



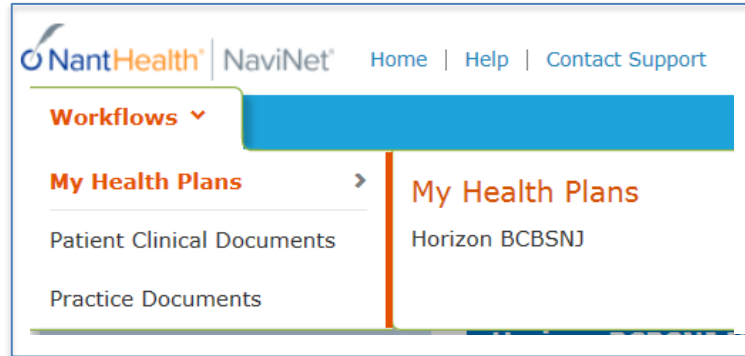
Horizon Blue Cross Blue Shield of New Jersey

# Utilization Management Request Tool Appeal Denial

December 2018

# How to access

- Sign on to NaviNet and select *Horizon BCBSNJ* from the *My Health Plans* menu.



***When submitting a request for a Horizon BCBSNJ member please select the Horizon BCBSNJ option. Request for BCBSNJ members can not be submitted using the NJ Health option.***

# How to access

- If you are new to NaviNet for Horizon BCBSNJ, you must share your email using the Horizon BCBSNJ Email Share transaction. Please enter your email address in all lower case and click Submit.
- Once completed, please log out of NaviNet and log back in again. You will then be able to access the appropriate transactions.

Mouse over  
*Referrals and  
Authorization.*



The screenshot shows a web interface with a blue header. On the left, a dropdown menu titled "Workflows for this Plan" is open, listing various options. The option "Referrals and Authorization" is highlighted with a red box. To the right, a sub-menu is displayed, listing several options. The option "Utilization Management Requests" is highlighted with a red box. Above the sub-menu, there is a blue banner for "Horizon BCBSNJ News & Legal Noti" and a small image of a woman's face.

**Workflows for this Plan**

- Claim Management
- COB Questionnaire Submission
- Drug Authorizations
- Eligibility and Benefits
- Horizon BCBSNJ Email Share
- HealthSphere L1E
- References and Resources
- Referrals and Authorization**
- Horizon Behavioral Health

[October 2016 Blue Review](#)

**Horizon BCBSNJ News & Legal Noti**

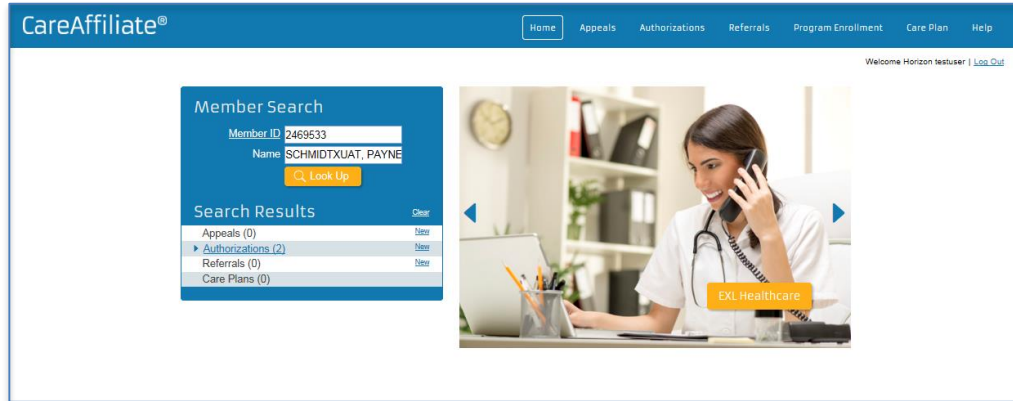
Review important [news, legal notices and updates](#) for other health professionals, hospitals and ancillary prov

- Pre-Service Review for Out of Area Members
- Prior Auth Procedure Search
- Referrals
- TurningPoint PA/MND Requests - Physician
- Utilization Management Requests**

Select  
*Utilization  
Management  
Requests.*

# Main Menu


- A variety of actions can be performed from the Main Menu:
  - Request an authorization or referral
  - Check the status of an authorization or referral

