Follow the steps below to create and submit an outpatient authorization request.

Note: Requests for **URGENT** outpatient services need to be called into Customer Care.

1. Log in to **ExcellusBCBS.com**

2. Locate the CareAdvance Provider™ (CAP) link and log in utilizing your provided login credentials.

3. Click the drop-down arrow to choose the correct provider:
   
   *NOTE: the provider chosen MUST be the same as the servicing/referring provider that you will be entering in the authorization. If you have multiple NPI's or locations, ensure that you have chosen the correct NPI and location.*

4. Click Referrals/Authorizations.

5. Select “Submit Outpatient Authorization”.
6. Enter patient’s ID (do not add the alpha prefix or suffix) OR enter patient’s last name, first name and date of birth. *If patient has dual coverage, enter a separate authorization request for both policies.

Last name, first name and DOB must be entered together

7. Click “Search”

8. Select correct patient by clicking on the patient’s name:

You can click on “View” for more information on the patient, however a full eligibility check should be done prior to logging into CAP.
9. Complete all the required fields (indicated with *):

- **Service From/To**: Can backdate up to five days or go forward 90 days.
  - *TIP*: You can change a date of service if the authorization is still in pending status. Once the authorization has been approved or denied, you will need to send a note in the “Case Communications” section of the authorization requesting the date of service change.

- **Type of Care**: Select the most appropriate dropdown choice.

- **Place of Service**: Select where the service will take place.

- **Diagnosis Code**: Enter diagnosis code. If a diagnosis code is unknown, you can search for it by a partial (or full) code number or English description on the Search tab. You can search for codes by number, description or in your saved Bookmarks.

  - Enter code or description and click “Search”.

- **Procedure Code Type**: Select CPT or HCPCS.

- **Procedure Code**: Enter procedure code. If a procedure code is unknown, you can search for it by a partial (or full) code number or English description on the Search tab. You can search for codes by number, description or in your saved Bookmarks.

  - *For unlisted codes or non-covered service codes, please contact Customer Care.*

  - Choose CPT or HCPCS and then enter code or description and click “Search”.

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**CareAdvance Provider™ (CAP)**

**Quick Navigation Desk Top Guide**

**Outpatient Authorization Requests**
Outpatient Authorization Requests

- Referring Provider Name, ID: The default value will display as the provider that is in focus.
- Servicing Provider Name, ID: Enter the servicing provider.

**TI P:** You can change the provider or place of service, if the authorization is still in pending status. Once the authorization has been approved or denied, you will need to send a note in the “Case Communication” section of the authorization requesting the provider or place of service change.

10. **OPTIONAL:** The “Add Service” button is found on the bottom right of the “Submit Outpatient Authorization” screen. Click this to add an additional service for this member, if needed. You can add multiple related codes/services all in one authorization (e.g., multiple codes for a wheelchair). Do not combine different services on one authorization. Enter separate authorization requests for different services (e.g., wheelchair and insulin pump would require separate authorizations).

11. **OPTIONAL:** The “Add Service Copy Providers” button is also found on the bottom right of the Submit Outpatient Authorization screen. Click this to add an additional service for this member when the ordering and servicing providers are the same as on the “Service 1” line.

12. Once finished, click Submit to process or click Cancel to delete without processing.
13. The authorization will appear. Check the “My List” box so that the authorization will appear in your “My List”.

**TIP:** The “My List” will only hold 20 authorizations. Once an authorization is approved, uncheck the “My List” box to add room for future pended authorizations.

14. After submitting the request, you may be instructed to perform additional actions as shown in the example below (e.g., attaching clinical, completing a review, etc.). All actions must be completed for each authorization. If the required actions are not completed, it will delay the process of the authorization.

**NOTE:** After clicking on “Submit”, a pre-authorization check will run. An authorization will not be created if the service/procedure does not require preauthorization. A note will be created in the patient’s record at the Health Plan that the provider attempted to submit an authorization.

14a. If an action is displayed to complete a review (see example above), click on the hyperlink “InterQual™ Criteria” and complete the review. You will be directed to the “Change Healthcare” InterQual™ site.

Click on “Medical Review” and answer questions appropriately.
14b. Once all questions have been completed, click on “View Recommendations”.

14c. If the review met criteria, the requested CPT or HCPS code/description will appear (if the review did not meet criteria, proceed to step 14e). Click “Complete”.

14d. Click “Yes” to continue and proceed to Step 15.

14e. If the review did not meet criteria, a message will appear stating the service is not recommended. If you still wish to submit the authorization for medical review, click “Complete”.
15. Click “Create New” under “Case Communication” to attach records or send a message to the Health Plan.

16. Please attach all pertinent records so that the case can be reviewed, and a decision made. A pop-up box will appear:
   1. Enter Subject.
   2. Click “Attach File” and attach all pertinent records.
   3. Type a message.
   4. Select the items to be reviewed.
   5. Click “Send”.

Congratulations! You have submitted your authorization request and records! Check the authorization periodically for updates (Approve, deny, additional information requested etc.). Look for these symbols to determine if any action is required or we have sent you back a communication:

! (action required); an envelope with a blue dot indicates you have a new unread message.
You can edit an authorization request if it is still in pend status. Once the authorization has been approved or denied, you cannot change the request (e.g., change the date of service or procedure, etc.). You may send a request for any needed changes through the case communication portion of the authorization.

You can request an extension of an existing authorization that is in approved status.

**To request an extension on an existing authorization:**

1. Locate and open the authorization by clicking on Referrals/Authorizations. **Be sure you have the correct provider in focus in the top right corner using the drop-down arrow.**

2. Click “Search”.

3. Input the Case ID# in the “Reference ID” field and click “Search.”

4. Click on the reference ID hyperlink to open the authorization.
5. Click “Edit”.

6. Locate the “Service” section and click “Add Service Copy Providers”:

7. Complete the required fields* and click “Submit”.

8. Locate the “Case Communication” section. Click “Create New” and follow the process outlined on page 7 of this document.
Do you have questions regarding the authorization submission process?
Located in the upper right section of the CAP application are two choices. Please use these choices as a resource for any questions on the authorization submission process:

1. **Help Link:**
   
   Use this link for any general navigation question you may have regarding how to submit an authorization request within the CAP application.

2. **Contact Customer Service link:**
   
   This link will provide the user with our customer care hours of operation; phone numbers, email and mailing address.
How to Locate an Existing Authorization

1. Locate the authorization by clicking on Referrals/Authorizations. **Be sure you have the correct provider in focus in the top right corner using the drop-down arrow.**

2. Click “Search”.

3. Input the Case ID# in the “Reference ID” field and click “Search:

4. Click on the reference ID hyperlink to open the authorization.