

BlueCard® Program Tutorial

# Requesting Authorizations

---

Learn how to request an authorization for  
other state Blue plan members

**After completing the Requesting Authorizations tutorial, you will be able to:**

- Locate the *Pre-Service Review for Out-of-Area Members* link
- Identify the three options of information you can choose from
- Understand the meaning of Electronic Provider Access
- Enter the required information to begin access of authorization request



home



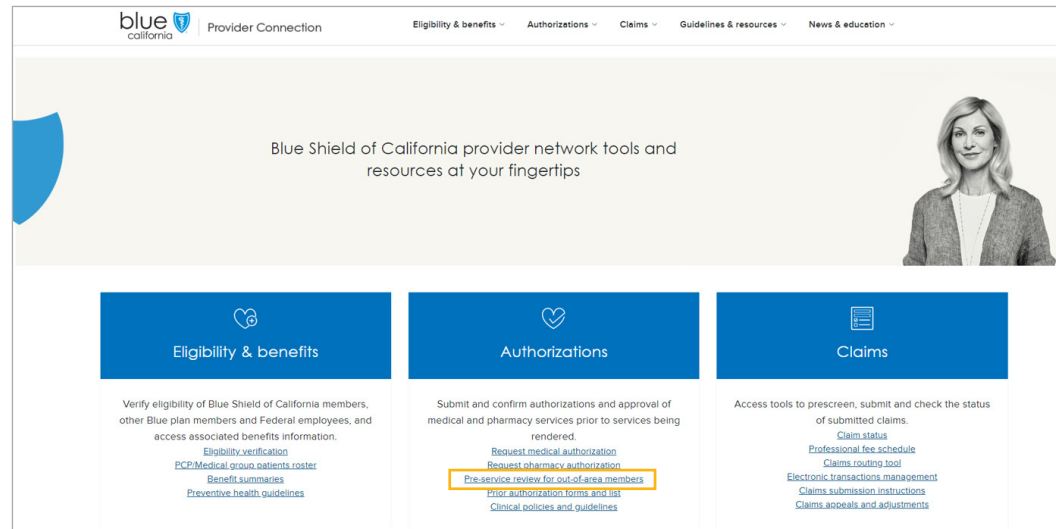
back

next

## Provider Connection home page

For online access to authorization requests for other state Blue plan members, log in to Provider Connection at [blueshieldca.com/provider](https://blueshieldca.com/provider) and click the **Pre-Service Review link** in the “Authorizations” box.

The **Pre-Service Review link** is dedicated for California providers requesting authorizations for other states' Blue plan members.



Note: AuthAccel is a provider authorization tool for Blue Shield of California members only.

## Pre-Service Review page

You have access to other state's Blue plan provider portals to request authorization, access medical policy, and confirm precertification policy and guidelines.

This allows you to connect directly to the Blue plan within a secured routing mechanism.

### Pre-service review for out-of-area members

Use this tool to access medical policies, authorization requirements and prior authorization request systems for member insured by another state's Blue Plan. This tool allows California-based providers to access other Blue Plan's provider sites via a secure routing mechanism - Electronic Provider Access.

Enter the valid three-character prefix - the first three characters of the Member/Subscriber ID as displayed on the member ID card to get the authorization information. All fields required

NOTE: In order to access other state's Blue Plan site you must enable browser pop-ups.

What would you like to do?

☒ Obtain medical policy information

☐ Get pre-service review and pre-authorization requirements information

☐ Request a pre-certification or service prior authorization via Electronic Provider Access

3-character prefix


XXX

Requesting provider's National Provider Identifier (NPI)

10-digit number

Requesting provider's location

Select location



Member Name	XXXX XXXX XX XXXX
Jane A. Sample	XXXXXXXX XXXXXX
Member ID	XXXXXXXX XXXXXX
XYZ134567890123	XXXXXXXX XXXXXX

[Look up help](#)

[Feedback](#)

## Choose from three options

Choose from the available options to assist in obtaining the necessary information:

- **Medical Policy Information** –  
Select this option to obtain medical policy for a service
- **Prior Authorization Information** –  
Select this option to determine if pre-service and pre-authorization is required for a service
- **Electronic Provider Access (EPA)** –  
Select this option to request an authorization

Please note you will need the three-character prefix to complete each search.

