

Blue Cross and Blue Shield Plans give providers the ability to access out-of-area members' Blue Plan provider portals to conduct electronic pre-service reviews. Pre-service review refers to pre-notification, precertification, pre-authorization, prior approval, and other pre-claim processes.

**Two options are available to initiate a pre-service review for your patient. Either option will route you to the member's Blue Plan pre-service review landing page.**

**Note:** The screens and functionality of Blue Plan pre-service review processes vary widely. Blue Plans may include instructional documents or e-learning tools on their landing page.

## Option 1:


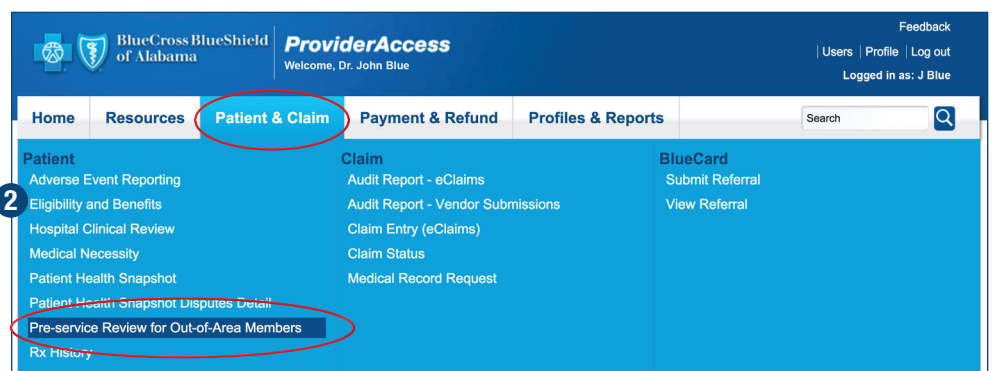
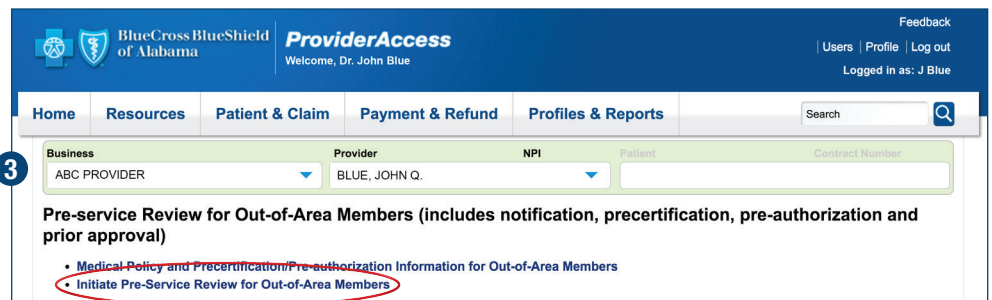
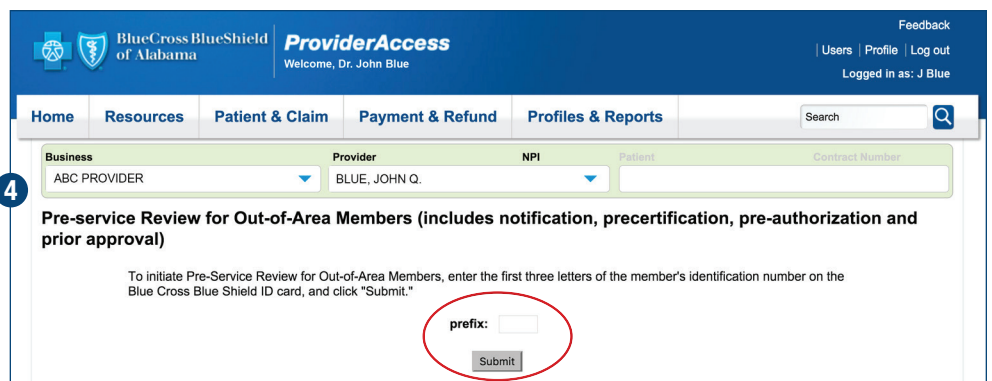
**1** Log in to *ProviderAccess*.

**2** Select "Patient & Claim" and then **Pre-service Review for Out-of-Area Members**.

**3** Select the **Initiate Pre-Service Review for Out-of-Area Members** link to begin the review.

**4** Enter the prefix from the patient's contract number, and then select "Submit." The prefix of the member ID is the first three characters that precede the member ID.

