



Attention: Blue KC Provider Portal Office Administrators (OA)

Blue Cross and Blue Shield of Kansas City (Blue KC) is pleased to announce that we are making electronic prior authorizations available and will be fully effective beginning January 1, 2021. Using electronic prior authorization (ePA) will result in quicker turn-around times on ePA requests.

Blue KC will be expanding our medical prior authorization (PA) lists to include a new list for our Individual/Family Affordable Care Act (ACA) and Medicare Advantage plans (starting January 1, 2021), as well as an expanded PA list for our commercial line of business (coming April 2021).

WHY YOU'RE RECEIVING THIS LETTER

- To take advantage of the additional electronic prior authorization tools on the Blue KC portal at Providers.BlueKC.com, your staff will need a username and password to submit an electronic prior authorization.

WHAT YOU NEED TO KNOW AND ACTIONS TO TAKE

- Current methods for submitting prior authorizations will remain via mail, phone and/or fax.
- Below is **important information and steps to take** in order to take advantage of the additional electronic prior authorization tools.
- As a Provider Portal Office Administrator, you will need to make sure your clinical staff is set up with a username and password to log in so that they can take advantage of electronic prior authorizations. You can add new users via the Provider Portal at Provider.BlueKC.com
 - ✓ Click on Account Administration Tab (across top of portal)
 - ✓ Click Manage Users Tab (left hand side portal)
 - ✓ Click Add New Users

Once the new user has been added, that user will receive an automated email with a temporary username and password.

If you no longer have administrative access in the Provider Portal, please contact the Blue KC Provider Triage Line at 816-395-3700 for assistance.

- **Please share this important information** with your nurses, staff and those who submit prior authorizations. If they would like to take advantage of electronic prior authorization, they will need a username and password.
- Quick references are available on the Blue KC provider portal to assist you, your nurses and staff on how to navigate the new self-service prior authorization options.

QUESTIONS?

We value and appreciate you as our partner in providing quality care. If you have questions about any of this information, please contact the Blue KC Provider Triage Line at 816-395-3700.

Sincerely,



Raelene Knolla, DO
Vice President of Population Health, Senior Medical Director



Dear Provider Partner:

Blue Cross and Blue Shield of Kansas City (Blue KC) is pleased to announce that we are making electronic prior authorizations available and will be fully effective beginning January 1, 2021. Using electronic prior authorization (ePA) will result in quicker turn-around times on ePA requests.

Blue KC will be expanding our medical prior authorization (PA) lists to include a new list for our Individual and Family Affordable Care Act (ACA) and Medicare Advantage plans (starting January 1, 2021), as well as an expanded PA list for our commercial line of business and Small Group ACA plans (coming April 2021).

WHY YOU'RE RECEIVING THIS LETTER

- To take advantage of the additional electronic prior authorization tools on the Blue KC portal at Providers.BlueKC.com, your staff will need a username and password to submit an electronic prior authorization.

WHAT YOU NEED TO KNOW AND ACTIONS TO TAKE

- **Please share this important information** with your nurses, staff and those who submit prior authorizations.
- Current methods for submitting prior authorizations will remain via mail, phone and/or fax.
- Below is **important information and steps needed** in order to take advantage of the additional electronic prior authorization tools.
- If you have never submitted a prior authorization from Providers.BlueKC.com or been assigned a username and password:
 - Complete the registration form located at Providers.BlueKC.com. Expect to receive an email with your temporary username and password within 48 hours.
- If you don't know your current username and password, please contact one of the following for assistance:
 - Blue KC's Provider Triage Line at 816-395-3700 if you are having trouble with your current ID and password
 - Your organization's administrator for your organization's username and password

- Your Blue KC Account Executive if you need assistance identifying your organization's administrator
- Quick references are available on the Blue KC provider portal at Providers.BlueKC.com to assist you, your nurses and staff on how to navigate the new self-service prior authorization options.

QUESTIONS?

We value and appreciate you as our partner in providing quality care. If you have questions about any of this information, please contact the Blue KC Provider Triage Line at 816-395-3700.

Sincerely,



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