be prompted to value the optional fields if the search you perform identifies more than one member meeting the search criteria you have entered or does not identify any members meeting the search criteria. When you have entered the necessary information...

**Payer notice:**  
THIS IS NOT A GUARANTEE OF ELIGIBILITY, COVERAGE

**Search by member ID**

The Member ID field is mandatory. The Date of birth and First name fields are optional. You may be instructed to value the Date of birth and/or First name field(s) if the member search you perform returns more than one member record matching the search criteria you entered.

**A Member ID search**

**Member ID**  
Enter the ID of an individual member

**Date of birth**  
(optional)  
Enter the member's date of birth:

**First name**  
(optional)  
Enter the first name of the member

Submit search Clear form Cancel

**Search by last name/date of birth**

When you search by last name/date of birth, you must value the Last name and Date of birth fields. The First name field is optional. You may be instructed to value the First name field if the Last name and Date of birth you have entered matches more than one member record.

**B Last name/date of birth search**

**Last name**  
Enter the last name of the member

**Date of birth**  
Enter the member's date of birth:

**First name**  
(optional)  
Enter the first name of the member

Submit search Clear form Cancel

You can search for a specific member within a contract if you have the contract number. However, if the contract number has more than one member, you will be required to supply the date of birth or the first name of the member you are seeking.

If you don't have the contract number, you can search for a member by name, but you must have a date of birth. Entering a first name will refine the search, but is not required.

## Performing a member search (cont.)

The screenshot shows the MEDecision Member Search Result page. At the top, there are navigation tabs: Starting point, Inpatient, Other, and Referral. Below these is a search dropdown menu with options: Treatment search, Provider search, Member search, and Treatment update search. The main content area is titled "Member search result" and contains a table with the following data:

	Member ID	Member name	Date of Birth
<a href="#">View details</a> <a href="#">Member Benefits</a>	432156789-01	MOUSE, MICKEY	05/01/1980

Below the table are "New search" and "Cancel" buttons. A callout box points to the "View details" and "Member Benefits" links with the following text:

When you enter a contract number, this is the screen that will be returned to you. If you click on *View details*, additional information about the contract, including PCP and subscriber address will be returned to you.

If you click on *Member Benefits*, a complete list of covered types of services and applicable copays will be displayed.

## Performing a member search (cont.)

Benefit Package Description

CERTIFICATE / RIDER  
BCN10 , ER50 , IP10 , WNC10

ALLERGY EVAL/SERUM/TESTING  
50% COPAY FOR ALLERGY RELATED SERVICES, WITH THE EXCEPTION OF ALLERGY INJECTIONS

ALLERGY INJECTIONS  
\$5 COPAY PER VISIT FOR ALLERGY INJECTIONS

ALLERGY OFFICE VISIT  
50% COPAY FOR ALLERGY OFFICE VISITS

AMBULANCE EMERGENT  
\$25 COPAY FOR AMBULANCE, FOR EMERGENCY TRANSPORT WHEN OTHER TRANSPORTATION WOULD ENDANGER MEMBERS LIFE

AMBULANCE NON-EMERGENT  
\$25 COPAY FOR GROUND AMBULANCE FOR NON-EMERGENCY TRANSPORT WHEN SUCH CARE IS AUTHORIZED BY BCN

DETOX - SUB ABUSE  
50% COPAY FOR SUBSTANCE ABUSE DETOXIFICATION

DURABLE MEDICAL EQUIPMENT  
50% COPAY FOR DURABLE MEDICAL EQUIPMENT

EMERGENCY ROOM  
\$50 COPAY OR 50% OF THE COST OF EMERGENCY ROOM TREATMENT, WHICHEVER IS LESS; COPAY WAIVED IF ADMITTED TO THE HOSPITAL

HOME CARE VISITS  
\$10 COPAY PER HOME CARE VISIT, WHEN AUTHORIZED BY BCN

INFERTILITY CARE (CRITERIA REQUIRED)  
50% COPAY FOR INFERTILITY SERVICES, WHEN SUCH CARE IS AUTHORIZED BY BCN; IN VITRO FERTILIZATION IS NOT COVERED

INPATIENT HOSPITAL  
NO COPAY FOR HOSPITAL ADMISSION

LAB  
NO COPAY REQUIRED FOR LABORATORY SERVICES

MENTAL HEALTH INPATIENT  
25% COPAY PER ADMISSION FOR INPATIENT MENTAL HEALTH SERVICES UP TO A MAX OF \$1000/MEMBER, \$2000/CONTRACT PER CALENDAR YR

MENTAL HEALTH INPATIENT DAYS  
INPATIENT MENTAL HEALTH SERVICES LIMITED TO 30 DAYS PER CALENDAR YEAR

MENTAL HEALTH INPATIENT TIME PERIOD  
COORDINATED BY BEHAVIORAL HEALTH MANAGEMENT

MENTAL HEALTH OUTPATIENT  
50% COPAY FOR EACH OUTPATIENT MENTAL HEALTH VISIT

MENTAL HEALTH OUTPATIENT VISITS  
OUTPATIENT MENTAL HEALTH VISITS ARE LIMITED TO 20 PER CALENDAR YEAR; COORDINATED BY BEHAVIORAL HEALTH MANAGEMENT

MENTAL HEALTH OUTPT ADD'L VISITS  
ADDITIONAL OUTPATIENT MENTAL HEALTH BENEFITS ARE NOT COVERED

ORTHOGNATHIC SURGERY  
50% COPAY FOR ALL SERVICES RELATED TO ORTHOGNATHIC SURGERY

ORTHOTICS  
50% COPAY FOR ORTHOTIC APPLIANCES

OUTPATIENT SURGERY FACILITY  
NO COPAY REQUIRED FOR SERVICES IN AN OUTPATIENT SURGERY FACILITY

OUTPT FAC VISITS/DIAGNOSTIC SVCS  
\$10 COPAY PER VISIT FOR OUTPATIENT FACILITY DIAGNOSTIC SERVICES

PCP VISITS  
\$10 COPAY FOR PCP OFFICE VISITS

PHYSICAL THERAPY/REHAB OUTPT  
\$10 COPAY PER VISIT FOR OUTPATIENT PHYSICAL THERAPY AND REHABILITATION

PHYSICAL THERAPY/REHAB OUTPT LIMITS  
A 60 CONSECUTIVE DAY PERIOD COMBINED FOR PHYSICAL, OCCUPATIONAL AND SPEECH THERAPY/MED EPISODE/YEAR IS COVERED

PRE-EXISTING CONDITION  
NOT APPLICABLE

PRE-EXISTING TIME PERIOD  
NOT APPLICABLE

PROSTHETICS  
50% COPAY FOR PROSTHETIC APPLIANCES

SKILLED NURSING FACILITY  
NO COPAY FOR SERVICES IN A SKILLED NURSING FACILITY

SKILLED NURSING FACILITY DAYS  
45 DAYS SKILLED NURSING CARE IN ANY CALENDAR YEAR IN A SKILLED NURSING

This is the information that is returned when you request benefit information.

## Finding existing records

The screenshot shows the MEDecision Treatment Search page. At the top, there are navigation tabs for 'Starting point', 'Inpatient', 'Other', and 'Referral'. Below these is a 'Payer selected: BCN Mock' field. A dropdown menu is open, showing options: 'Treatment search', 'Provider search', 'Member search', and 'Treatment update search'. The 'Treatment search' option is highlighted. A callout bubble points to this menu with the text: 'Select Treatment search to view cases authorized for each provider within your e-referral group.'

The main section is titled 'Treatment search' and includes a 'Payer notice: THIS IS NOT A GUARANTEE OF ELIGIBILITY, COVERAGE OR PAYMENT'. Below this is a numbered instruction: '1 Choose a category to search by (A, B, or C)'. A callout bubble points to this instruction with the text: 'You can further expand or narrow your search by using the search filter.'

Section A, 'Treatment Range', contains date fields for 'Start Date' (7/1/08) and 'End Date' (8/1/08), and a 'Search filter' dropdown menu. The dropdown menu is open, showing options: 'Show Referral, Inpatient and Other treatments', 'Show Inpatient and Other treatments only', 'Show Referral treatments only', and 'Show Referral, Inpatient and Other treatments'. A callout bubble points to the date fields with the text: 'Enter the date range of the referral you'd like to view or update. You can be specific or you can view referrals over a period of time.\*\*'

Section B, 'Case ID', contains a 'Case ID' text field and a 'Requesting provider' dropdown menu set to 'Charming, Prince - 9876543212'. At the bottom are 'Submit search' and 'Cancel' buttons.

\*\*Note: If the search dates cover a date span that is too big, the system may not be able to display the information because there is too much data. The recommendation is to limit the search to a span of one or two weeks to a month at a time.

## Finding existing records (cont.)

This search is fairly restrictive. The date span is narrow and only referrals for a specific member were requested.

Enter the date or date range.

Select the physician within the group whose referrals you wish to view or update.

Click on *Submit search* when you've entered your search criteria.

If looking for referrals for a specific member, enter the member's contract and member number. Don't forget to place a hyphen between the contract and member numbers. This field is not required. Use it to confine your search to a specific member.