**Pre-service review for out-of-area members**

Use this tool to access medical policies, authorization requirements and prior authorization request systems for member insured by another state's Blue Plan. This tool allows California-based providers to access other Blue Plan's provider sites via a secure routing mechanism - Electronic Provider Access.

Enter the valid three-character prefix - the first three characters of the Member/Subscriber ID as displayed on the member ID card to get the authorization information. All fields required

NOTE: In order to access other state's Blue Plan site you must enable browser pop-ups.

What would you like to do?

- ☒ Obtain medical policy information
- ☐ Get pre-service review and pre-authorization requirements information
- ☐ Request a pre-certification or service prior authorization via Electronic Provider Access

3-character prefix  
XXX

Requesting provider's National Provider Identifier (NPI)  
10-digit number [Look up NPI](#)

Requesting provider's location  
Select location

**Member ID card:**  
BlueCross BlueShield  
Member Name: Jane A. Sample  
Member ID: XYZ1234567890123

Feedback

# Requesting an authorization

To begin access to request an authorization, select the **“Electronic Provider Access”** radio button.

Pre-service review for out-of-area members

Use this tool to access medical policies, authorization requirements and prior authorization request systems for member insured by another state's Blue Plan. This tool allows California-based providers to access other Blue Plan's provider sites via a secure routing mechanism - Electronic Provider Access.

Enter the valid three-character prefix - the first three characters of the Member/Subscriber ID as displayed on the member ID card to get the authorization information. All fields required

NOTE: In order to access other state's Blue Plan site you must enable browser pop-ups.

What would you like to do?

☒ Obtain medical policy information  
☐ Get pre-service review and pre-authorization requirements information  
☐ Request a pre-certification or service prior authorization via Electronic Provider Access

3-character prefix

XXX

Requesting provider's National Provider Identifier (NPI)

10-digit number

Requesting provider's location

Select location

Member Name  
Jane A. Sample  
Member ID  
XYZ734567890123

Feedback

## Required information

Once the EPA radio button is selected, supply the following information:

- The Blue plan member's **three-character prefix**
- The **location of the requesting provider** (select from the dropdown menu)
- Your **National Provider Identifier (NPI)**
- **Answer Yes or No** to the question, "Are you a Blue Shield of California Contracted Provider?"

Note: If you don't know your NPI, you may use the "Look Up NPI" tool to find it.

## Final steps

Once you've completed all the required fields, **click *Submit*** at the bottom of the page.

This instantly launches you from Blue Shield of California's provider portal to the member's Blue plan provider portal to begin your authorization request.

This allows you to work directly with the member's Blue plan to request your authorization.

Each Blue plan will provide you with authorization instructions and notifications.

## Conclusion

Congratulations! You have completed the Requesting Authorizations tutorial.

We encourage you to continue your learning. The [BlueCard Tutorials web page](#) contains other informative BlueCard tutorials, plus additional resources you may find helpful.

### For questions related to:

- BlueCard eligibility: **(800) 676-BLUE (2583)**
- BlueCard Claims Unit: **(800) 622-0632**
- Authorization requests: Visit [blueshieldca.com/provider](https://blueshieldca.com/provider). On the home page, under Authorizations, click *Pre-service review for out-of-area members*. You may also call the Medical Management number printed on the member's ID card
- Web technical support: **(800) 541-6652**

### BlueCard claims mailing address:

Blue Shield of California  
BlueCard Program  
P.O. Box 272630  
Chico, CA 95927-2630

### Your online resources for:

- [Member eligibility](#)
- [Authorization requests](#)
- [Claims status](#)

