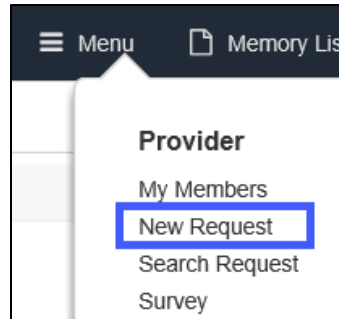


# WELLMARK MEDICAL AUTHORIZATION TOOL: QUICK GUIDE FOR SUBMITTING OUT OF NETWORK REFERRAL (OON) REQUESTS

\*This is an abridged version of the [Wellmark Medical Authorization Tool Guide for End Users](#).

**Out of Network Referrals.** This is a request to receive OON benefits for a Blue Advantage, Blue Access, Wellmark Value Health Plan contract, or level one benefits for a Blue Choice Point of Service (POS) contract when needed services are not available from a network provider.

Start a new request by selecting New Request from the Jiva Menu.



Enter the Subscriber ID and click Search to search for the member.

A screenshot of the 'New Request' form. It contains input fields for 'Member Last Name', 'Member First Name', and 'Member DOB'. A 'Subscriber ID' field is pre-filled with 'W123456789'. At the bottom left, there are two buttons: 'Search' and 'Reset'. The 'Search' button is highlighted with a blue rectangular box.

*You can also search by First Name, Last Name and Member DOB*

When results appear, chose the request type from the dropdown.

A screenshot of a search results table. The table has several columns with data for a member named SMITH, JOHN. On the right side of the table, there is a dropdown menu with three options: 'Add Request', 'Case Management', and 'Outpatient'. The 'Add Request' option is highlighted with a blue rectangular box.

## Episode Details

Chose the appropriate Request Type and Request Priority.

A screenshot of the 'Episode Details' form. It shows a 'Request Type' dropdown menu with a list of options: '--Select One--', 'Concurrent', 'Peer to Peer (Migration Only)', 'Precertification', 'Prior Approval', 'Prior Approval - South Dakota', and 'Reconsideration'. The 'Prior Approval' option is highlighted with a blue rectangular box. To the right, there is a 'Request Priority' dropdown menu with 'Standard' selected.

## Coverage Details

This will default to the member's primary coverage.

# WELLMARK MEDICAL AUTHORIZATION TOOL: QUICK GUIDE FOR SUBMITTING OUT OF NETWORK REFERRAL (OON) REQUESTS

## Diagnosis

Add all appropriate diagnosis codes by searching by code or text description.

Diagnosis Code Type \* ICD10

Diagnosis \* scoliosis

Primary Dx	Code Type	Diagnosis
★	ICD10	R51.0--Headache with orthostatic component, not elsewhere classified

M41.00--Infantile idiopathic scoliosis, site unspecified  
M41.02--Infantile idiopathic scoliosis, cervical region  
M41.04--Infantile idiopathic scoliosis, thoracic region  
M41.06--Infantile idiopathic scoliosis,

## Provider Details

Click Attach Providers

Attach Providers

Enter the provider's NPI and click Search. When the search results appear to the right, chose the appropriate Provider Role, then click the ⚙️ and choose Multiple Attach.

Provider Last Name:

Provider First Name:

NPIN:

Provider ID:

Search Results

Provider ID	Provider Name	Location	Type	Provider Role	Specialty
000000001	Provider, Generic	1331 Grand Ave Des Moines, IA - 50309-2901 US		Treating	General Practice

⚙️  
+ Single Attach  
+ Multiple Attach

Repeat this process for all appropriate providers.

Out of Network requests require **Requesting\***, **Admitting or Treating** and **Facility/Vendor** provider roles.

\*Requesting provider should be in network.

Once the appropriate providers are displayed under Selected Provider List, click Attach.

Selected Providers List

Provider ID	Provider Name	Location	Provider Role	In Network?
	TEST, HENRY	123 TEST LN PLEASANT HILL, IA - 50327 US Phone: (515) 887-5309	Requesting	Y
	IOWA MASTER JOHN MEDICAL CENTER,	098 AADHIK ST DES MOINES, IA - 50309 US	Facility/Vendor	N
	Smith, John	12 BUTTERFLY ST DES MOINES, IA - 50313 US	Treating	N

# WELLMARK MEDICAL AUTHORIZATION TOOL: QUICK GUIDE FOR SUBMITTING OUT OF NETWORK REFERRAL (OON) REQUESTS

## Service Request

Choose the appropriate Service Type and Service Code. Service Type should be “Out of Network”. The service code should be 99199 for Out of Network requests.

The screenshot shows the 'Service/Specialty Drug Request' form. The following fields are highlighted with blue boxes:

- Service Type \***: Out of Network
- Place of Service**: NA
- Code Type \***: CPT
- Service Code \***: 99199--UNLISTED SPECIAL SERVICE PROCEDURE/REPORT
- Start Date \***: 04/12/2021
- End Date \***: 04/13/2021
- Requested #**: 1

Other visible fields include 'Modifier' (Search Modifier), 'Advanced Search', 'Optional Fields', and an 'Add' button.