**1 Choose a category to search by (A, B, or C)**  
Choose ONE Category and enter the appropriate values. Click **Submit** to view referrals, inpatient and requests.

**A Treatment Range**  
Start Date: 8 / 1 / 08 (mm/dd/yyyy)  
End Date: 10 / 1 / 08 (mm/dd/yyyy)  
Show Referral treatments only  
 All cases  Open cases  
Dock, Goofey - 9876543211 -  
432156798-04 Member search  
Submit search Cancel

## Finding existing records (cont.)

MEDecision | Treatment Search - Microsoft Internet Explorer provided by Blue Cross Blue Shield of MI

https://exdemo.medecision.com/Train/txInqSearch.do

MEDecision | Treatment Search

HELP | PREFERENCES

Starting point Inpatient Other Referral

Payer selected: BCN Mock

Admin User log out Search

Treatment search  
Provider search  
Member search  
Treatment update search

### Treatment search

Use this page to search for existing referral requests and/or inpatient and other requests for a member(s) associated with a provider. This includes referring providers, servicing providers, submitting providers, and/or the member's PCP.

**Payer notice:**  
THIS IS NOT A GUARANTEE OF ELIGIBILITY, COVERAGE OR PAYMENT FOR SERVICES

**1 Choose a category to search by (A, B, or C)**

Choose ONE Category and enter the appropriate values. Click **Submit search** to view referrals and/or inpatient and other requests.

**A Treatment Range**

Start Date: 8 / 1 / 08 (mm/dd/yyyy)

End Date: 10 / 1 / 08 (mm/dd/yyyy)

Search filter: Show Referral, Inpatient and Other treatments

All cases  Open cases

Requesting provider: Dock, Goofey - 9876543211

Member ID: 432156798-04 (optional) **Member search**

**Submit search** **Cancel**

**B Case ID**

Case ID: [ ]

Requesting provider: Cham

This is an example of a slightly broader search. The date range is longer and the search filter shows referral inpatient and other treatments. It is limited to searching for cases for a specific member.

## Finding existing records (cont.)

MEDecision | Treatment Search Summary - Microsoft Internet Explorer provided by Blue Cross Blue Shield of MI

https://ixdemo.medecision.com/Train/txInqSearchDateSubmit.do

MEDecision | Treatment Search Summary

HELP | PREFERENCES

Starting point: Inpatient, Other, Referral

Payer selected: BCN Mock

Admin User log out

Search

- Treatment search
- Provider search
- Member search
- Treatment update search

Print friendly version

**Treatment search summary**

This page provides a summary of the treatments that meet the search criteria entered, such as the service, primary diagnosis and the status of the requested treatment. Click **View details** to see more information about the treatment and the ability to extend the treatment dates.

View all | View open

Member	Case ID	Service	Primary diagnosis	Treatment dates	Last detail line status/reason
DUCK, DEWEY (402156798-04)	M080001171	Referral request - OFFICE OR OTHER OUTPATIENT VISIT FOR THE EVALUATIO - 99213	789.00 - ABDOMINAL PAIN, UNSPECIFIED SITE	08/07/2008 - 11/08/2008	Authorize/Approved
	M080001172	Referral request - COLONOSCOPY, FLEXIBLE, PROXIMAL TO SPLENIC FLEXURE - 45380	789.00 - ABDOMINAL PAIN, UNSPECIFIED SITE	08/10/2008 - 09/20/2008	Authorize/Approved
		Referral request - O/P- Other Medical Services - TE050	789.00 - ABDOMINAL PAIN, UNSPECIFIED SITE	08/10/2008 - 08/20/2008	Authorize/Approved
	X080001512	Inpatient request - LOS - LENGTH OF STAY	276.50 - VOLUME DEPLETION, UNSPECIFIED	09/26/2008 - 09/27/2008	Pend/Pended
		Inpatient request - INITIAL HOSPITAL CARE, PER DAY, FOR THE EVALUATION - 99222	276.50 - VOLUME DEPLETION, UNSPECIFIED	09/26/2008	N/A

View all | View open

New search Cancel

Done Internet 100%

Both referrals and precertifications will appear. To view a detailed record, click on the *View details* link.

## Finding existing records (cont.)

MEDecision | Treatment Search - Microsoft Internet Explorer provided by Blue Cross Blue Shield of MI

https://lexdemo.medecision.com/Train/bcInqSearch.do

Google (Internet Search)

File Edit View Favorites Tools Help

MEDecision | Treatment Search

Use this page to search for existing referral requests and/or inpatient and other requests for a member(s) associated with a provider. This includes referring providers, servicing providers, submitting providers, and/or the member's PCP.

**Payer notice:**  
THIS IS NOT A GUARANTEE OF ELIGIBILITY, COVERAGE OR PAYMENT FOR SERVICES

**1 Choose a category to search by (A, B, or C)**

Choose ONE Category and enter the appropriate values. Click **Submit search** to view referrals and/or inpatient and other requests.

**A Treatment Range**

Start Date  /  /  (mm/dd/yyyy)

End Date  /  /  (mm/dd/yyyy)

Search filter Show Referral, Inpatient and Other treatments

All cases  Open cases

Requesting provider All

Member ID optional

Submit search Cancel

**B Case ID**

Case ID X080001188

Requesting provider Charming, Prince - 9876543212 -  
Charming, Prince - 9876543212 -  
Dock, Goofey - 9876543211 -  
White, Snow - 9876543213 -  
All

Submit search Cancel

**C Certification ID**

Certification ID

Requesting provider All

Submit search Cancel

Done Internet 100%

To find a specific case, enter the Case ID. Then, select the physician that received the referral.

## Finding existing records (cont.)

The screenshot displays the MEDecision web application interface. At the top, the browser title is "MEDecision | Treatment Search Details - Microsoft Internet Explorer provided by Blue Cross Blue Shield of MI". The address bar shows the URL "https://lexdemo.medecision.com/Train/txInqSearchCaseSubmit.do". The page content includes a search bar with "DUICK, DAISY" and "Case ID - X080001188 Status - Pended". Below this is a "Modify case and/or treatment data" link. The main section contains a table of patient and group information, followed by a "LOS Information" section. A red callout box highlights the text "A summary of the selected case will appear." near the "add to comments" link.

Member ID	432156798-02
Date of birth	02/01/1980
Gender	Female
Member age	28
Line of business	HMO
Plan	Description of '9001' not found
Coverage dates	01/01/2004 -
Group ID	00998678
Group name	WORLD WIDE FUN CRUISE
Client code description	Blue Care Network
Subscriber ID	432156798
Subscriber name	DUICK, DONALD
Primary care physician (PCP)	CHARMING, PRINC
PCP ID	991322336003
PCP phone	444-765-4321

[add to comments](#)

IE(X)CHANGE Comment

### LOS Information

Treatment setting	I/P Acute
Admit date	08/11/2008
To date	08/12/2008
Disposition	
Length of stay (LOS)	0
Primary diagnosis code	789.00
Primary diagnosis description	ABDOMINAL PAIN, UNSPECIFIED SITE
Attending physician	DWARF, DOC
Attending physician MCO ID	991522338001
Attending physician phone	444-554-3219
Attending physician address 1	345 THIRD STREET
Attending physician address 2	
Attending physician city	ANYWHERE
Attending physician state	MI
Attending physician zip code	48375
Attending physician specialty	General Surgery
Attending physician type	Doctor of Osteopathy

## Updating a case

To update an existing case, first search for and find the case.

The results of the search are displayed. Select *View Details* to see the entire case or to update the case.

MEDecision | Treatment Search Summary - Microsoft Internet Explorer provided by Blue Cross Blue Shield of MI

https://lexdemo.medecision.com/Train/bxInqSearchDateSubmit.do

Admin User log out

Search

- Treatment search
- Provider search
- Member search
- Treatment update search

Starting point: Payer selected: BCN Mock

Print friendly version

### Treatment search summary

This page provides a summary of the treatments that meet the search criteria entered, such as the service, primary diagnosis and the status of the requested treatment. Click [View details](#) to see more information about the treatment and the ability to extend the treatment dates.

[View all](#) | [View open](#)

Member	Case ID	Service	Primary diagnosis	Treatment dates	Last detail line status/reason
DUCK, DEWEY (432156798-04)	MD00001171 <a href="#">View details</a>	Referral request - OFFICE OR OTHER OUTPATIENT VISIT FOR THE EVALUATIO - 99213	789.00 - ABDOMINAL PAIN, UNSPECIFIED SITE	08/07/2008 - 10/07/2008	Authorize/Approved

[View all](#) | [View open](#)

Done Internet 100%

## Updating a case – adding comments

The screenshot shows a web browser window displaying the 'Treatment search details' page. The page title is 'MEDecision | Treatment Search Details - Microsoft Internet Explorer provided by Blue Cross Blue Shield of MI'. The URL is 'https://exdemo.medecision.com/Train/bxInqViewDetail.do'. The page content includes a search bar with 'BCN Nock', a search button, and a sidebar with links for 'Provider search', 'Member search', and 'Treatment update search'. The main content area has a purple header 'Treatment search details' with a description: 'This page lists the case you selected including the case ID, member data, and all services. Each service section includes an Extend button. Click Extend to add units/providers/dates to the service. Click Modify case and/or treatment data to add additional information to the case and/or a treatment.' Below this is a search bar with 'DUCK, DEWEY' and 'Case ID — M080001171 Status — Approved'. A table lists member and provider information. At the bottom right, a callout bubble points to an 'add to comments' link.