Entering the member's prefix from the ID card will automatically route you to the member's Blue Plan pre-service review landing page. This page will welcome you to the Blue Plan portal and indicate that you have left Blue Cross and Blue Shield of Alabama's portal.

## Option 2:

1 Log in to *ProviderAccess* and click “GO” to verify Eligibility & Benefits.

2 Enter the patient’s contract number, name and date of birth, and select “Continue.”

3 Check the “Covered” tab. If precertification is required for a service type, the “Go” button will be displayed within the section for the service type. Select the “Go” button to initiate precertification.

BlueCross BlueShield of Alabama **ProviderAccess**  
Welcome, Dr. John Blue

Feedback | Users | Profile | Log out | Logged in as: J Blue

Home Resources Patient & Claim Payment & Refund Profiles & Reports Search

**VERIFY ELIGIBILITY and BENEFITS** **GO**

**Provider News**  
Precertification Required for Blue Advantage Part B Provider-Administered Drugs  
Effective August 1, 2023, precertification will be required on Part B provider-administered drugs for your Blue Advantage patients.

**Diabetic eye exams are critical to identifying retinopathy in diabetic patients.**  
Close Care Gaps

1 2 3 4 5

BlueCross BlueShield of Alabama **ProviderAccess**  
Welcome, Dr. John Blue

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Home Resources Patient & Claim Payment & Refund Profiles & Reports Search

Business Provider NPI Patient Contract Number  
INFOSOLUTIONS INSTITUTIONAL INFOSOLUTIONS MD JOHN, 8999999989

**Recent Patients**

Contract Number	Patient Name
ABC123456789	DOE, JANE
ABC123456789	DOE, JOHN
ABC123456789	DOE, JOHN
ABC123456789	DOE, JOHN
ABC123456789	DOE, JOHN
ABC123456789	DOE, JOHN
ABC123456789	DOE, JOHN
ABC123456789	DOE, JOHN
ABC123456789	DOE, JOHN

Contract Number \* ABC123456789  
Don't have the contract number?

First Name \* Jane Middle Initial

Last Name \* Doe

Date of Birth \* 10/31/1968 Gender Female

Clear Continue

Eligibility and Benefits Rx History Claim Status Pre-Service Review Medical Records Patient Health Snapshot

**Professional Benefits** Reference #: N/A Contact Us

SHOW RESULTS RELATED TO:  
 In Network  
 Out of Network  
 All

View Address  
 Patient: JANE DOE DOB: 10/31/1968  
 Gender: F Relationship To Insured: Self

View Address  
 Insured: JANE DOE Group/Div: 123456  
 Contract: ABC123456789  
 Eligibility Date: 01/01/2014 - 12/31/9999

Change Selections to Update Results

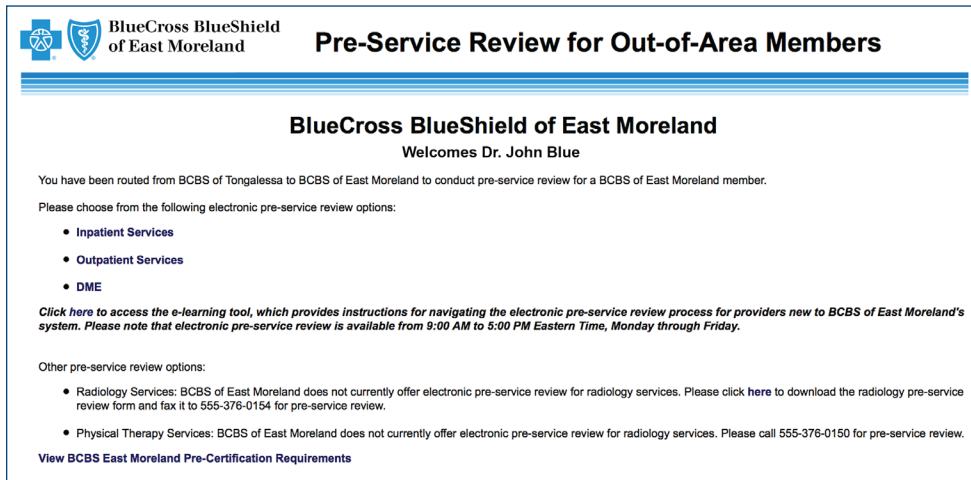
Service Type: Health Benefit Plan Coverage Date of Service \*: 07/27/2023 Update Result

Alerts/Messages **Covered** Additional Coverage Non-Covered Limitations Payer Other Summary Plan Description

