

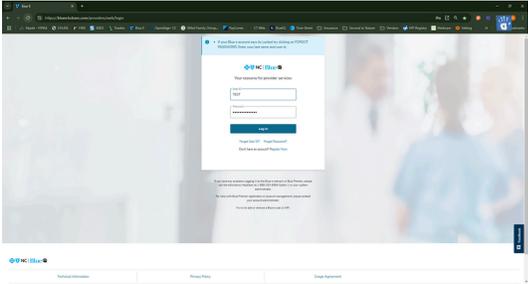
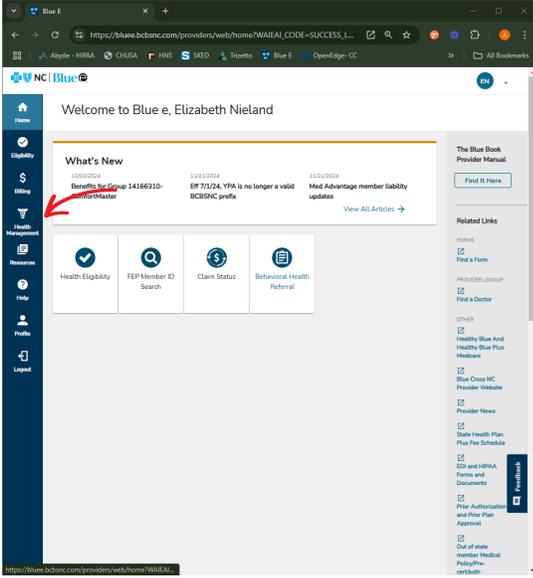
Action Plan

Title: Requesting Pre-Authorization through Blue-E
Result: To obtain approval for therapies

Materials Needed: ChiroTouch, Blue-E

Reporting Positions: Primary Provider

Staff Positions: Chiropractic Assistant

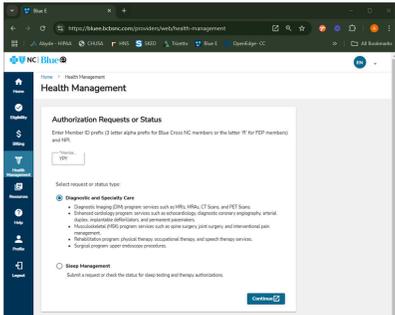
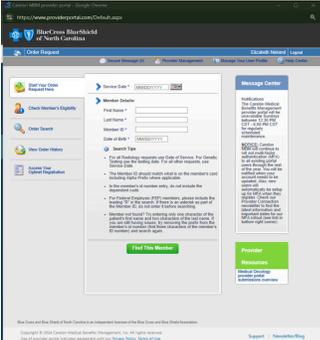
#	Benchmark	Accountability
1	<p>Log into Blue-E: https://bluee.bcbsnc.com/providers/web/login</p> 	Chiropractic Assistant
2	<p>From the Blue-E home page, you will click on Health Management on the left toolbar options</p> 	Chiropractic Assistant

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3	<p>Enter the 3 letter prefix in the blank field on the Authorization Requests or Status.</p>  <p>Then you will click Diagnostic and Specialty Care for therapy services. Click Continue.</p> <p>From there, a pop-up box will appear. Click I Agree on the HIPAA Disclaimer to proceed.</p>	Chiropractic Assistant
4	<p>From the Caredon MBM Provider Portal, you will enter the Service Date and the necessary Member Details.</p>  <p>Please note- the Service Date Cannot be more than 30 days into the future from the current date.</p> <p>For example- if today's date is 12/1/2024, you cannot enter a service date of 1/15/2025.</p>	Billing Staff

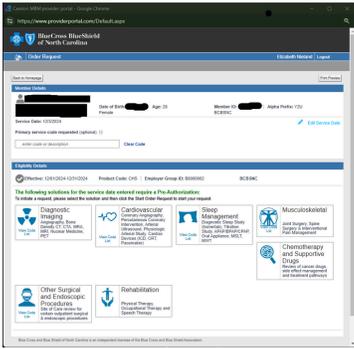
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5	<p>Continue filling out the remaining fields:</p> <ol style="list-style-type: none"> 1. First Name- Patient's legal name on the insurance card 2. Last Name- Patient's legal name on the insurance card 3. Member ID- Enter the member ID, excluding the 3 letter Prefix & the last 2 digits on the ID. For example, if the ID is YPY12345678900, only enter 123456789 4. Date of Birth <p>Once all fields are entered, click Find This Member </p>	Chiropractic Assistant
6	<p>You will appear at the patient's detail page. You will click on Rehabilitation. If it Rehabilitation icon turns Blue, then pre-authorization is required for this patient.</p>   <p>Click Start Order Request to continue. </p>	Chiropractic Assistant
7	<p>The next section is the Member Summary. You will not enter any information in this field so click Continue at the bottom right of the screen.</p>	Chiropractic Assistant