Member ID	432156798-04
Date of birth	03/01/2006
Gender	Male
Member age	2
Line of business	HMO
Plan	Description of '9001' not found
Coverage dates	03/01/2006 — 02/28/2014
Group ID	00998878
Group name	WORLD WIDE FUN CRUISE
Client code description	Blue Care Network
Subscriber ID	432156798
Subscriber name	DUCK,DONALD
Primary care physician (PCP)	DOCK, GOOFEY
PCP ID	991322335001
PCP phone	444-076-6543
Attending physician	DWARF, DOC
Attending physician MCO ID	991522338001
Attending physician phone	444-554-3219
Attending physician address 1	345 THIRD STR
Attending physician address 2	
Attending physician city	ANYWHERE
Attending physician state	MI
Attending physician zip code	48375
Attending physician specialty	General Surgery
Attending physician type	Doctor of Osteopathy

[add to comments](#)

If you would like to add comments or provide special instructions, click here and enter your comments.

## Updating a case – adding comments (cont.)

**Treatment search details**  
 This page lists the case you selected including the case ID, member data, and all services. Each service section includes an Extend button. Click **Extend** to add units/providers/dates to the service. Click **Modify case and/or treatment data** to add additional information to the case and/or a treatment.

**DUCK, LOUIE** Case ID – **X080001175** Status – **Approved**

Member ID	432156798-05
Date of birth	03/01/2006
Gender	Male
Member age	2
Line of business	HMO
Plan	Description of '9001' not found
Coverage dates	03/01/2006 – 02/28/2014
Group ID	00998878
Group name	WORLD WIDE FUN CRUISE
Client code description	Blue Care Network
Subscriber ID	432156798
Subscriber name	DUCK, DONALD
Primary care physician (PCP)	DOCK, GOOFY
PCP ID	991322335001
PCP phone	444-876-6543
Attending physician	DWARF, SNEEZY
Attending physician MCO ID	991822341001
Attending physician phone	444-776-6434
Attending physician address 1	723 THIRD STREET
Attending physician address 2	
Attending physician city	ANYWHERE
Attending physician state	MI
Attending physician zip code	48375
Attending physician specialty	Allergy/Immunology
Attending physician type	Doctor of Osteopathy

[add to comments](#)

**iEXCHANGE Comment**

06/07/2008 10:16 AM ET User: iEXCHANGE  
 This is a test case of a "Global" referral.

06/27/2008 09:20 AM ET DH  
 Extended referral and this referral is approved through 12/3/08. Debbie W., BCN MIS

Dr. S. Dwarf can schedule the colonoscopy, enter the referral request through e-referrals and get an approval if all information is correct. Barb S. PCP Office

Updating a case – extending the date range or adding to number of services

The screenshot shows the MEDecision web application in Microsoft Internet Explorer. The browser address bar displays <https://tcdemo.medecision.com/Train/bcinqSearchCaseSubmit.do>. The page title is "MEDecision | Treatment Search Details".

At the top right, there is a link labeled "add to comments". Below it, an "IEXCHANGE Comment" section contains the following text:

08/07/2008 10:16 AM ET User: IEXCHANGE  
This is a test case of a "Global" referral.

08/27/2008 09:20 AM ET DH  
Extended referral and this referral is approved through 12/3/08. Debbie W., BCN MIS

Dr. S. Dwarf can schedule the colonoscopy, enter the referral request through e-referrals and get an approval if all information is correct. Barb S. PCP Office

The main content area features a "Service 99213" section with a table of details and an "Extend Request" button. The table lists the following information:

Service type	Referral request
OFFICE OR OTHER OUTPATIENT VISIT FOR THE EVALUATION AND MANAGEMENT OF AN ESTABLISHED	Prov Office
Treatment setting	09/01/2008
Treatment start date	12/03/2008
Treatment end date	995.3
Primary diagnosis code	ALLERGY, UNSP
Primary diagnosis description	DOCK, GOOFY
Referring from provider	991322335001
Referring from provider MCO ID	444-876-6543/181
Referring from provider phone	DWARF, SNEEZY
Servicing provider	991822341001
Servicing provider MCO ID	444-776-6434
Servicing provider phone	

Below the table, the "Certification ID" is X08000117501001. The "Status" is "Authorize". The "Start date" is 09/01/2008 and the "End date" is 11/01/2008. The "Units" are 1. The "Submitting provider" is DOCK, GOOFY and the "Submitting provider MCO ID" is 991322335001.

A red callout bubble points to the "Extend Request" button with the text: "To extend or add to number of services on an existing case, select the *Extend* button."

## Updating a case – extending the date range or adding to number of services (cont.)

The screenshot shows the 'Referral request extension entry' form in a Microsoft Internet Explorer browser. The form is titled 'Referral request extension entry' and includes a sub-header: 'Use this page to extend a referral request. Once you enter the appropriate information click Next step; iEXCHANGE evaluates your referral extension request and displays the Referral request extension preview page. Related case and service information is displayed below.'

The form is divided into sections:

- 1 Extension information**:
  - Submitting provider: Dock, Gooley - 9876543211 -
  - Additional requested units: 1
  - Extension start date: 11 / 2 / 08
  - Extension end date: 12 / 1 / 08
- Additional Comments (optional)**:
  - iEXCHANGE Comment: (empty text area)

Buttons at the bottom: Next step, Clear form, Cancel.

Callouts:

- Top left: 'The start date should be the day after the original end date.'
- Top right: 'You can add to the number of services or extend the start and end dates of an existing case in this area.'
- Bottom: 'When you've made your changes, click on the Next step button.'

▶ All fields must be populated. Enter at least one unit in additional requested units.

## Updating a case

**General information**

Member name	<b>DUCK, LOUIE</b>
Submitting provider	DOCK, GOOFY
Submitting provider MCO ID	9876543211
Address	234 THIRD STREET
City	ANYWHERE
State	MI
Zip code	48375
Specialty	Pediatric
Type	Medical Doctor
Procedure	OFFICE OR OTHER OUTPATIENT VISIT FOR THE EVALUATION AND MANAGEMENT OF AN ESTABLISHED - 99213
Primary diagnosis	995.3 - ALLERGY, UNSPECIFIED
Treatment start date	09/01/2008
Treatment end date	12/01/2008

**1 Extension information**

Edit the submitting provider, the additional requested units or the extension start and end dates. Click **Preview changes** to continue. iEXCHANGE evaluates your referral extension request and displays the Referral request extension preview page.

Submitting provider: Dock, Goofy - 9876543211 -

Additional requested units: 1

Extension start date: 11 / 02 / 2008 (mm/dd/yyyy)

Extension end date: 12 / 01 / 2008 (mm/dd/yyyy)

**Additional Comments (optional)**

iEXCHANGE Comment

Submit Preview changes Cancel

A confirmation of the updated information will appear.

If you are satisfied with the confirmation, select the *Submit* button. The case information will be updated.

## Updating a case (cont.)

**Referral request extension confirmation**

This page contains referral request extension information including the case ID and status (authorized, pend, denied), the member's name and ID, and the extended procedures. The procedure information includes the procedure description, extension dates, units, the status of the referral request extension and the referral request extension reference numbers.

When you clicked the Submit button, iEXCHANGE re-evaluated the data that appeared in the Preview. The referral request extension status may have changed if eligibility or other data changed in the interim.

**Payer notice:**  
THIS IS NOT A GUARANTEE OF ELIGIBILITY, COVERAGE OR PAYMENT FOR SERVICES

**DUCK, LOUIE** Case ID — **X080001175** Status — **Authorized**

**Authorize**  
Certification ID — **X08000117501003**

**Service information**

Certification ID — <b>X08000117501003</b>	
Status — <b>Authorize</b>	
Procedure	OFFICE OR OTHER OUTPATIENT VISIT FOR THE EVALUATION AND MANAGEMENT OF AN ESTABLISHED - 99213
Servicing provider	DWARF, SNEEZY
Servicing provider MCO ID	991822341001
Address	723 THIRD STREET
City	ANYWHERE
State	MI
Zip code	48375
Specialty	Allergy/Immunology
Type	Doctor of Osteopathy
Unit(s)	1
Extension start date	11/02/2008
Extension end date	12/01/2008
iEXCHANGE Comment	

**General information**

You will receive a confirmation of the changes made to the case.

## Updating a case – multiple services on one referral

The screenshot displays the MEDecision web application interface. The browser title is "MEDecision | Treatment Search Details - Microsoft Internet Explorer provided by Blue Cross Blue Shield of MI". The address bar shows "https://exdemo.medecision.com/Train/TrainSearchCaseSubmit.do". The page content is divided into two main sections, each representing a service record.

