Network Changes and Support

Blue Shield of California and Blue Shield of California Promise Health Plan Providers

At Blue Shield of California and Blue Shield of California Promise Health Plan, we continue to do all we can during the COVID-19 public health emergency to support the health, safety and well-being of our members. We also want to keep you informed as you courageously provide care on the front lines.

Please check this section frequently to stay informed. We will update the content as new information becomes available by replacing this document and changing the date.

Blue Shield Announces Financial Support Options to Healthcare Providers in Response to COVID-19 Crisis

As part of an over $200 million commitment to support healthcare providers and hospitals facing financial pressures resulting from the coronavirus (COVID-19) pandemic, Blue Shield has announced four programs available to its network providers.

Eligible providers include hospitals, medical groups, IPAs and independent physicians (primary care and specialists) who are currently participating in Blue Shield's provider network.

The program options include:

- Loan guarantees
- Advance payments
- Assuming member liability obligations through OODA
- Transitioning to value-based agreements

For more information and to receive an application for the programs, providers may send an email to Financecommunication@blueshieldca.com.

Read more details in the story at Blue Shield's news center.

Notifying us about updates to your practice or facility during the COVID-19 public health emergency

Please keep us informed of changes you may be making in your practice or facility as patient influx grows, to help us efficiently plan for member access to care and for supporting you in any way we can.

To report the following types of temporary or permanent changes, send information to the Provider Information and Enrollment at BSCProviderinfo@blueshieldca.com:

- Relocations
- Changes to your practice's provider roster
- Temporary changes to hours of operation
- Temporary closures
- Other changes impacting your provider organization's ability to provide care

Provider call centers during the COVID-19 public health emergency

Due to the COVID-19 public health emergency, callers to Blue Shield and Blue Shield Promise Provider Customer Care may experience longer wait times to speak directly with a representative.

As a reminder, you have the option to use our interactive voice response/voice response unit (IVR/VRU) systems to find member information for providing care, if you want to avoid calling.

Interactive voice response/voice response unit (IVR/VRU) systems

Network providers can use the IVR/VRU to hear authorization status for Blue Shield and Blue Shield members. Select the appropriate phone number from the list below. After you dial, you will be asked to enter your NPI or Tax ID.

Blue Shield members	Blue Shield Promise members
Provider Customer Service: (800) 541-6652 • For medical requests, say "medical authorizations" or press 6 • For Rx auth requests, say "outpatient pharmacy" or press 5	Provider Customer Service: (800) 468-9935 • For medical requests, say "medical authorizations" or press 6 • For Rx requests, say "pharmacy" or press 5
Pharmacy line: (800) 535-9481 • For medical requests, say "provider authorization" or press 4 • For Rx requests, say "self-administered" or press 5	Pharmacy Services line: (877) 792-2731 • For medical requests, say "medical authorizations" or press 6 • For Rx requests, say "pharmacy" or press 5

Provider Connection

For Blue Shield members, we encourage you to visit Provider Connection for eligibility, benefits, claims and view and submit authorizations.

Providers who are contracted with both Blue Shield and Blue Shield Promise can use AuthAccel at Provider Connection, blueshieldca.com/provider, to view authorization status for **both Blue Shield and Blue Shield Promise members**. Unfortunately, this functionality is not available for providers who are only contracted with Blue Shield Promise at this time.

AuthAccel at Provider Connection

AuthAccel is Blue Shield's online authorization tool. It will allow you to quickly and easily check the status of multiple authorizations.

To access AuthAccel, you must have a password and login for Blue Shield's Provider Connection website at blueshieldca.com/provider. If you don't yet have an account, you can establish an account today. If you want to quickly establish an account, use the Log In/Register link located at the top right of the home page to register.

Using AuthAccel to view authorization status

1. **Once you are logged in,** navigate to the Authorizations section and click either Medical Authorization Status or Pharmacy Authorization Status from the blue navigation bar.

   - Medical authorization types include inpatient, service request, and medication.
   - A medication (medical) request is for medication administered in an outpatient clinical setting. A pharmacy request is for medication prescribed to and self-administered by the patient.

2. Use the drop-down list to select the *Tax ID* under which the authorization was submitted and click *Go*. AuthAccel will open in a new window.

3. All authorizations submitted under the selected Tax ID are shown in table format. Authorizations are listed in ascending order by date.

4. You can search for a specific authorization by typing the full or partial authorization number in the *Search* field located on the right, directly above the table. Searches can be also be done by date, member name, request type, etc.

5. Once you locate the authorization, view the *Status* and *Decision* columns for medical authorizations, and the *Status* and *Status Reason* columns for pharmacy authorizations.

6. If you need additional detail about the authorization, click the authorization number in the *Auth#* column.

Detailed instructions for how to View Authorization Status are in the right column on Provider Connection's Medical Authorization Status and Pharmacy Authorization Status pages. **You must be logged in to access these functions.**

Providers can also submit medical and pharmacy authorizations for Blue Shield members only (not for Blue Shield Promise members). To submit an authorization, visit the Medical Authorization or Pharmacy Authorization page on Provider Connection. **You must be logged in to access these functions.**