

Electronic Provider Access (EPA) Out-of-Area Pre-Service Review



Quick Reference Guide

Contact Information:

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Service Center – technical issues or general questions

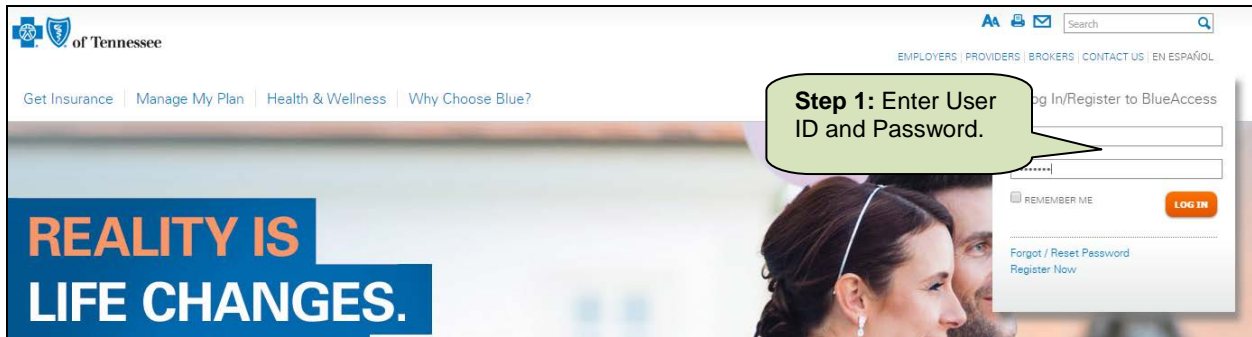
(423) 535-5717, Option 2

eBusiness_service@bcbst.com

Please contact your eBusiness Marketing Representative for all of your BlueAccessSM registration and training needs.

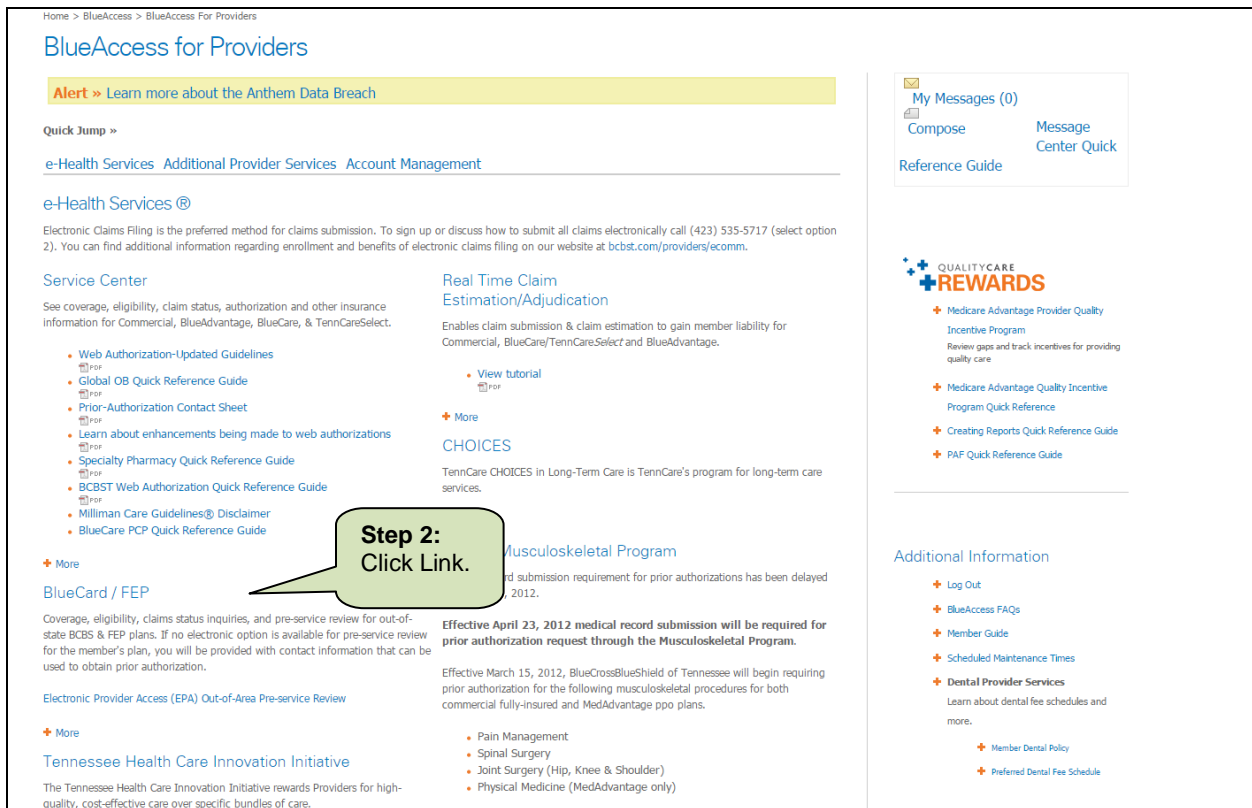
Note: The steps below begin on the BlueCross BlueShield of Tennessee (BCBST) website. To begin, open your internet browser and enter the following address: <http://www.bcbst.com/providers/>.

