



April 15, 2013

## **Prior Authorization Required on Claims Submittal of Medical Records Not Accepted in Place of Prior Authorization**

**This provider bulletin is an update about information in the Blue Cross and Blue Shield of Texas Provider Operations Manual (Manual). For access to the latest Manual, go online to [www.bcbstx.com/provider/network/medicaid.html](http://www.bcbstx.com/provider/network/medicaid.html)**

Blue Cross and Blue Shield of Texas (BCBSTX) appreciates all that you do for our members who are your patients. We are always looking for ways to improve our processes to make them accessible and useful as you provide care to our members. This bulletin reviews how to submit claims properly for efficient and effective processing.

### **Prior Authorization Codes vs. Medical Records on Submitted Claims**

To streamline the claims process and ensure that eligible claims are processed in a timely manner, effective **May 15, 2013** BCBSTX will no longer accept and review medical records attached to claims in place of required prior authorization (PA). If a claim for a service requiring PA is received with medical records attached in place of the required PA, that claim will be denied due to lack of prior authorization. **Note:** BCBSTX will review claims with medical records attached only if that review relates to an appeal request on a claim previously denied for no PA. Administrative denial on such claims will be upheld through appeal, regardless of attached medical records, unless the services are deemed to be a true medical emergency.

### **Prior Authorization is Required for Certain Services**

We remind providers that certain services require prior authorization (PA) from our Utilization Management (UM) department. A list of the services affected by this requirement is located online at [www.bcbstx.com/provider/network/medicaid.html](http://www.bcbstx.com/provider/network/medicaid.html). To locate this list, scroll down and open the **Prior Authorization Requirements** drop-down menu and select **Services Requiring Prior Authorization**.

Other information about PA is located under the heading listed above, including the **Request for Prior Authorization** form, which can be printed from the site and faxed to UM staff at **1-855-879-7180**. PA requests can be made over the phone by calling UM at the number listed at the end of this bulletin.

### **Listing PA Approval Number on Claim Speeds Processing**

Once you have received PA, please remember to include the PA approval number on the claim form you submit to BCBSTX for reimbursement of services. Dependent upon type of claim, this is done as follows:

- If using **CMS1500** professional claim form, enter PA number in **Box 23**
- If using **CMS1450 (UB-04)** institutional claim form, enter PA number in **Box 63**

It is important that you include the PA approval number on your submitted claim. Failure to do so results in the manual processing of your claim. Manual processing slows both the approval of the claim and your payment.

**Contact Us for More Information**

If you would like to request prior authorization, please contact the UM staff at **1-855-879-7178**.

If you have general questions about PA, please contact the Customer Care Center at **1-888-292-4487**.