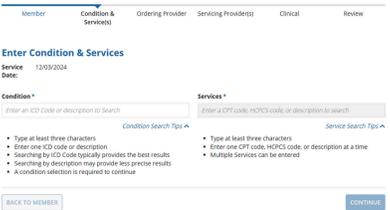
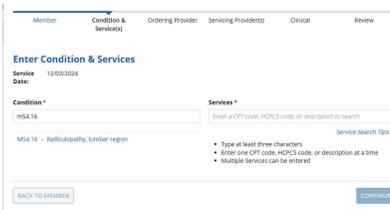
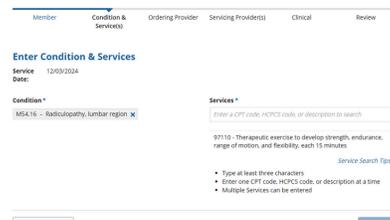
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8	<p>The next section is Condition & Service(s). Here you will enter the diagnosis codes & services that you are requesting for coverage.</p>  <p>1. Condition Field- Diagnosis Code a. You can only enter 1 diagnosis code</p> <p>2. Services- CPT Code a. You can list multiple CPT Codes</p>	Chiropractic Assistant
9	<p>For the Condition field, you will enter the Diagnosis Code you want to use. Recommend not using M99.0X as that is a region code and may cause your pre-authorization to deny.</p>  <p>For the Services field, you will enter the CPT Code you want to use.</p> 	Chiropractic Assistant

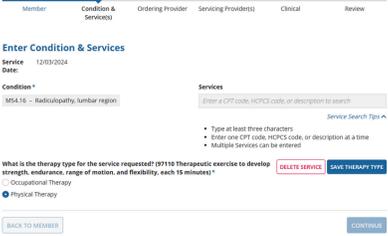
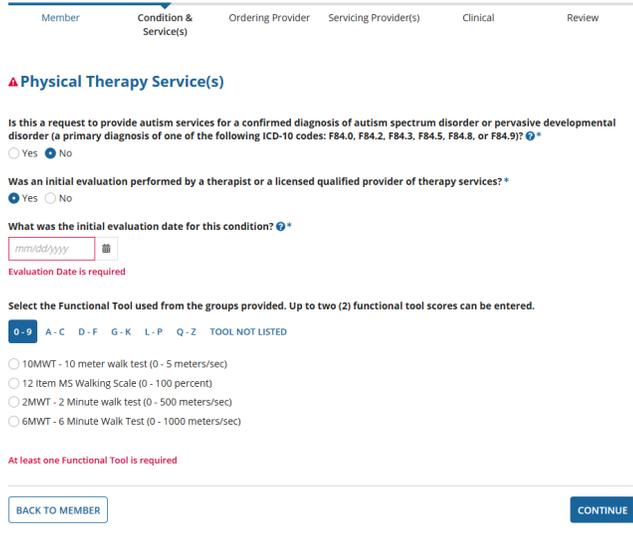
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10	<p>A field will appear asking what therapy type is being requested. You will select Physical Therapy as your option and click Save Therapy Type to secure your choice.</p>  <p>Once you have saved your therapy type, click Continue.</p>	Chiropractic Assistant
11	<p>The next field will ask if the therapy is being provided for autism services. If it isn't, select No. Then the another question will appear asking if the initial evaluation performed was done by a therapist or licensed qualified provider of therapy services and you will select Yes.</p>	Chiropractic Assistant
12	<p>Additional fields will appear for you to complete:</p> 	Chiropractic Assistant

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13	<p>In the next fields, you will need to provide the requested information:</p> <ol style="list-style-type: none"> 1. Initial Evaluation Date- Exam Date <ol style="list-style-type: none"> a. This can be a new patient exam or re-exam. It has to be whichever is the closest to the service date you are requesting the pre-authorization. 2. Select Functional Tool <ol style="list-style-type: none"> a. Review through the list of options that Carelon has provided. Once you have selected, click Add Tool  and a field will enter for you to enter the scoring information that is produced from the Functional Tool that your clinic used. <p>Once you have entered the information, click Continue.</p>	Chiropractic Assistant
14	<p>Carelon will provide you with a summary of what you have entered in the Condition & Service(s) field. If you need to make changes, click the pencil icon  to make the appropriate changes. If there are no changes, click Continue.</p>	Chiropractic Assistant
15	<p>The next section is the Ordering Provider section. This is where you will enter the provider information if an outside provider refers the patient to your office for therapy. You will need to enter the appropriate information to locate that provider.</p> <p>If your doctor is the provider, and the service will be done in the same office, click the box The Member is requesting treatment without a referral from a physician (Direct Access). Then click Continue.</p>	Chiropractic Assistant