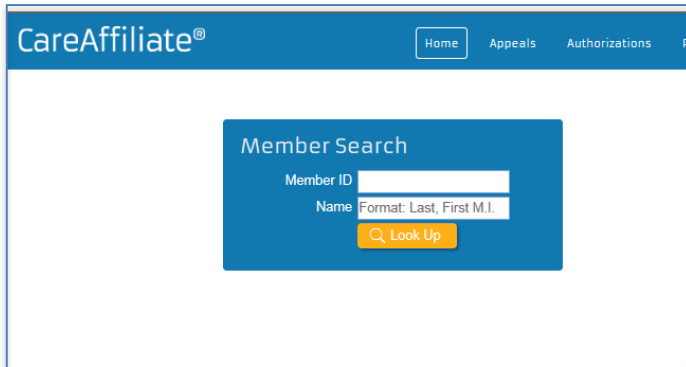


The screenshot displays the CareAffiliate® web application interface. At the top, a blue navigation bar contains the logo and menu items: Home, Appeals, Authorizations, Referrals, Program Enrollment, Care Plan, and Help. A user greeting "Welcome Horizon testuser" and a "Log Out" link are visible on the right. The main content area features a "Member Search" panel on the left with input fields for "Member ID" (2469633) and "Name" (SCHMIDTXUAT, PAYNE), and a "Search Results" table. The table lists categories: Appeals (0), Authorizations (2), Referrals (0), and Care Plans (0). To the right is a photograph of a healthcare professional on a phone call, with an "EXL Healthcare" logo overlaid.


A session is limited to 30 minutes. A message will appear that the session is about to close. Incomplete requests cannot be saved.

# Identifying the Member

- It is recommended that you search for a member by using the member's Horizon BCBSNJ ID number.
  - **By member ID type:** Click on the *Lookup* icon  to open the Member ID search dialog box and select Member ID type.
  - **By member's name:** Member ID type must be set to None. Enter member's Name and DOB.



The screenshot shows the CareAffiliate@ website interface. At the top, there are navigation links for Home, Appeals, and Authorizations. A central blue dialog box titled "Member Search" is displayed. It contains a "Member ID" input field, a "Name" input field with the instruction "Format: Last, First M.I.", and a yellow "Look Up" button with a magnifying glass icon.



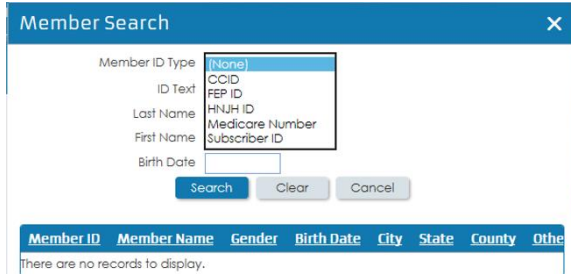
The screenshot shows the "Member Search" dialog box in detail. It has a blue header with the title "Member Search" and a close button (X). The search criteria are as follows:

- Member ID Type: (None) (dropdown menu)
- ID Text: (empty text field)
- Last Name: (empty text field)
- First Name: (empty text field)
- Birth Date: (empty date field)

At the bottom of the dialog, there are three buttons: "Search" (blue), "Clear" (grey), and "Cancel" (grey). Below the buttons is a table header with columns: Member ID, Member Name, Gender, Birth Date, City, State, County, and Other. The table content area below the header displays the message "There are no records to display."

# Member ID *(continued)*

Member search option - only one is required.



The screenshot shows the 'Member Search' form with a dropdown menu open for 'Member ID Type'. The dropdown options are: (None), CCID, FEP ID, HNJH ID, Medicare Number, and Subscriber ID. Below the dropdown are input fields for 'ID Text', 'Last Name', 'First Name', and 'Birth Date'. At the bottom are 'Search', 'Clear', and 'Cancel' buttons. Below the form is a table header with columns: Member ID, Member Name, Gender, Birth Date, City, State, County, and Other. Below the table header is the text: 'There are no records to display.'