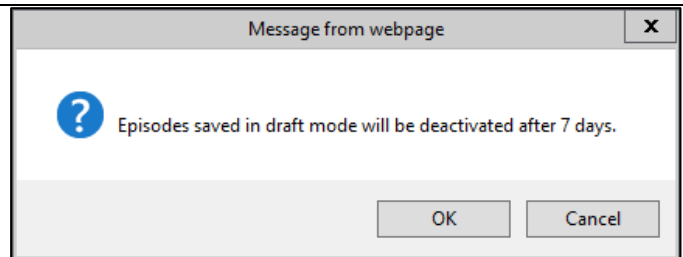
The details will now display in the **Service Request** section.

Action	Service Code	Requested#	Start Date	End Date	Service Type	Place of Service
	99199(CPT)	1	04/12/2021	04/13/2021	Out of Network	NA

Once the service is entered, click Check for Review.

**Check For Review**

You will see a pop-up regarding episodes in draft mode. This does not impact your request. Click OK.



The system will refresh and take you to the top of the request screen. Scroll down to the **Service Request** section. Check the box in the grey row to select all appropriate services. This will activate the green button that says **Review**. Click this button to launch InterQual® (IQ).

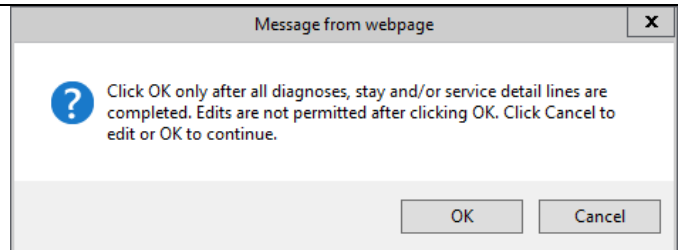
The screenshot shows the 'Service Request' table with a 'Review' button highlighted in a green box above it. A blue arrow points to the checkbox in the first column of the table row.

<input checked="" type="checkbox"/>	Action	Service Code	Requested#	Start Date	End Date	Service Type	Place of Service	Review Status
<input type="checkbox"/>		99199 (CPT)	1	04/12/2021	04/13/2021	Out of Network	NA	

Below the table is a green 'Check For Review' button.

**WELLMARK MEDICAL AUTHORIZATION TOOL:  
QUICK GUIDE FOR SUBMITTING OUT OF NETWORK REFERRAL (OON) REQUESTS**

You will see another pop-up regarding edits. No edits are allowed once you click OK.



**InterQual** will populate in a new tab in your web browser. Click Medical Review to begin the review process.

**MEDICAL REVIEW** ➔

Once you are finished entering IQ details, you will have a View Recommendations button.

**VIEW RECOMMENDATIONS** ➔

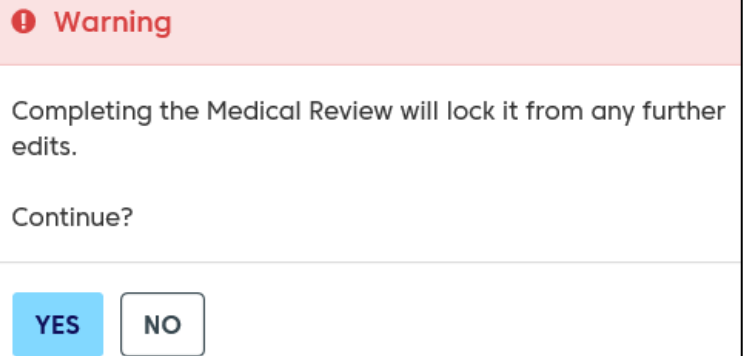
Depending on the results, a recommendation will be provided. Click Review Summary to view a final summary.

**REVIEW SUMMARY** ➔

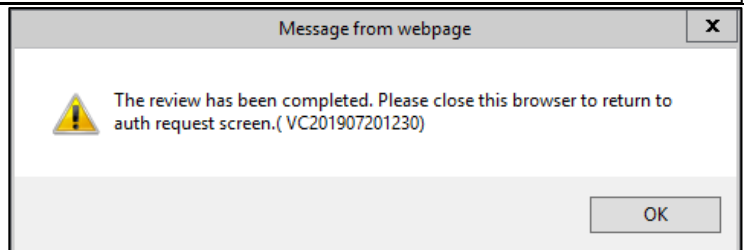
After reviewing the IQ summary, click Complete to save and complete the IQ.

**COMPLETE** ✓

Click YES on the warning box acknowledging completion of the review.



You will see one final pop-up. Click OK and then close the tab that has IQ open. Do not close the entire browser window.



## WELLMARK MEDICAL AUTHORIZATION TOOL: QUICK GUIDE FOR SUBMITTING OUT OF NETWORK REFERRAL (OON) REQUESTS

Jiva will update the Review Status field (OON Requests will pend for Nurse Review or Benefit Check)

Service Request								
<input type="checkbox"/>	Action	Service Code	Requested#	Start Date	End Date	Service Type	Place of Service	Review Status
		99199 (CPT)	1	04/12/2021	04/13/2021	Out of Network	NA	Benefit Check

### Documents

Add a Document Title. Click Browse and find the document you want to attach. Once selected, click Open to attach. The name will display next to the Browse button once attached properly. (This step is not required if the status is Automatic Approval.)