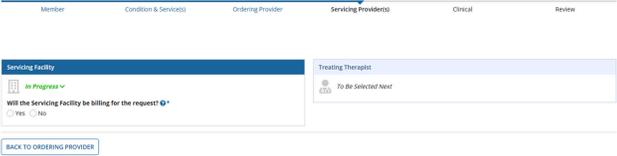
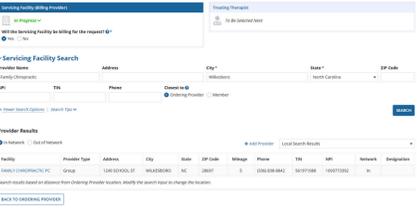
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16	Carelon will provide you with a summary of what you have entered in the Ordering Provider field. If there are no changes, click Continue .	Chiropractic Assistant
17	The next field is Servicing Provider(s) . In this field, you will enter the location of the service performed & the treating provider/therapist. 	Chiropractic Assistant
18	Under Servicing Facility , you will select Yes if your location will be billing for the services rendered. If another location is billing for the services rendered, you will select No .	Chiropractic Assistant
19	To search for your facility, you will complete the following fields: <ol style="list-style-type: none"> 1. Provider Name- Enter the name of your clinic 2. City 3. State 4. Closest to <ol style="list-style-type: none"> a. Select Ordering Provider Once these fields are entered, click Search . Under Provider Results you should be able to identify your clinic in the list.  Select your Clinic.	Chiropractic Assistant

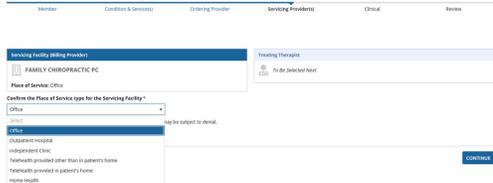
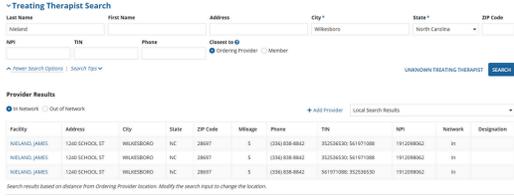
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20	<p>Under Confirm the Place of Service Type for the Servicing Facility you will select where the therapy will be performed. If done in office, select Office. If performed outside of the office, select accordingly.</p>  <p>Click Continue.</p>	Chiropractic Assistant
21	<p>To search for your provider, you will complete the following fields:</p> <ul style="list-style-type: none"> • Last Name- Enter the provider's last name • City • State • Closest to <ul style="list-style-type: none"> ◦ Select Ordering Provider <p>Once these fields are entered, click Search.</p> <p>Under Provider Results you should be able to identify your</p>  <p>Select your provider.</p>	Chiropractic Assistant
22	<p>Once you have completed, it will show you a summary of servicing provider and facility location. If all the information looks correct, select Continue.</p>	Chiropractic Assistant

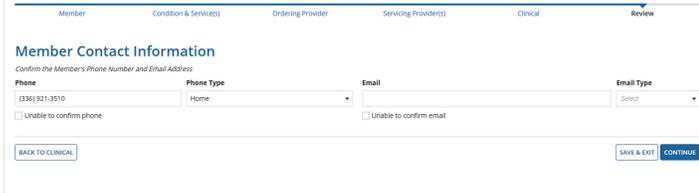
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23	<p>The next field is Clinical and you have to option to complete the clinical information by clicking Start Clinical  or skip this entirely. Please note- if you skip this, you have a higher risk of your pre-authorization being denied.</p> <p>If you click, Start Clinical, you will be asked a series of questions that have to be completed. If you get stuck on any of the questions, you can click Show clinical help to assist with answering the questions.</p> <p>When you get to through the 7 questions, click  Continue to lock in your answers and begin the Attestation portion of the clinical.</p> <p>After you have answered the 3 attestation questions, click Save to complete your clinicals. </p> <p>Click Continue.</p>	Chiropractic Assistant
24	<p>The next field is Review where you will enter the patient’s contact information. You must complete both fields to complete the pre-authorization request.</p>  <p>Click Continue.</p>	Chiropractic Assistant