**Service 36013** (Extend (Request))

INTRODUCTION OF CATHETER, RIGHT HEART OR MAIN PULMONARY ARTERY	
Service type	Referral request
Treatment setting	O/P Facility
Treatment start date	10/01/2008
Treatment end date	10/10/2008
Primary diagnosis code	789.00
Primary diagnosis description	ABDOMINAL PAIN, UNSPECIFIED SITE
Referring from provider	DOCK, GOOFEY
Referring from provider MCO ID	991322335001
Referring from provider phone	444-876-6543/101
Servicing provider	NEVER NEVER LAND
Servicing provider MCO ID	X00000999997
Servicing provider phone	444-776-1139

**Certification ID — X08000110601001**

**Status — Authorize**

Start date	10/01/2008
End date	10/10/2008
Units	1
Submitting provider	DOCK, GOOFEY
Submitting provider MCO ID	991322335001

**Service 35470** (Extend (Request))

TRANSLUMINAL BALLOON ANGIOPLASTY, PERCUTANEOUS; TIBIOPERONEAL TRUNK OR BRANCHES, EAC	
Service type	Referral request
Treatment setting	O/P Facility
Treatment start date	10/01/2008
Treatment end date	10/10/2008
Primary diagnosis code	789.00
Primary diagnosis description	ABDOMINAL PAIN, UNSPECIFIED SITE
Referring from provider	DOCK, GOOFEY
Referring from provider MCO ID	991322335001
Referring from provider phone	444-876-6543/101
Servicing provider	NEVER NEVER LAND HOSPITAL
Servicing provider MCO ID	X00000999997
Servicing provider phone	444-776-1139

**Certification ID — X08000110601001**

Do not update any service that begins with "TE" or "ME." These are for internal use only.

## Updating a case (cont.)

**Referral request extension confirmation**

This page contains referral request extension information including the case ID and status (authorized, pend, denied), the member's name and ID, and the extended procedures. The procedure information includes the procedure description, extension dates, units, the status of the referral request extension and the referral request extension reference numbers.

When you clicked the Submit button, iEXCHANGE re-evaluated the data that appeared in the Preview. The referral request extension status may have changed if eligibility or other data changed in the interim.

**Payer notice:**  
THIS IS NOT A GUARANTEE OF ELIGIBILITY, COVERAGE OR PAYMENT FOR SERVICES

**DUCK, HUGHIE** Case ID — **X080001186** Status — **Authorized**

**Authorize**  
Certification ID — [X08000118601003](#)

Service information	
Certification ID	X08000118601003
Status	Authorize
Procedure	INTRODUCTION OF CATHETER, RIGHT HEART OR MAIN PULMONARY ARTERY - 36013
Servicing provider	NEVER NEVER LAND HOSPITAL
Servicing provider MCO ID	X00000999997
Address	978 SECOND STREET
City	ANYWHERE
State	MI
Zip code	48375
Specialty	Hospital
Type	Acute Care
Unit(s)	1
Extension start date	10/10/200
Extension end date	10/17/200
iEXCHANGE Comment	
General information	
Member name	DUCK, HUGO
Submitting provider	DOCK, GODFREY
Submitting provider MCO ID	9876543211

[new payer](#) | [return to treatment search results](#) | [top of page](#)

This screen will appear after you have updated a case and clicked on the *Submit* button. Click on the link to *return to treatment search results* to update the next service.

## Diagnosis search

**1 General information**

Use the General information section to record the member ID (click Member search to verify eligibility), submitting provider as well as diagnostic information.

**Notification date** 08/07/2008 (mm/dd/yyyy)

**Member ID**    
Enter or Search for ID

**Submitting provider**

**Treatment Setting**

**Is this an emergency?**

**Primary diagnosis**    
Enter Diagnosis code or Select from Short list

**Secondary diagnosis 2 optional**

**Attending physician**   
Select attending physician from the list or enter or search for ID

A diagnosis code is required on all cases. If you don't have the diagnosis code, and the code is not listed in the diagnosis code drop-down box, you can search the database for the correct code. Begin by clicking on the *Diagnosis search* button.

## Diagnosis search (cont.)

The screenshot shows the MEDecision Encoder interface in a Microsoft Internet Explorer browser. The page title is "Diagnosis Encoder" and the URL is "https://exdemo.medecision.com/Train/storeSearchRequest.do". The interface includes a navigation bar with "HELP | PREFERENCES" and "Admin User log out". Below the navigation bar, there are tabs for "Starting point", "Inpatient", "Other", and "Referral". A "Search" dropdown menu is visible, containing options like "Treatment search", "Provider search", "Member search", and "Treatment update search".

The main content area is titled "Diagnosis Encoder" and contains the following instructions: "Use this page to convert the diagnosis from English to the appropriate code. First select either the diagnosis description or the diagnosis code. Then click **Encode**."

**1 Choose a category to encode by (A or B) or select a diagnosis from the short list (C)**

Encode by (A) Diagnosis Description or (B) Diagnosis Code. Enter the appropriate values for the selected category. Click **Encode** to convert the description to a code. Or, (C) select a diagnosis from the short list.

**A Convert diagnosis description to code**

Description  
Enter the diagnosis description:

**Encode**

**B Convert diagnosis code to description**

Code  
Enter the diagnosis code:

**Encode**

**C Select diagnosis from short list**

Short list  
Select the diagnosis:

**Select**

**Cancel**

A red callout box points to the "Description" field with the text: "Type in the description of the diagnosis for which you are looking."

This is the form that will be returned to you when you select *Diagnosis search*. Not only can you search by written description, but you can also enter a code (*Section B*) and view the written description. See Page 93 in the "Recommendations for Successful e-referrals" section for tips on entering a code. *Section C* will give you the same choices as the drop-down box on the referral entry page.

## Diagnosis search (cont.)

MEDecision | Encoder - Microsoft Internet Explorer provided by Blue Cross Blue Shield of MI

https://exdemo.medecision.com/Train/encoderSrch.do

HELP | PREFERENCES

Starting point | **Inpatient** | Other | Referral

Payer selected: BCN Mock

Admin User log out

Search

- Treatment search
- Provider search
- Member search
- Treatment update search

**Encoder Results**

Click Yes to add the diagnosis code to the list.

Code: 573.3

HEPATITIS, UNSPECIFIED

Do you want to add this diagnosis to the list?

Yes No

New Search Cancel

Done

Click on the Yes button if this is the correct diagnosis description.

If this is not the requested diagnosis, you can perform a new search by clicking on the *New search* button, or you can start over by clicking *Cancel*.

## Diagnosis search (cont.)

**1** Choose a category to encode by (A or B) or select a diagnosis from the short list (C)

Encode by (A) Diagnosis Description or (B) Diagnosis Code. Enter the appropriate values for the selected category. Click **Encode** to convert the description to a code. Or, (C) select a diagnosis from the short list.

**A Convert diagnosis description to code**

Description  
Enter the diagnosis description

**Encode**

**B Convert diagnosis code to description**

Code  
Enter the diagnosis code

**Encode**

**C Select diagnosis from short list**

Short list  
select the diagnosis

**Select**

**Diagnoses**

	Diagnosis code	Diagnosis description	Primary
<b>Delete</b>	573.3	HEPATITIS, UNSPECIFIED	<input checked="" type="radio"/>

**Save** **Cancel**

After clicking Yes, scroll to the bottom of the page. Codes matching your search criteria will be returned. To select a code, click on Save.

## Diagnosis search (cont.)

MEDDecision | Other Request Entry - Microsoft Internet Explorer provided by Blue Cross Blue Shield of MI

https://exdemo.meddecision.com/Train/storeSearchRequest.do

File Edit View Favorites Tools Help

MEDDecision | Other Request Entry

HELP | PREFERENCES

Starting point Inpatient Other Referral Search

Payer selected: BCN Mock

New Other Request  
Extend Other

Admin User log out

**Other request entry**

Once you enter the General information and Services information click Next step. iEXCHANGE evaluates your other request and displays the Other request preview page.

**Payer notice:**  
THIS IS NOT A GUARANTEE OF ELIGIBILITY, COVERAGE OR PAYMENT FOR SERVICES

**General information**

Use the General information section to record the member ID (click Member search to verify eligibility), submitting provider as well as diagnostic information.

Notification date 08/07/2008 (mm/dd/yyyy)

Member ID  Member search

Enter or Search for ID

Submitting provider

Treatment Setting

Is this an emergency?

Primary diagnosis 5733

Enter Diagnosis code or Select from Short list

Secondary diagnosis 2 optional

Attending physician

Select attending physician from the list or enter or search for ID

Provider search

Done Internet 100%



## Procedure code search (cont.)

MEDecision | Encoder - Microsoft Internet Explorer provided by Blue Cross Blue Shield of MI

https://exdemo.medecision.com/Train/storeSearchRequest.do

MEDecision | Encoder

HELP | PREFERENCES

Admin User log out

Starting point Inpatient Other Referral Search

Payer selected: BCN Mock

Treatment search  
Provider search  
Member search  
Treatment update search

### Procedure Encoder

Use this page to convert the procedure from English to the appropriate code. First select either the procedure description or the procedure code. Then click **Encode**.