Documents	Document Title *	<input type="text" value="John Clinical"/>	Document Description	<input type="text" value="Clinical History"/>
	Document Type	<input type="text" value="Medical Document"/> <input type="button" value="v"/>		
	Select Document	<input type="button" value="Browse"/> <input type="text" value="John Clinical.pdf"/>		

### Requestor Attestation

Read the attestation and select Yes.

As the submitter of this request, I attest that I have reviewed the Wellmark Authorization table, checked the member's benefits, and verified the member's coverage eligibility for this request.

**Requestor Attestation**      As the submit...

Yes  
 No

### Expedited Priority Rationale

Choose the appropriate priority rationale for the request.

Expedited Priority Rationale	Expedited Prior...	<input type="text" value="--Select One--"/> <input checked="" type="text" value="Standard N/A"/> <input type="text" value="Seriously jeopardize the life or health of the member or the member's ability to regain maximum function"/> <input type="text" value="Subject the member to severe pain that cannot be adequately managed without the care or treatment requested"/>
------------------------------	--------------------	--

### Contact Information for Request

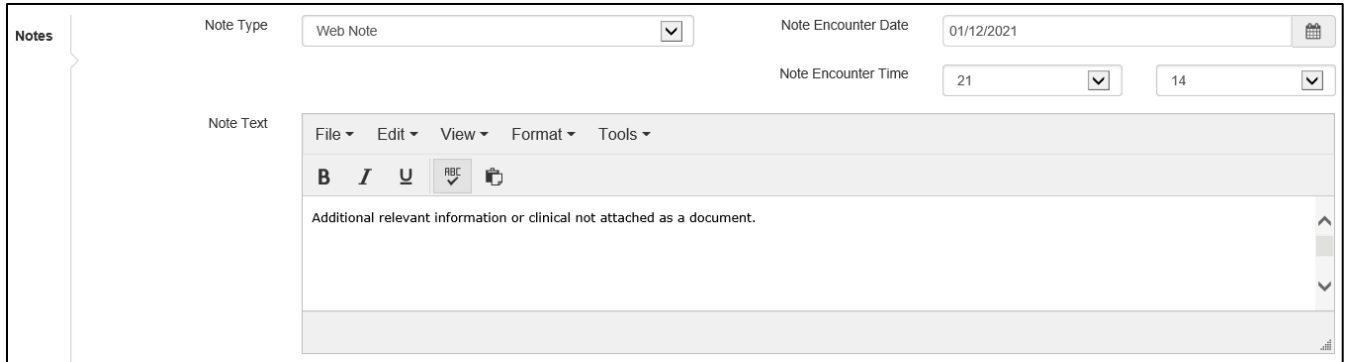
Complete all 3 required fields.

Contact Information for Request	Requestor Name *	<input type="text" value="James"/>	Requestor Phone *	<input type="text" value="641-867-5309"/>	Is this voice mail confidential?	<input type="text" value="Yes"/> <input type="button" value="v"/>
					Is this voice ma...	<input type="text" value="Yes"/> <input type="button" value="v"/>

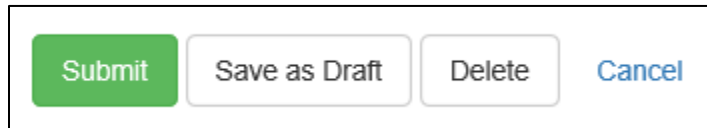
# WELLMARK MEDICAL AUTHORIZATION TOOL: QUICK GUIDE FOR SUBMITTING OUT OF NETWORK REFERRAL (OON) REQUESTS

## Notes

Include any additional relevant information or clinical not attached in a document. (This step is not required if the status is Automatic Approval.)



When finished, click the green Submit button.



You will once again see the draft message. Click OK to continue.


If there were any errors, an appropriate message would be displayed at this point.

## Request Details

Once submitted, you will be navigated to the Request Details screen. Here you will be able to see the reference number (labeled as Certification #) as well as the initial decision.

Expected Decision Date : 04/26/2021		Authorization Type : OP		Episode Number : 308852		Episode Status : OpenRequest		Certification # 21400349	
Authorization Details									
Service ID	Service Code	Requested #	Assigned #	Denied	Auth Start Date	Auth End Date	Service Type	Frequency	Decision
137453	99199 (CPT)	1	0	0	04/12/2021	04/13/2021	Out of Network	Per Day	Pending

You can click on the Authorization Type hyperlink (OP) to navigate into the request to add additional notes or documents.

Be sure to hit the  to close out of the request when you are done. If you are in the request, Wellmark cannot complete their review.

This request will now be reflected once you refresh your Dashboard.



Wellmark Blue Cross and Blue Shield is an Independent Licensee of the Blue Cross and Blue Shield Association.