

Commercial/Medicare Provider Authorization Troubleshooting

As known issues arise, they will be listed on this page.

Errors/Issues, Workarounds and Anticipated Resolution Dates

Issue	Workaround	Resolution/fix date
NICU admits/authorizations cannot be submitted in Availity Essentials.	Please fax request using form located at bluecrossmn.com	TBD
Psychiatry and Psychology provider data may not populate from NPI/Name search.	Provider information will need to be manually entered in Availity Essentials.	TBD
Error "No member found." Patient is active when checking eligibility and benefits.	Verify Individual NPI of Requesting provider is listed in NPI registry.	Requesting Individual Practitioner NPI must be on NPI registry.
Error "Unable to complete step." New group not loaded to Auth Lookup tool.	Please fax request using authorization form found on bluecrossmn.com with screen shot of error.	Contact Rhendy to get group loaded. Rhendy.tullis@bluecrossmn.com
Error "Invalid/missing ID or date of birth".	1.Add first and last name. 2.Submit eligibility and benefits transaction to verify coverage	Contact Rhendy for assistance if workaround does not resolve the error.

FEP Member-Specific

- The R at the beginning of FEP members' ids must be capitalized when entered on the authorization submission screens. If the FEP submission errors out, please fax in the authorization.
- Authorizations for FEP members receiving care from a MN out state border provider need to be submitted to Blue Plan where the care is being rendered.

Delegated Review

- eviCore authorization status will not be viewable on the Auth/Ref Dashboard until an Auth/Ref Inquiry is submitted. Please use the Auth/Ref Inquiry transaction using Member ID, Provider NPI, and Date To/From range to get authorization status information. (Dashboard load feature forthcoming 1st quarter 2025)
 - eviCore cancelled authorizations will not be returned.
- Prime authorization status will not be viewable on the Auth/Ref Dashboard until an Auth/Ref Inquiry is submitted. Please use the Auth/Ref Inquiry transaction using Member ID, Provider NPI, and Date To/From range to get authorization status information. (Dashboard load feature forthcoming)
 - Prime cancelled authorizations will not be returned.