Step 1: Enter User ID and Password to log into BlueAccessSM.



You are now on the BlueAccessSM Provider Main Menu.

Step 2: Click on the “BlueCard/FEP” application link.



Step 3: Click the “Pre-Service Review for Out-of-Area Members” link.

The screenshot shows the BlueCross of Tennessee website. At the top left is the logo. To the right is a search bar and navigation links: EMPLOYERS | PROVIDERS | BROKERS | CONTACT US. Below that are links: Get Insurance | Manage My Plan | Health & Wellness | Why Choose Blue? and a Log In/Register to BlueAccessSM button. The main content area has a breadcrumb trail: Home > Blueaccess > Providers Main Menu > BlueCard / FEP. Below this is the heading 'Welcome to BlueCard / FEP Services' and a list of links: Eligibility Inquiry | Claims Status Inquiry | Submitted Transactions Inquiry | Pre-Service Review for Out-of-Area Members. A callout box points to the 'Pre-Service Review for Out-of-Area Members' link with the text 'Step 3: Click Link.'

Step 4: Complete the form with the Member ID Prefix, Contact Name, Phone Number and Email address.

Step 5: Click the “Submit” button.

Note: Clicking the submit button will systematically route you to the BlueCard plan.

The screenshot shows the 'Pre-Service Review' form on the BlueCross of Tennessee website. The breadcrumb trail is: Home > Blueaccess > Providers Main Menu > BlueCard / FEP. The heading is 'Pre-Service Review'. Below it are links: Eligibility Inquiry | Claims Status Inquiry | Submitted Transactions Inquiry | Pre-Service Review for Out-of-Area Members. The form asks for a 3-character Member Alpha Prefix. The fields are: Alpha Prefix: * (YTB), Contact Name: * (test, tester), Contact Phone: * (423-555-5555), Contact Email: * (bcbst@bcbst.com), and Provider: * (Hall, Chris - NPI 123456789). A 'Submit' button is at the bottom left. A callout box points to the 'Submit' button with the text 'Step 5: Click “Submit” button.' Another callout box points to the form fields with the text 'Step 4: Complete Form.'

If the information entered on the previous screen is valid, the EPA Home Plan landing page will display. This landing page will contain instructions and links to obtain prior authorizations.

Note: *If no electronic option is available for the member's plan, you will be provided with contact information that can be used to obtain prior authorizations.*

Pre-Service Review for Out-of-Area Members

Welcomes Dr. Chris Hall

You have been routed from BCBS OF TENNESSEE to XYZ Blue Plan to conduct pre-service review for a(n) XYZ Blue Plan member.

Please choose from the following options:

- [Request Preauthorization/Referral](#)
- [AIM Specialty Health](#)