

What You Need to Know About Electronic Provider Access (EPA)



South Carolina

www.SouthCarolinaBlues.com

EPA Capabilities for Providers

The Blue Cross and Blue Shield Association launched a new tool on January 1, 2014, that allows you to access out-of-area members' Blue Plan (Home Plan) provider portals to conduct electronic pre-service reviews. The term "pre-service review" refers to pre-notification, precertification, pre-authorization and prior approval. You will be able to access our version of this tool through My Insurance ManagerSM.

EPA will enable you to use My Insurance Manager to gain access to a BlueCard® member's Home Plan provider portal through a secure routing mechanism. Once in the portal, you will have the same access to electronic pre-service review capabilities as you would with My Insurance Manager. You won't need a separate login.

The availability of EPA varies depending on the capabilities of each Home Plan. Some plans have fully implemented tools and have electronic pre-service review for many services, while others have not yet implemented electronic pre-service review capabilities. These plans are available as of January 1, 2015.

Anthem BC of CA	BCBS AL	BCBS NE	Excellus BCBS
Anthem BCBS CO	BCBS AR	BCBS NEPA	Highmark BCBS
Anthem BCBS CT	BCBS AZ	BCBS NM	Highmark BS
Anthem BCBS GA	BCBS FL	BCBS OK	Highmark WV
Anthem BCBS IN	BCBS HI	BCBS TN	Horizon BCBS NJ
Anthem BCBS KY	BCBS IL	BCBS TX	Independence Blue Cross
Anthem BCBS ME	BCBS KC	BCBS Western NY	Regence BCBS OR
Anthem BCBS MO	BCBS KS	BCBS WY	Regence BCBS UT
Anthem BCBS NH	BCBS LA	BS CA	Regence BS Idaho
Anthem BCBS NV	BCBS MA	BS of Northeastern NY	Regence BS WA
Anthem BCBS OH	BCBS MI	Capital BC	Triple S BCBS
Anthem BCBS VA	BCBS MS	CareFirst BCBS DC	Wellmark BCBS IA and SD
Anthem BCBS WI	BCBS NC	CareFirst BCBS MD	
BC Idaho	BCBS ND	Empire BCBS	

These are all independent licensees of the Blue Cross and Blue Shield Association.

Our EPA tool became available January 1, 2014. We will provide more details about how to use it, as well as keep you updated on how other plans are implementing their EPA tools, as the information becomes available.

Using the EPA Tool

First, check whether the Home Plan requires precertification by using the online medical policy router at www.SouthCarolinaBlues.com.

BlueCard Precertification/Medical Policies

To view an out-of-area Blue Plan's medical policy or general precertification/preauthorization information, please select the type of information you need, enter the first three letters of the identification number on the member's Blue Cross and/or Blue Shield card, and click Submit.

Type of Information
Please select only one.

Medical Policy

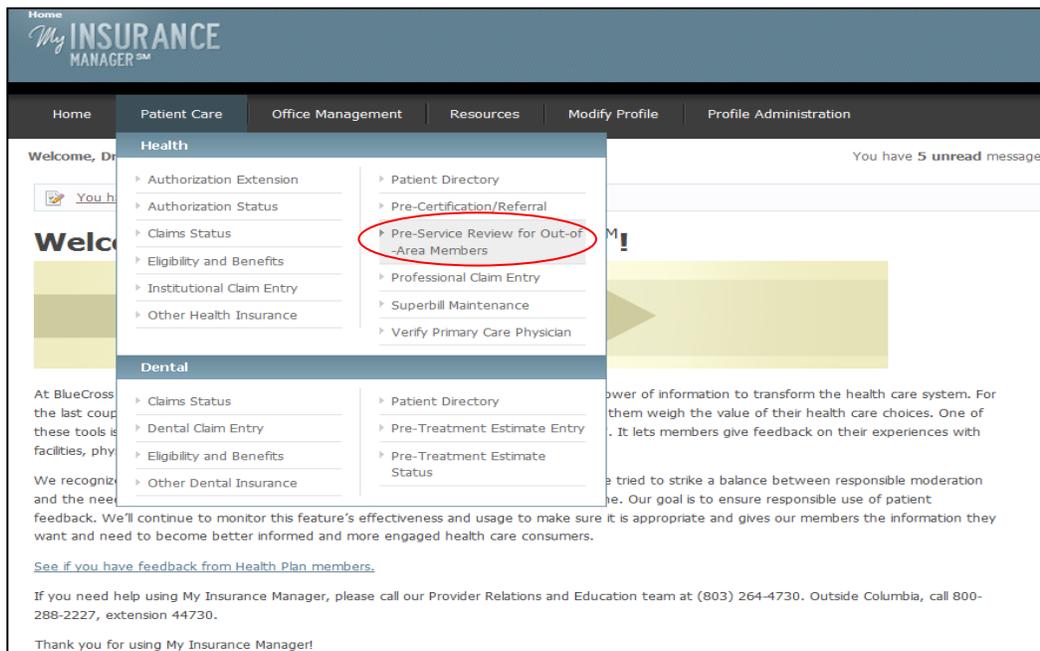
General Precertification/Preauthorization Information

Alpha Prefix

If you experience difficulties or need additional information, please contact 800-676-BLUE.

This tool is informational only and directs you to the member's Home Plan's website.