**Health Benefit Plan Coverage**

Active Coverage	Preferred Provider Organization (PPO) PREFERRED PROVIDER OPTION PLUS MEDICAL					
Out of Pocket (Stop Loss)	In-Network Individual	\$2,900.00	Per Calendar Year	PRECERTIFICATION REQUIRED FOR SOME SERVICES	<ul style="list-style-type: none"> <li>DAILY ROOM AND BOARD;EMERGENCY ACCIDENT CARE - PROFESSIONAL;EMERGENCY ACCIDENT EMERGENCY ROOM SERVICES - INSTITUTIONAL;EMERGENCY ACCIDENT OFFICE VISIT - PROFESSIONAL;EMERGENCY MEDICAL CARE - PROFESSIONAL;EMERGENCY MEDICAL CARE EMERGENCY ROOM SERVICES -</li> <li>INSTITUTIONAL;EMERGENCY MEDICAL OFFICE VISIT - PROFESSIONAL;EMERGENCY ROOM SERVICES (NON-EMERGENCY) - INSTITUTIONAL;MUSCLE MANIPULATION - PROFESSIONAL;OFFICE VISIT - PROFESSIONAL;SPECIAL MEDICAL VISITS - INSTITUTIONAL</li> </ul>	<b>GO</b>
		\$0.00	Remaining	PRECERTIFICATION REQUIRED FOR SOME SERVICES	<ul style="list-style-type: none"> <li>DAILY ROOM AND BOARD;EMERGENCY ACCIDENT CARE - PROFESSIONAL;EMERGENCY ACCIDENT EMERGENCY ROOM SERVICES - INSTITUTIONAL;EMERGENCY ACCIDENT OFFICE VISIT - PROFESSIONAL;EMERGENCY MEDICAL CARE - PROFESSIONAL;EMERGENCY MEDICAL CARE EMERGENCY ROOM SERVICES -</li> <li>INSTITUTIONAL;EMERGENCY MEDICAL OFFICE VISIT - PROFESSIONAL;EMERGENCY ROOM SERVICES (NON-EMERGENCY) - INSTITUTIONAL;MUSCLE MANIPULATION - PROFESSIONAL;OFFICE VISIT - PROFESSIONAL;SPECIAL MEDICAL VISITS - INSTITUTIONAL</li> </ul>	<b>GO</b>

**The following is what to expect, depending on the implementation status of the Blue Plan to which you have been routed. Enter required information and click “Submit.” You will have an opportunity to review your submission.**



The screenshot shows a web page titled "Pre-Service Review for Out-of-Area Members" from BlueCross BlueShield of East Moreland. It welcomes Dr. John Blue and informs him that he has been routed from BCBS of Tongalassa to BCBS of East Moreland. The page offers electronic pre-service review options: Inpatient Services, Outpatient Services, and DME. It also provides instructions for accessing an e-learning tool and notes that the system is available from 9:00 AM to 5:00 PM Eastern Time, Monday through Friday. Other pre-service review options for Radiology and Physical Therapy Services are listed, along with a link to view BCBS East Moreland Pre-Certification Requirements.

## Scenario 1

**Real-time electronic pre-service review is available for the service you are seeking.**

The member's Blue Plan landing page will list the services for which electronic pre-service review is available. From this page you will connect to the Blue Plan's (or its vendor's) pre-service review processes. You will enter the necessary information and the 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 member's Blue Plan landing page will list the services for which electronic pre-service review is available. From this page, you will connect to the Blue Plan's (or its vendor's) pre-service review processes. Enter the necessary information and the Plan will automatically respond that the pre-service review is pending. In most cases, the Plan will email, telephone or fax you with the final determination.

Keep in mind that not all Plans provide pre-service review 24 hours a day. Their hours of operation should be posted on their landing pages.

## Scenario 3

**Electronic pre-service review is not available for the particular service for which you are seeking pre-service review.**

The member's Blue Plan landing page will include instructions for how to conduct pre-service review outside of the tool if an electronic option is not offered. Blue Plans may list a telephone number or provide a form that you can download and fax for pre-service review.

## Frequently Asked Questions

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

Call **1-800-676-BLUE** or the number on back of the ID card to be routed to a Blue Plan for telephonic pre-service review.

**Who do I contact if I have additional questions?**

If you have any questions on how to use the pre-service review tool or general questions, call **1-800-517-6425**.



**BlueCross BlueShield  
of Alabama**

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Blue Cross and Blue Shield Association