**1** Choose a category to encode by (A or B) or select a procedure from the short list (C)

Encode by (A) Procedure Description or (B) Procedure Code. Enter the appropriate values for the selected category. Click **Encode** to convert the description to a code. Or, (C) select a procedure from the short list.

**A Convert procedure description to code**

Description Enter the procedure description

**Encode**

**B Convert procedure code to description**

Code Enter the procedure code

**Encode**

**C Select procedure from short list**

Short list Select the procedure

Enter an English description of the procedure and click on the *Encode* button.

Please use the appropriate CPT or HCPCS code when using *Section B*.

## Procedure code search (cont.)

The screenshot shows the MEDecision Encoder interface in Microsoft Internet Explorer. The browser address bar displays <https://demo.medecision.com/Train/encoder5rch.do>. The page title is "MEDecision | Encoder - Microsoft Internet Explorer provided by Blue Cross Blue Shield of MI".

At the top, there are navigation links: "HELP | PREFERENCES" and "Admin User log out". Below these are tabs for "Starting point", "Inpatient", "Other", and "Referral". The "Starting point" tab is active, showing "Payer selected: BCN Mock". To the right, there is a "Search" menu with options: "Treatment search", "Provider search", "Member search", and "Treatment update search".

The main content area is titled "Encoder Results" and contains the following text: "This page lists the procedures meeting your search criteria. Click the **Select** button next to the procedure you want. Use the **previous** and **next** links to view the prior or next set of procedures meeting your search criteria."

Below this, the search results are displayed under the heading "Procedure: liver biopsy". The results are as follows:

	Procedure
<input type="button" value="Select"/>	NONSPECIFIC BIOPSY OF LIVER
<input type="button" value="Select"/>	NONSPECIFIC NEEDLE BIOPSY OF LIVER

At the bottom of the results area, there are "New Search" and "Cancel" buttons.

A callout box with a red border and a pointer to the "Select" button in the second row contains the following text: "Click the **Select** button next to the code that best describes the procedure you are requesting. If the codes do not match the procedure you are requesting, click on **New search** to begin again."

The status bar at the bottom of the browser shows "Done" and "Internet" with a 100% zoom level.

## Procedure code search (cont.)

The screenshot shows the MEDecision Encoder interface in a Microsoft Internet Explorer browser. The browser's address bar displays the URL <https://exdemo.medecision.com/Train/encoderSrch.do>. The page features a navigation menu with tabs for 'Starting point', 'Inpatient', 'Other', and 'Referral'. The 'Starting point' tab is active, showing 'Payer selected: BCN Mock'. A search menu is open, listing options like 'Treatment search', 'Provider search', 'Member search', and 'Treatment update search'. The main content area displays 'Encoder Results' for 'Code: 47001' with the description: 'BIOPSY OF LIVER, NEEDLE; WHEN DONE FOR INDICATED PURPOSE AT TIME OF OTHER MAJOR PROCEDURE (LIST SEPARATELY IN ADDITION TO CODE FOR PRIMARY PROCEDURE)'. Below this, a confirmation prompt asks, 'Do you want to add this procedure to the list?' with 'Yes' and 'No' buttons. At the bottom, there are 'New Search' and 'Cancel' buttons. A red callout box with arrows pointing to the 'Yes' and 'New Search' buttons contains the text: 'Select Yes if you want to use this code on your case. If not, select New Search instead.'

## Procedure code search (cont.)

**1** Choose a category to encode by (A or B) or select a procedure from the short list (C)

Encode by (A) Procedure Description or (B) Procedure Code. Enter the appropriate values for the selected category. Click **Encode** to convert the description to a code. Or, (C) select a procedure from the short list.

**A Convert procedure description to code**

Description  
Enter the procedure description.

**Encode**

**B Convert procedure code to description**

Code  
Enter the procedure code

**Encode**

**C Select procedure from short list**

Short list  
Select the procedure

**Select**

**Procedures**

	Procedure code	Procedure description
<b>Delete</b>	47001	BIOPSY OF LIVER, NEEDLE; WHEN DONE FOR INDICATED PURPOSE AT TIME OF OTHER MAJOR PROCEDURE (LIST SEPARATELY IN ADDITION TO CODE FOR PRIMARY PROCEDURE)

**Save** **Cancel**

If you need to change the code, click on the *Delete* button. If not, click on *Save* to return this code to the form.

## Procedure code search (cont.)

MEDecision | Other Request Entry - Microsoft Internet Explorer provided by Blue Cross Blue Shield of MI

https://exdemo.medecision.com/Train/storeSearchRequest.do

MEDecision | Other Request Entry

### 2 Services information

Enter or select the principal procedure code, and any additional secondary procedures. Enter the servicing provider, the number of requested units/visits, as well as the start and end dates for each procedure.

**Principal Service**

Procedure: 47001

Enter Procedure code or Select from Short list

Procedure search

**Servicing provider**

Select servicing provider from the list

or enter or search for ID: \_\_\_\_\_

Provider search

Unit(s): \_\_\_\_\_

Start date: \_\_\_\_/\_\_\_\_/\_\_\_\_ (mm/dd/yyyy)

End date: \_\_\_\_/\_\_\_\_/\_\_\_\_ (mm/dd/yyyy)

---

**Service 2 (optional)**

Procedure: \_\_\_\_\_

Enter Procedure code or Select from Short list

Procedure search

Done Internet 100%

## Provider search

MEDecision | Other Request Entry - Microsoft Internet Explorer provided by Blue Cross Blue Shield of MI

https://lexdemo.medecision.com/Train/storeSearchRequest.do

File Edit View Favorites Tools Help

MEDecision | Other Request Entry

-----

**Service 2 (optional)**

Procedure

Enter Procedure code or Select from Short list

**Servicing provider**

Select servicing provider from the list

or enter or search for ID

**Unit(s)**

**Start date**  /  /  (mm/dd/yyyy)

**End date**  /  /  (mm/dd/yyyy)

**Additional Comments (optional)**

iEXCHANGE Comment

Done Internet 100%

## Provider search (cont.)

MEDecision | Provider Search - Microsoft Internet Explorer provided by Blue Cross Blue Shield of MI

https://exdemo.medecision.com/Train/storeSearchRequest.do

File Edit View Favorites Tools Help

MEDecision | Provider Search

HELP | PREFERENCES

Starting point Inpatient Other Referral

Payer selected: BCN Mock

Admin User log out Search

Treatment search  
Provider search  
Member search  
Treatment update search

### Provider search

Use this page to search for providers. First select the provider class. Then choose a search category and enter the required information. Then click **Submit search**.

**Payer notice:**  
THIS IS NOT A GUARANTEE OF ELIGIBILITY, COVERAGE OR PAYMENT

- Select a provider class**
- Choose a category to search by (A or B)**

Search by (A) Standard search, or (B) Geographic area and specialty. Enter the appropriate values for the selected category. Click **Submit search** to find providers.

**Provider class**  
Select the class of provider you wish to search for

Practitioner  
All  
Practitioner  
Facility  
Group Practice

**A Standard search**

Search by: Provider NPI Number

Search text: [ ]

Submit search Clear form Cancel

**B Geographic/specialty search**

Location type: State AA

Location: [ ]  
Based on location type chosen, enter a town, county or zip code

Provider specialty: [ ]

Provider type: [ ]

Provider name: [ ]  
Enter the name of an individual provider or organization

Submit search Clear form Cancel

Done Internet 100%

Select the provider type for which you are searching. To search for a physician, select *Practitioner*. Select *Facility* for all other providers. The system will not process the search if you use *Group Practice*. If you select *All*, the list of names returned may be larger than necessary.

## Provider search (cont.)

MEDecision | Provider Search - Microsoft Internet Explorer provided by Blue Cross Blue Shield of MI

https://exdemo.meddecision.com/Train/storeSearchRequest.do

File Edit View Favorites Tools Help

MEDecision | Provider Search

HELP | PREFERENCES

Starting point Inpatient Other Referral

Payer selected: BCN Mock

Admin User log out

Search

- Treatment search
- Provider search
- Member search
- Treatment update search

**Provider search**

Use this page to search for providers. First select the provider class. Then choose a search category and enter the required information. Then click **Submit search**.

**Payer notice:**  
THIS IS NOT A GUARANTEE OF ELIGIBILITY, COVERAGE OR

**1** Select a provider class

**2** Choose a category to search by (A or B)

Search by (A) Standard search, or (B) Geographic area and specialty. Enter the appropriate values for the selected category. Click **Submit search** to find providers.

**A Standard search**

Search by

Search text

Submit search Clear form

Provider NPI Number  
Provider PIN Number  
Provider Name  
Provider ID  
Provider Old ID (P Number)

**B Geographic/specialty search**

Location type State AA

Location  
Based on location type chosen enter a town, county or zip code

Provider specialty

Provider type

Provider name  
Enter the name of an individual provider or organization

Submit search Clear form Cancel

Done Internet 100%

There are a number of options you can use to search for a physician or other provider.

