

September 2021

Guidance for Authorization Requests Beyond Member Eligibility Date

Overview

This document will guide authorized users on the process of submitting a prior authorization (PA) request when the request extends beyond a Healthy Blue member's eligibility coverage period.

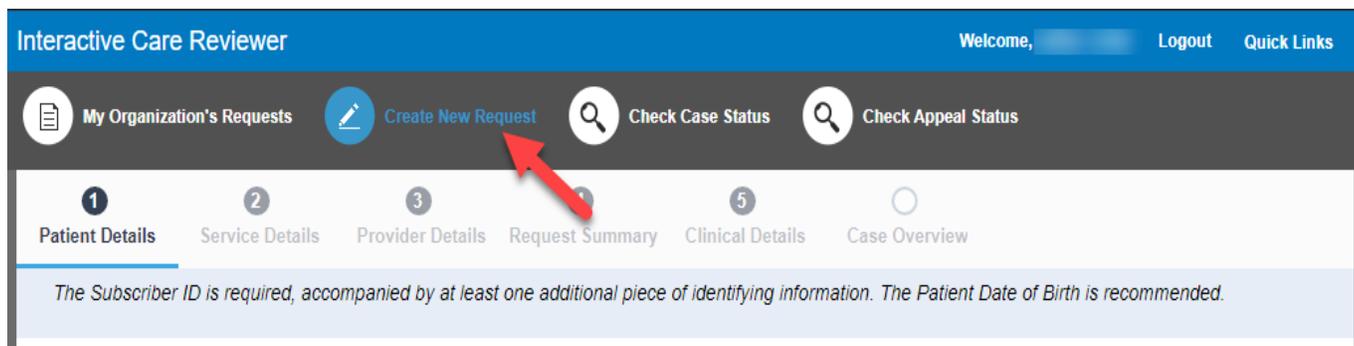
Note: This step-by-step guidance is for users who already have access to complete PAs within the Availity Portal.

Currently, authorized users receive a message indicating *Member is not eligible for dates of service requested* when submitting PA requests for occupational therapy/physical therapy/speech therapy (OT/PT/ST) because the requested dates exceed the member's eligibility coverage period.

Create new request — Outside of eligibility coverage dates

Authorized users who are creating a new request may experience a challenge when entering a request that is outside of the member's eligibility coverage period.

Note: Please refer to the [Healthy Blue Authorizations on the Interactive Care Reviewer \(ICR\) Handout](#) for more information on how to create a new request.



If the request is outside the member's eligibility coverage period, the authorized user will receive a message stating *Member is not eligible for dates of service requested*, and *Inactive Coverage* will display in the **Eligibility Coverage** field. The authorized user can clear these messages and continue the process by taking a few specific steps.

Note: Availity, LLC is an independent company providing administrative support services for Healthy Blue providers on behalf of Blue Cross and Blue Shield of North Carolina.

<https://provider.healthybluenc.com>

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Healthy Blue
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Patient Name	Subscriber ID	Status	Created by	Request Tracking ID
		Patient Inactive		

1 Patient Details 2 Service Details 3 Provider Details 4 Request Summary 5 Clinical Details Case Overview

Member is not eligible for dates of service requested.

Patient Details	Coverage	Case Details
Subscriber ID	Eligibility Coverage Inactive Coverage	Request Type Outpatient
Name	Coverage Period 07/01/2021 - 08/31/2021	Case Type Medical
		Interchange

Create new request — Correct the request date

Once the **Service Date From** and **Service Date To** are entered, the ICR system will display the coverage information on the *Patient Details* screen.

- If the **Service Date From** and **Service Date To** date(s) is within the **Coverage Period** date range, the request will not present the eligibility coverage message of *Inactive Coverage*.
- If the **Service Date From** and **Service Date To** date(s) is outside the **Coverage Period** date range, the request will present the eligibility coverage message of *Inactive Coverage*.

Patient Name	Subscriber ID	Status	Created by	Request Tracking ID
		Patient Inactive		

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Member is not eligible for dates of service requested.

Patient Details	Coverage	Case Details
Subscriber ID	Eligibility Coverage Inactive Coverage	Request Type Outpatient
Name	Coverage Period 07/01/2021 - 08/31/2021	Case Type Medical
Date of Birth	Group Number NCMCD000	Interchange Control No.
Gender Male	Group Name North Carolina Medicaid	Affordable Care Act No
Relationship Self	Line of Business	Service Date From 08/20/2021
	State Sold	Service Date To 01/01/2022

[BACK](#)

To correct the message, the authorized user would need to do the following:

Step	Action
1	Select the Back button.
2	Correct the <i>Service Date From</i> and <i>Service Date To</i> . Note: These dates should reflect the date range of the member's coverage period.
3	Add the desired dates to the <i>Clinical Notes</i> . Note: If the authorized user is not able to add the desired dates to the clinical notes, enter the desired dates in the <i>Comment</i> section.
4	Attach the <i>Clinical Notes</i> in the <i>Attachments, Images and Photos</i> section of the <i>Clinical Details</i> screen.

If you do not have access to Availity or you are having trouble with the Availity Portal, you can fax your request to **855-817-5788**. If you are having issues with Availity, please contact Availity Client Services at **800-282-4548**.