You can also access this information and initiate a pre-service once you have logged into My Insurance Manager. Once you have logged in, go to Patient Care and select Pre-Service Review for Out-of-Area Members.



Next, enter the alpha prefix from the member's ID card. The alpha prefix is the first three alpha characters that precede the member ID.

Home PLAN INSURANCE MANAGER™

Home Patient Care Office Management Resources Modify Profile Profile Administration

Welcome, Dr. Eat A Lot of generic practice [Log Out](#) You have 5 unread messages. [Go to Message Center](#)

Pre-Service Review for Out-of-Area Members Printer-Friendly

Includes Notification, Pre-Certification, Pre-Authorization and Prior Approval * Required

You can view the out-of-area Blue Plan's medical policy or request a pre-service review. Please select the type of information requested, enter the first three letters of the member's identification number on the BlueCross BlueShield ID card, and click Verify.

* Please choose an Option:

View Medical Policy

Request Pre-Service Review

* Alpha Prefix:

Contact Information

* First Name:

* Last Name:

* Phone:

* Email:

* Date Of Service:

* Location:

You will automatically route to the Home Plan's EPA pre-service review page. This page will welcome you to the Home Plan portal and indicate that you have left My Insurance Manager. From here, you can connect to the available electronic pre-service review processes. Each Plan may include additional instructional documents or e-learning tools about how to conduct an electronic pre-service review. You'll also see instructions for initiating a pre-service review for services that don't have the electronic function.

The pre-service review page will look similar across Home Plans. Home Plans can customize their pages based on the electronic pre-service review services they offer.



Pre-Service Review for Out-of-Area Members

BlueCross BlueShield of East Moreland Welcomes Dr. Morris Finklemeier

You have been routed from BCBS of Tongalessa to BCBS of East Moreland to conduct pre-service review for a BCBS of East Moreland member.

Please choose from the following electronic pre-service review options:

- **Inpatient Services**
- **Outpatient Services**
- **DME**

Click [here](#) to access the e-learning tool, which provides instructions for navigating the electronic pre-service review process for providers new to BCBS of East Moreland's system. Please note that electronic pre-service review is available from 9:00 AM to 5:00 PM Eastern Time, Monday through Friday.

Other pre-service review options:

- **Radiology Services:** BCBS of East Moreland does not currently offer electronic pre-service review for radiology services. Please click [here](#) to download the radiology pre-service review form and fax it to 555-376-0154 for pre-service review.
- **Physical Therapy Services:** BCBS of East Moreland does not currently offer electronic pre-service review for radiology services. Please call 555-376-0150 for pre-service review.

[View BCBS East Moreland Pre-Certification Requirements](#)

Since Plans are in various states of implementation, not all routes will result in a completed pre-service review. This is what to expect, depending on the implementation status of the Home Plan.

Scenario 1: Real-time electronic pre-service review is available for the service you are seeking.

The Home Plan pre-service review page will list the services that have electronic pre-service review. From this page you will connect to the Plan's (or its vendor's) pre-service review processes. You will enter the necessary information and the Home Plan will approve or deny the pre-service review request in real time.

Scenario 2: Electronic pre-service review is available for the service you are seeking, but not in real time.

The pre-service review page will list the services that have electronic pre-service review. From this page you will connect to the Home Plan's (or its vendor's) pre-service review processes. You will enter the necessary information and the Home Plan will provide an automated response indicating that it pended the pre-service review and how it will give you the results of the final review. In most cases, the Home Plan will email, phone or fax you with the final determination.

Keep in mind that not all Plans provide pre-service review 24 hours a day. Each Plan will post its hours of operation on its pre-service review page.

Scenario 3: Electronic pre-service review is available, but not for the particular service that you are seeking pre-service review.

The pre-service review page will list the services that have electronic pre-service. For other services, the Home Plan will include instructions for how to conduct pre-service review. Plans will most likely list a direct phone number or provide a form that you can download and fax for pre-service review.

Frequently Asked Questions

What happens if the EPA doesn't route me to the Home Plan?

In some instances, you will receive an error message when you enter the alpha prefix. This error message may alert you that you have not entered the appropriate number of alpha prefix characters, that the alpha prefix is inactive or that you have entered an alpha prefix for a Federal Employee Plan (FEP) member. (EPA does not support FEP alpha prefixes that start with the letter R.)

Some Plans do not currently have electronic pre-service review capabilities. You will receive an alert message with a direct phone number for conducting pre-service review. For example:

Blue Cross and Blue Shield of Geography does not currently conduct electronic pre-service reviews. Please call xxx-xxx-xxxx for a pre-service review.

Some Plans only allow providers who are under contract with them to access their provider portals. In this event, a non-contracted provider may see this alert when attempting to enter an alpha prefix for a member from a Home Plan with such a restriction:

Blue Cross and Blue Shield of Geography only allows Blue-contracted providers to conduct electronic pre-service reviews. Please call xxx-xxx-xxxx for a pre-service review.

What should I do if I enter the member alpha prefix and nothing happens?

We hope these situations are rare as we work through early implementation issues. If this happens to you, call 800-676-BLUE. We will route you to the Home Plan for telephonic pre-service review.

How will I know when more plans have implemented this tool?

As more plans implement this tool, we will make additional information and updates available at www.SouthCarolinaBlues.com.

Whom do I contact if I have additional questions?

If you have any questions on how to use the EPA tool or questions in general, please contact provider.education@cbssc.com or call 803-264-4730.