## Provider search (cont.)

MEDecision | Provider Search - Microsoft Internet Explorer provided by Blue Cross Blue Shield of MI

https://exdemo.medecision.com/Train/storeSearchRequest.do

MEDecision | Provider Search

HELP | PREFERENCES

Admin User log out

Starting point  
Payer selected:  
BCN Mock

Inpatient Other Referral

Search

- Treatment search
- Provider search
- Member search
- Treatment update search

**Provider search**  
Use this page to search for providers. First select the provider class. Then choose a search category and enter the required information. Then click **Submit search**.

**Payer notice:**  
THIS IS NOT A GUARANTEE OF ELIGIBILITY, COVERAGE OR PAYMENT FOR SERVICES

**1 Select a provider class**

**2 Choose a category to search by (A or B)**

Search by (A) Standard search, or (B) Geographic area and specialty. Enter the appropriate values for the selected category. Click **Submit search** to find providers.

**A Standard search**

Search by: Provider NPI Number

Search text:

Submit search Clear form Cancel

**B Geographic/specialty search**

Location type: State MI

Location: Based on location type chosen enter a town, county or zip code

Provider specialty: Dermatology

Provider type: Doctor of Osteopathy

Provider name: Enter the name of an individual provider or organization

Submit search Clear form Cancel

Done Internet 100%

You may also search for a provider type or physician specialty within a specific geographic region. Be sure to select MI (Michigan) from the drop-down box.

## Provider search (cont.)

It is very important that you select the correct provider network. If the row you select does not have the correct provider network for the member, your referral will pend, causing a delay in the referral process. Please see the list of provider affiliation codes on the next page.

If there are multiple addresses with the correct provider network, choose the most appropriate address for the member. If the address you seek is not listed, select the first listing with the correct provider network. If you find more than one listing with the same address and provider network, select the first listing with the correct provider network and address.

	Provider Network	NPI Number	PIN Number	HCO ID	Name	Address	Phone	Specialty	Type
Select	H,M,P,T,O,B,U	9876543215	9999882	991622339001	DWARF, HAPPY	890 SECOND STREET * ANYWHERE MI 48375	444-776-5432		
Select	H,M,P,T,O,B,U	9876543215	9999882	991622339002	DWARF, HAPPY	890 SECOND STREET * ANYWHERE MI 48375	444-776-5432		
Select	P,T,O,B	9876543215	9999882	991622339003	DWARF, HAPPY	890 SECOND STREET * ANYWHERE MI 48375	444-776-5432		
Select	T	9876543215	9999882	991622339004	DWARF, HAPPY	890 SECOND STREET * ANYWHERE MI 48375	444-776-5432		
Select	T,N	9876543215	9999882	991622339005	DWARF, HAPPY	890 SECOND STREET * ANYWHERE MI 48375	444-776-5432		
Select	T,N	9876543215	9999882	991622339006	DWARF, HAPPY	890 SECOND STREET * ANYWHERE MI 48375	444-776-5432	DE/Dermatology	DO/Doctor of Osteopathy
Select	H,M,T	9876543215	9999882	991622339007	DWARF, HAPPY	890 SECOND STREET * ANYWHERE MI 48375	444-776-5432	DE/Dermatology	DO/Doctor of Osteopathy

## Provider search — identifying provider network affiliations on e-referral

When you conduct a provider search on e-referral, you can identify a BCN provider's network affiliations in the Provider Network column on the Provider Search Result screen.

Following are the provider affiliation codes you might see in the Provider Network column and their corresponding BCN or BCBSM networks:

Provider Affiliation Code	Network
H	HMO/BCN
M	BCN Advantage
C	Medicaid
U	U-M Premier Care
P	POS
O	PPO Trust
T	Traditional
B	Blue Preferred Plus
N	May or may not appear for a noncontracted provider

### Provider search (cont.)

Enter Procedure code or Short list

Procedure search

Servicing provider

Select servicing provider from the list

or enter or search for ID

Unit(s) 991622339001

Start date (mm/dd/yyyy)

End date (mm/dd/yyyy)

Additional Comments (optional)

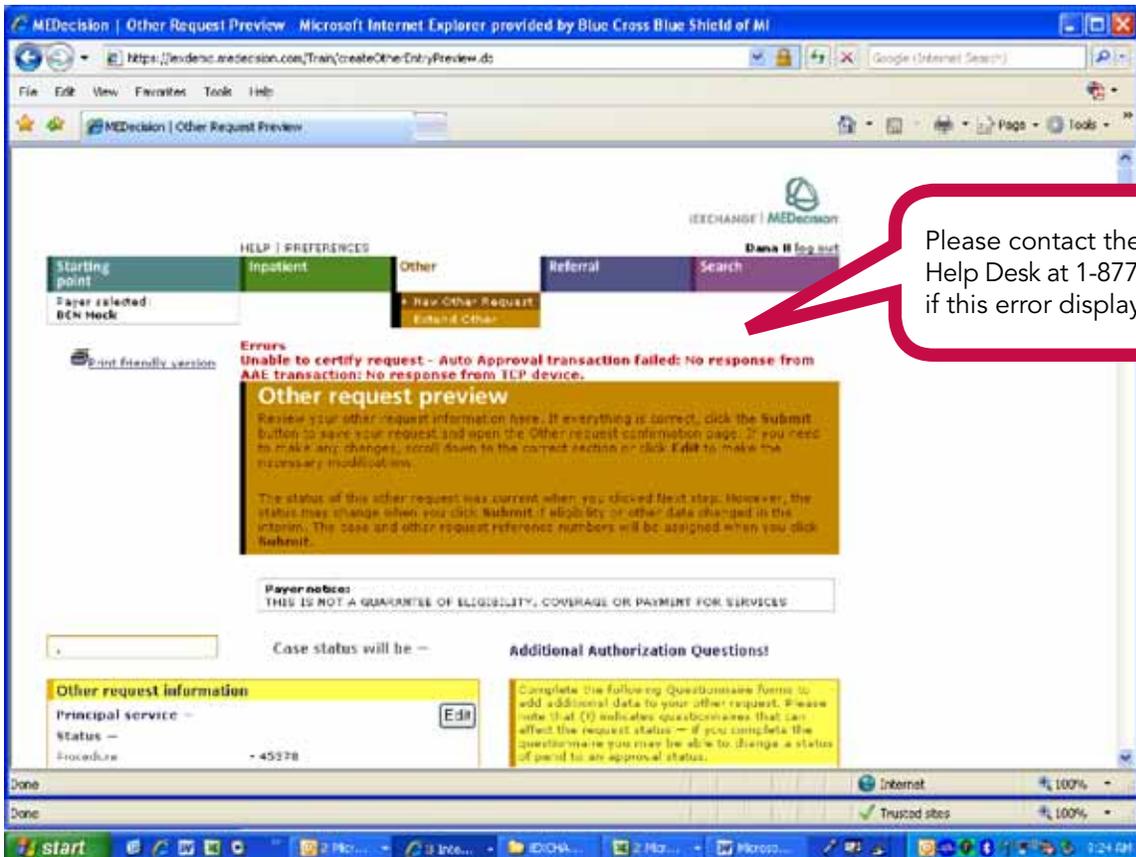
iEXCHANGE Comment

Next step Cancel

Done Internet 100%

# Section VI: Troubleshooting

## Auto approval transaction failed



## Submitting provider warning

1. Check to see if the member's PCP is in the *Submitting Provider's* box.

2. Allow two business days for processing if Case status is Pended.

If this message continues, please contact your provider representative.

**Unable to determine accessible treatment records for provider IDs**

If this message displays, please contact your provider representative with the Provider IDs and your iEXCHANGE ID (5-digit number when you log in).

