Learn how to request an authorization for out-of-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
For online access to authorization requests for out-of-state Blue plan members, log in to Provider Connection at 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.

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

To begin access to request an authorization, select the "Electronic Provider Access" radio button.
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: 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 1505
Red Bluff, CA 96080-1505

Your online resources for:

- Member eligibility
- Authorization requests
- Claims status