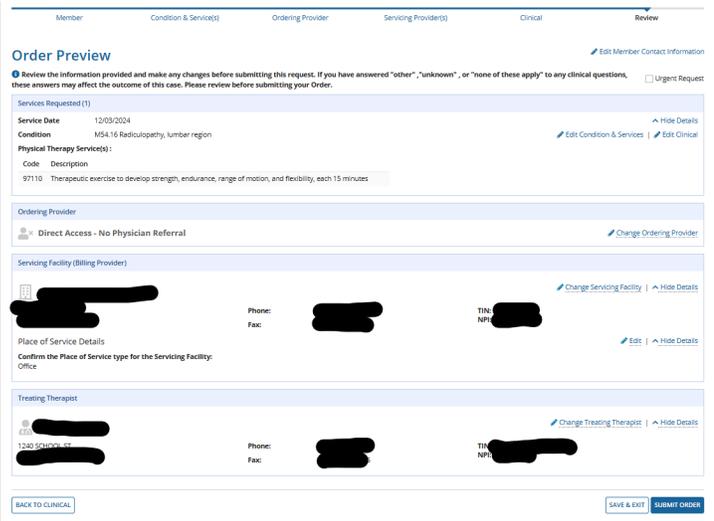
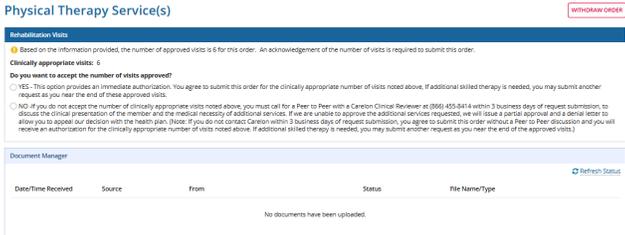
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25	<p>Once all fields are completed, you will see your final Order Preview. Here it will provide you with a summary of all the fields that you have completed.</p>  <p>If you are satisfied with everything, click Submit Order.</p>	Chiropractic Assistant
26	<p>In less than 15 seconds, Carelon will make their decision if they approve or deny your request. If you select No, it will provide you with the phone number to request a Peer-to-Peer Review. If approved, they will give you the number of visits they will approve. You will either select Yes to accept the authorization or No to reject the authorization. If you select Yes, click Update Order.</p> 	

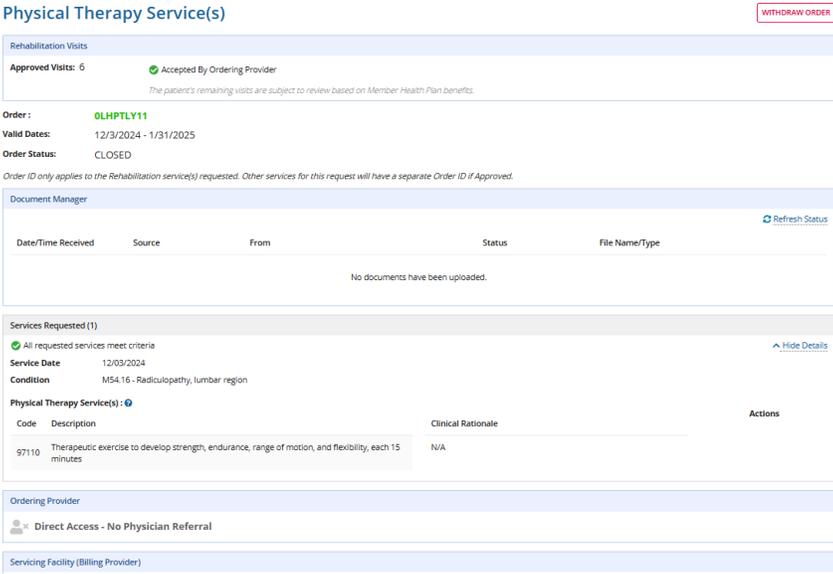
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25	<p>If you selected Yes, you will receive your Order Summary reflecting the accepted # of visits approved for the specific therapy that you request.</p>  <p>We recommend that you “Print to PDF” this screen and save in the patient’s chart for your records.</p>	Chiropractic Assistant

Standards

1	Ensure that pre-authorizations are done within a timely manner to not disrupt patient care.
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Resources

1	Loom Video: https://www.loom.com/share/0d242086ae8a4783bdc35d63fcf67aa1?sid=5fe87b62-556b-4c25-a80d-762fa0c92e7a
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