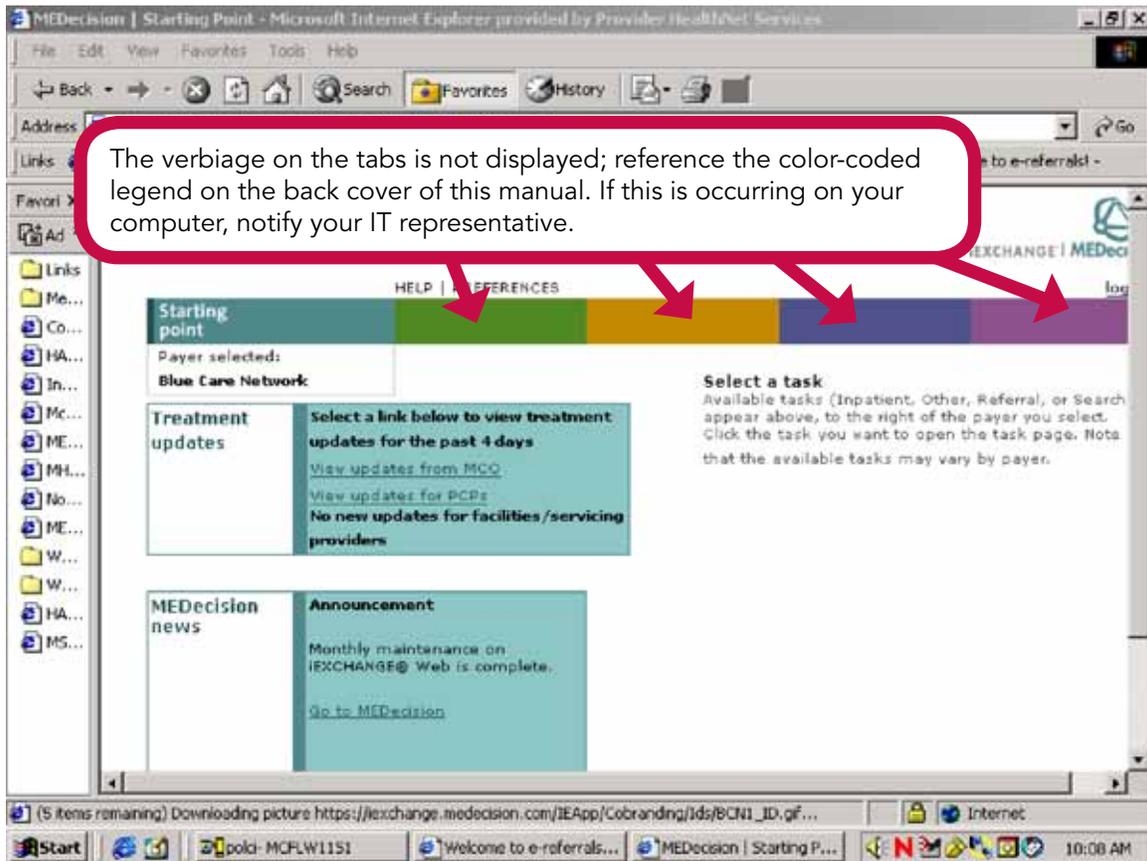
**Unable to determine accessible Treatment records for Provider ID(s): 1876543222,0634035**

**Treatment search summary**  
 This page provides a summary of the treatments that meet the search criteria entered, such as the service, primary diagnosis and the status of the requested treatment. Click [View details](#) to see more information about the treatment and the ability to extend the treatment dates.

[View all](#) | [View open](#)

Case ID	Service	Primary diagnosis	Treatment dates	Last detail line status/reason
DUCK, DAISY (432156798-02)	Inpatient request - LOS - LENGTH OF STAY	789.00 - ABDOMINAL PAIN, UNSPECIFIED SITE	08/11/2008 - 08/12/2008	Authorize/Approved
	Inpatient request - APPECTOMY; - 44950	789.00 - ABDOMINAL PAIN, UNSPECIFIED SITE	08/11/2008	N/A
DUCK, DEWEY (432156798-04)	Referral request - OFFICE OR OTHER OUTPATIENT VISIT FOR THE EVALUATIO - 99213	789.00 - ABDOMINAL PAIN, UNSPECIFIED SITE	08/07/2008 - 11/08/2008	Authorize/Approved
	Inpatient request - LOS - LENGTH OF STAY	276.50 - VOLUME DEPLETION, UNSPECIFIED	09/26/2008 - 09/27/2008	Pend/Pended
DUCK, HUGHIE (432156798-03)	Inpatient request - INITIAL HOSPITAL CARE, PER DAY, FOR THE EVALUATION - 99222	276.50 - VOLUME DEPLETION, UNSPECIFIED	09/26/2008	N/A
	Referral request - INTRODUCTION OF CATHETER, RIGHT HEART OR MAIN PULM - 36013	789.00 - ABDOMINAL PAIN, UNSPECIFIED SITE	10/01/2008 - 10/20/2008	Authorize/Approved
	Referral request - TRANSLUMINAL BALLOON ANGIOPLASTY, PERCUTANEOUS; TI - 35470	789.00 - ABDOMINAL PAIN, UNSPECIFIED SITE	10/01/2008 - 10/20/2008	Authorize/Approved

## Missing tab headings



Suggestion: The recommendation is to download the Mozilla Firefox® browser to resolve this issue. Link: [mozilla.com/en-US/firefox/](https://www.mozilla.com/en-US/firefox/)\*\*

- There is no cost.
- It may fix the problem.
- You can always go back to your previous browser.
- Check with your IT resource.

\*\*BCN does not control this Web site or endorse its general content.



## Submitting provider is not found

The screenshot shows a web browser window with the URL <https://exdemo.meddecision.com/Train/createOtherEntryPreview.do>. The page title is "MEDDecision | Other Request Preview". A yellow warning box at the top states: "Warnings: The submitting provider is not the PCP of record for the start date of this referral. Provider not found - case will be filed using a nonspecific provider." Below this is the "Other request preview" section, which includes instructions to click "Submit" to save the request or "Edit" to make changes. A "Payer notice" states: "THIS IS NOT A GUARANTEE OF ELIGIBILITY, COVERAGE OR PAYMENT FOR SERVICES". The member name is "DUCK, HUGHIE" and the case status is "Pended".

**Other request information**

Principal service —	<input type="button" value="Edit"/>
Status —	Pend
Procedure	UPPER GASTROINTESTINAL ENDOSCOPY INCLUDING ESOPHAGUS, STOMACH, AND EITHER THE DUODEN - 43235
Unit(s)	1
Start date	09/01/2008
End date	09/01/2008
Servicing provider	NEVER NEVER LAND HOSPITAL
Address 1	970 SECOND STREET
Address 2	
City	ANYWHERE
State	MI
Zip code	48375
Specialty	Hospital
Type	Acute Care Hospital

**Additional Authorization Questions!**

Complete the following Questionnaire forms to add additional data to your other request. Please note that (!) indicates questionnaires that can affect the request status — if you complete the questionnaire you may be able to change a status of pend to an approval status.

Description
<input checked="" type="checkbox"/> Accessed
<input type="checkbox"/> Affects status

**General information**

Member name	DUCK, HUGHIE
Member ID	432156798-03
Submitting provider	PROVIDERS, GENERIC
Address 1	25925 TELEGRAPH
Address 2	PO BOX 5043
City	Southfield
State	MI
Zip code	480665043
Specialty	Internal Medicine
Type	Medical Doctor

A red callout box with a white background and a red border contains the text: "If this message displays (or for any other Submitting Provider warning message), contact your provider representative for correction." Two red arrows point from this callout box to the warning message and the "Submitting provider" field in the "General information" section.

## Servicing or attending provider not found

The screenshot shows the 'MEDDecision | Other Request Preview' page in a Microsoft Internet Explorer browser. A yellow warning box at the top states: 'Warnings: Provider not found, case will be filed using a nonspecific provider. The Referring Provider is not in the Member's Network.' Below this is the 'Other request preview' section with instructions to click 'Submit' or 'Edit'. A 'Payer notice' states: 'THIS IS NOT A GUARANTEE OF ELIGIBILITY, COVERAGE OR PAYMENT FOR SERVICES'. The member name is 'DUCK, HUGHIE' and the case status is 'Pended'. The 'Other request information' section shows: Principal service: UPPER GASTROINTESTINAL ENDOSCOPY INCLUDING ESOPHAGUS, STOMACH, AND EITHER THE DUODENUM - 43235; Status: Pend; Procedure: UPPER GASTROINTESTINAL ENDOSCOPY INCLUDING ESOPHAGUS, STOMACH, AND EITHER THE DUODENUM - 43235; Unit(s): 1; Start date: 09/01/2008; End date: 09/01/2008; Servicing provider: OUT OF STATE PROVIDER; Address 1: BCN; Address 2: SOUTHFIELD; City: MI; State: MI; Zip code: 48004; Specialty: General Practice; Type: Other. The 'Additional Authorization Questions' section contains a description of questionnaires and checkboxes for 'Accessed' and 'Affects status'. The 'General information' section shows: Member name: DUCK, HUGHIE; Member ID: 432156798-03; Submitting provider: DOCK, GODFREY; Address 1: 234 THIRD STREET; Address 2: ANYWHERE; City: MI; State: MI; Zip code: 48375; Specialty: Pediatric; Type: Medical Doctor.

If this message displays, then either the attending or servicing provider is not recognized by the system. In this example, the servicing provider is not recognized (OUT OF STATE PROVIDER). Please scroll down the screen to double check the servicing provider and perform a provider search. If a recognized provider is not found, then type in the provider's information in the *Comments* section at the bottom of the screen; include: provider's full name, complete address, phone number, your name and your phone number.

## Servicing or attending provider not found (cont.)

MEDecision | Other Request Preview - Microsoft Internet Explorer provided by Blue Cross Blue Shield of MI

https://exdemo.medecision.com/Train/createOtherEntryPreview.do

Submit Preview changes Cancel

**1 General Information**

Use this section to edit any General information fields. You can continue to the Service fields, or click the **Preview changes** button to re-evaluate your updated request.

Notification date: 08/27/2008 (mm/dd/yyyy)

Member ID: 432156798-03 Member search

Submitting provider: Dock, Gootley - 9876543211 -

Treatment Setting: Q/P Facility

Is this an emergency?: No

Primary diagnosis: 789.00 Abdominal pain - 789.00 Diagnosis search

Secondary diagnosis 2 optional

Attending physician: [Empty] Provider search

or enter or search for ID: 0634035

**2 Services Information**

Use this section to edit any Service information fields. Once you have made the necessary changes, click the **Preview changes** button to re-evaluate your updated Other Request.

