



December 27, 2019

Provider name
Address
City, State ZIP

Dear Provider

Subject: Introducing a New Prior Authorization & Referral Submission Tool via Availity®

Blue Cross and Blue Shield of Texas (BCBSTX) is *excited* to introduce a *brand-new* online prior authorization application via the Availity Portal, called Authorizations & Referrals (HIPAA-standard 278 transaction). This new and more convenient functionality will be available to providers as of Jan. 30, 2020, making it faster and easier to submit and receive confirmation from BCBSTX. Availity Authorizations will be available for all BCBSTX plans except for the Federal Employee Program® (FEP®). Providers should continue to use their current prior authorization process until this new application becomes available soon for FEP members.

What does this mean?

BCBSTX's current electronic prior authorization tool, iExchange®, will be deactivated April 15, 2020. All electronic prior authorization requests and referrals will need to be submitted using the Availity Authorizations tool. This includes requests for inpatient admissions, select outpatient services, behavioral health services and referrals handled by BCBSTX.

The process of submitting prior authorization requests to eviCore® is not changing.

Medical and surgical predetermination of benefits requests should be submitted via fax or mail by using the Predetermination Request Form, along with the pertinent medical documentation. This form is located on bcbstx.com/provider under Education & Reference then Forms. Predeterminations should no longer be submitted via iExchange as of April 15, 2020.

What should you do?

During the transition period, providers should migrate from iExchange to the new online *five-step* Availity Authorization application. Providers not yet registered with Availity can sign up now at availity.com, **at no charge**. For registration assistance, call Availity Client Services at **1-800-282-4548**.

Easy submission of prior authorizations for Availity's Authorizations application consists of only five steps:

1. Log in to availity.com
2. Select **Patient Registration** menu option, choose **Authorizations & Referrals**, then **Authorizations***
3. Select **Payer BCBSTX**, then choose your organization
4. Select **Inpatient Authorization** or **Outpatient Authorization**
5. Review and submit your authorization

Choose **Referrals instead of **Authorizations** if you are submitting a referral request.*

This new online option will increase administrative efficiencies for your organization by also allowing providers to:

- access and verify status of requests
- upload clinical medical records
- edit and/or extend requests
- obtain printable confirmation number for your records

Attend a Free Training

BCBSTX is hosting complimentary webinars for providers to learn how to use this new online prior authorization submission application. These trainings will be held on:

- Jan. 29, 2020 – 10 a.m. to 11 a.m.
- Jan. 30, 2020 – 3 p.m. to 4 p.m.
- Feb. 3, 2020 – 1:30 p.m. to 2:30 p.m.
- Feb. 4, 2020 – 11 a.m. to 12 p.m.
- Feb. 5, 2020 – 9 a.m. to 10 a.m.
- Feb. 7, 2020 – 3 p.m. to 4 p.m.

Providers can register for these training sessions on the provider website at bcbstx.com/provider.

Stay Informed! Continue to watch for future BCBSTX News & Updates announcements and helpful resources. For additional instructions, look for the new Availity Authorizations tip sheet that will soon publish in the Provider Tools section under Education & Reference on bcbstx.com/provider.

If you need assistance or do not have internet access, below is a list of our Network Management offices by location to contact:

Network Management Office	Telephone Number	Fax Number
Amarillo	806-371-3058	806-783-4666
Austin	512-349-4847	512-349-4853
Corpus Christi, The Valley	361-878-1623	361-852-0624
Dallas, Fort Worth, East Texas	972-766-8900 / 800-749-0966	972-766-2231
El Paso	915-496-6600 press 2	915-496-6614
Houston, Beaumont, East Texas	713-663-1149 / 800-637-0171 press 3	713-663-1227
Lubbock	806-783-4610	806-783-4666
Midland, Abilene, San Angelo	877-400-5507 / 432-620-1406	432-620-1428
San Antonio, Laredo	361-878-1623	361-852-0624
Ancillary – Statewide	Refer to the Contact Us page on the provider website at https://www.bcbstx.com/provider/contact_us.html and locate phone and fax by specialty.	

Sincerely,

Network Management
Blue Cross and Blue Shield of Texas

iExchange is a trademark of Medecision, Inc., a separate company that provides collaborative health care management solutions for payers and providers.

eviCore is an independent specialty medical benefits management company that provides utilization management services for BCBSTX. eviCore is wholly responsible for its own products and services.

Availity is a trademark of Availity, LLC, a separate company that operates a health information network to provide electronic information exchange services to medical professionals. Availity provides administrative services to BCBSTX. BCBSTX makes no endorsement, representations or warranties regarding any products or services provided by third-party vendors such as eviCore and Availity. If you have any questions about the products or services provided by such vendors, you should contact the vendor(s) directly.