Principal Service

Procedure: 43235 Upper GI - 43235 Procedure search

Servicing provider: Never Never Land Hospital - 9876543222 -

or enter or search for ID: 9876543222 Provider search

In this example, the attending physician is not recognized. Perform a provider search (found directly below the attending physician section) and select a contracted provider. If a recognized provider is not found, then type the provider's information in the *Comments* section at the bottom of the screen; include: provider's full name, complete address, phone number, your name and your phone number.

## Other error or warning messages

### Errors

**This transaction cannot be processed because provider with ID '11999999999' class code of 'P' is no longer active**

Action: Contact your provider representative.

---

**Unable to determine accessible Treatment records for Provider IDs: 0634035**

Action: Contact your provider representative.

---

**The following error occurred while processing your request. Use the navigation above to start a new Transaction or to return to the Starting point. Contact your system administrator if the problem persists.**

Error:

Explanation:

Action: Contact the Web Help Desk at 1-877-258-3932.

---

**No records meet the entered search criteria.**

Action: Double check the search information. Contact your provider representative.

# Section VII: Recommendations for Successful e-referrals

The following list of recommendations has been developed to help you submit your referrals correctly the first time and avoid pends. If you have any questions about these guidelines, your provider representative will be happy to assist you. **Please note that if a referral pends, you must allow Care Management two business days to process your referral request before calling.**

## Cardiac rehabilitation; chiropractic services; diabetic education and physical, occupational and speech therapy referrals

Use the *Other* tab and enter the following information when completing a referral for the above services:

- Attending provider should enter the NPI number of the physician requesting services.
- Treatment location:
  - Cardiac rehabilitation – select O/P facility
  - Chiropractic services – select Prov Office
  - Diabetic education – select O/P facility
  - Physical, occupational and speech therapy – select either Prov Office or O/P facility depending on where services are rendered
- Servicing provider should enter the provider code of the provider performing the services.

## Coding

There are three ways to enter diagnosis and procedure codes.

1. Enter a code (if known).
  - a. When using alpha, capitalize V
  - b. Submit up to 5th digit when applicable
  - c. Utilize the period when appropriate
2. If the code is not known, use the search function. (For more details on all search functions, please see the “Searching and Updating” section on Page 48 of this guide).

3. Enter codes using the drop-down lists.

These lists can be customized to suit your needs. Procedure and diagnosis code lists will be available to you as soon as you begin using e-referrals. If you want to add or remove codes, contact your provider representative. If you do not know the name of your provider representative, visit **MiBCN.com** > Provider > Contact us > Physicians and Professionals > Provider Servicing (BCN) and select your region on the map, or go directly to: **[bcbsm.com/provider/contact\\_us/provider\\_servicing.shtml](http://bcbsm.com/provider/contact_us/provider_servicing.shtml)**.

## Customizing drop-down boxes:

If you would like to change the information in any of your drop-down boxes, contact your BCN provider representative. If you do not know the name of your provider representative, visit **MiBCN.com** > Provider > Contact us > Physicians and Professionals > Provider Servicing (BCN) and select your region on the map, or go directly to: **[bcbsm.com/provider/contact\\_us/provider\\_servicing.shtml](http://bcbsm.com/provider/contact_us/provider_servicing.shtml)**.

## Extending a case

If you are extending an existing case, please be sure to use the *Extend* function (see “Updating a case – extending the date range or adding to number of services” on Page 61 of this user guide). If you create a new case, it may pend upon submission.

## Global referrals

- A global referral allows a specialist contracted with BCN to perform necessary services to diagnose and treat a member in the office, with the exception of services that require benefit or clinical review.

- Only the member's primary care physician can issue a global referral.
- Issue global referrals for at least 30 days but not more than 365 days. After 365 days, submit a new referral for ongoing care.
- Do not submit global referrals for:
  - Noncontracted practitioners or facility services
  - Chiropractic or physical therapy services
- Specialists may not refer to another specialist for services (with the exception of rheumatologists, orthopedic surgeons, psychiatrists and sports medicine, neurosurgeons, and hand surgeon practitioners who can refer for therapy).
- For members whose primary care physician is in the East or Southeast service area, the services noted in the Blue Care Network Referral and Clinical Review Program chart are payable from a global referral if they are performed in a contracted physician's office and do not require benefit or clinical review. Plan notification is required when the service is performed in a facility outpatient setting. The Blue Care Network Referral and Clinical Review Program chart is available on the e-referral welcome page at [ereferrals.bcbsm.com](http://ereferrals.bcbsm.com).
- For members whose primary care physician is in the Mid or West service area and the specialist is outside the Mid or West service area, a global referral must be submitted to the plan.
- When the member's primary care physician and specialist are both in the Mid or West service area, your referrals often do not need to be submitted using e-referral. For more information, refer to the Blue Care Network Referral and Clinical Review Program chart on the e-referral welcome page at [ereferrals.bcbsm.com](http://ereferrals.bcbsm.com).
- Principal service: enter code in range of 59400-59622 depending on delivery type.
- Note: Discharge date and mother's discharge status:
  - If mother's admission exceeds two days for a vaginal or four days for a cesarean-section delivery, include clinical information for Care Management review.

## Provider search function

In the provider search function, all contracted and noncontracted providers that match your criteria will be returned. All referrals/certifications to noncontracted providers require plan approval and, therefore, cannot be approved immediately. BCN will review your request for medical necessity and post an approval, denial or request for additional documentation within **two business days**. For additional information, refer to Pages 78-83 of the "Searching and Updating" section of this user guide.

## Resetting your password

To successfully change your e-referral password, follow these guidelines:

- Do not use the same beginning and ending characters from your previous two passwords.
- Passwords should contain at least five characters.
- Passwords may be a combination of letters, numbers and other conventional symbols.
- Passwords are case-sensitive.

## Selecting a submitting provider (if you are a primary care physician):

In the *Submitting provider* field, **always** select the primary care physician that Blue Care Network lists as the patient's PCP on referrals and certifications. If a covering physician is selected in the *Submitting provider* field, the referral will pend and will not be processed immediately. If you are not listed in the drop-down box as a covering physician for the member's PCP, your referral will be denied.

## Services performed in a physician office:

If you are requesting a service that requires BCN review and will be performed in a physician office, select the *Other* tab. In the *Location of Service* field, select *Prov Office*. Then, enter the NPI number of the

 Behavioral health services should not be submitted using the Referral tab.

## Obstetric admissions

- Enter all information as previously discussed with these exceptions:
  - Use the Inpatient tab
  - Treatment setting: I/P Acute
  - Is this a surgical admission: No

physician who is performing the service in both the *Attending* and *Servicing provider* fields, or perform a provider search.

Refer to the Care Management chapter of the online *BCN Provider Manual* for a comprehensive description of services that require preservice review. This information, along with clinical criteria, is also available at: **ereferrals.bcbsm.com**. Click on *Clinical Review and Criteria Charts*.

## Servicing provider lists

The *Servicing provider* field will initially be empty. To add physicians to the drop-down list, contact your provider representative. If you do not know the name of your provider representative, visit **MiBCN.com** > Provider > Contact us > Physicians and Professionals > Provider Servicing (BCN) and select your region on the map, or go directly to: **bcbsm.com/provider/contact\_us/provider\_servicing.shtml**.

## Start and end dates for *Other* tab:

The scheduled date of a procedure sometimes changes after submitting your request. When submitting a start and end date on the *Other* page, **enter a start date equal to the date of the scheduled procedure**.

## Urgent requests

All requests related to urgent medical care should be called in to the Care Management department at 1-800-392-2512.

## Working with long lists

If there is a long list in any of your drop-down boxes, type the first letter of the word/physician for which you're searching. Any word that begins with that letter will go to the top of the list. If there are several selections, use the arrow keys on your keyboard to scroll through the list.

You can recognize the various tabs and their labels that help you navigate through e-referral by the following colors:

 **Teal green** – Starting point

 **Purple** – Referral

 **Bright green** – Inpatient

 **Violet** – Search

 **Gold** – Other

# Blue Care Network

## e-referral contact information

### Care Management:

1-800-392-2512

### Provider Servicing Southeast

1-866-299-4667

### Behavioral Health

Call the Mental Health/Substance Abuse number on the back of the member's ID card.

### Provider Servicing West

Grand Rapids: 1-800-968-2583 Ext. 6158

Portage: 1-800-968-2583 Ext. 6158

Traverse City: 1-800-968-2583 Ext. 6158

### Provider Servicing East

Flint and Saginaw: 1-800-527-1906

### For technical help

Web Help Desk: 1-877-258-3932

### Provider Servicing Mid

Lansing: 1-877-258-0168

[ereferrals.bcbsm.com](http://ereferrals.bcbsm.com)



**Blue Care  
Network  
of Michigan**

A nonprofit corporation and independent licensee  
of the Blue Cross and Blue Shield Association