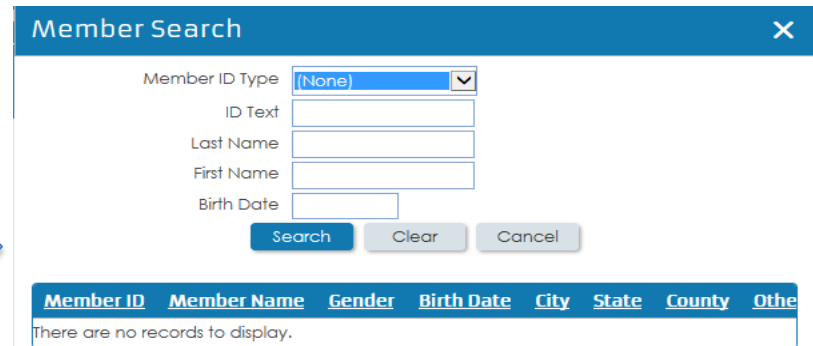
- **Member ID type:**

- Select *CCID* (customer card ID) for Horizon BCBSNJ.
- Select *FEP* for FEP members.
- Select *HNJH ID* for Horizon NJ Health.

- **Member name:**

*Member ID Type must be (None)*

- You can enter a partial name with the wildcard asterisk (\*).
- Minimum number of characters in *Last Name* field before wildcard is four.
- Minimum number of characters in *First Name* field before wildcard is three.



The screenshot shows the 'Member Search' form with 'Member ID Type' set to '(None)'. Below the dropdown are input fields for 'ID Text', 'Last Name', 'First Name', and 'Birth Date'. At the bottom are 'Search', 'Clear', and 'Cancel' buttons. Below the form is a table header with columns: Member ID, Member Name, Gender, Birth Date, City, State, County, and Other. Below the table header is the text: 'There are no records to display.'

- **Birth Date:**

- You can also enter the DOB with the members name.

# Member Search Screen

- From here user can see all results for individual member.



The screenshot displays a 'Member Search' interface. At the top, the title 'Member Search' is shown in white text on a blue background. Below the title, there are two input fields: 'Member ID' with the value '2469744' and 'Name' with the value 'HUDDLESTONXUAT, CO'. A yellow 'Look Up' button with a magnifying glass icon is positioned below the name field. Underneath the search fields, the section 'Search Results' is displayed in white text on a blue background, with a 'Clear' link to its right. The results are presented in a table with alternating light and dark blue rows. The table contains four rows: 'Appeals (2)' with a 'New' link, 'Authorizations (1)' with a 'New' link, 'Referrals (0)' with a 'New' link, and 'Care Plans (0)'. Each row has a right-pointing triangle icon to its left.

Search Results		<a href="#">Clear</a>
▶ <a href="#">Appeals (2)</a>		<a href="#">New</a>
▶ <a href="#">Authorizations (1)</a>		<a href="#">New</a>
Referrals (0)		<a href="#">New</a>
Care Plans (0)		

# Authorization Request

- Click on the specific authorization that has been denied to view the *General Information* screen.
- Click on the *Create Appeal* button.

CareAffiliate® Home Appeals **Authorizations** Referrals Program Enrollment Care Plan Help

Welcome Horizon testuser | [Log Out](#)

JONESXUAT, HENDRIXSON - FEMALE - 35 years - Reference # 0000953104 - (Not Certified) [Edit](#) [Create Appeal](#) [Print](#)

[Return To Search](#)

**Authorization Request**

- Service 1 - (Denied) Office/Surgical
- Service 2 - (Denied) Office/Surgical
- Notes (1)
- Attachments (0)

**General Information**

Member ID 693079  
Name JONESXUAT, HENDRIXSON  
Request Type Office Surgical Procedure  
Event Classification Non Urgent Pre-Service  
Case Type Outpatient

Plan Valid for Services From 01/01/2016 To  
Plan Advantage EPO

**Requester**

Contact Name testuser, Horizon  
Contact Phone 847-4262333  
Requesting Provider/Facility 292764-80371679 - GARCIAMIREZ HEALTH PROVIDERXUAT

**Diagnoses**

Diagnosis ICD10 - I83.11 - Varicose veins of right lower extremity with inflammation



# Appeal Details

- Complete the highlighted tabs by utilizing the dropdown arrow in each field.

CareAffiliate®

Home Appeals Authorizations Referrals Program Enrollment Care Plan Help

Welcome Horizon testuser | Log Out

[Return To Authorization](#)

Appeal - 0000020555 (Pending)

### Appeal Details

Appeal Details

Member ID	993079
Member Name	JONESKUAT, HENDRIXSON
Contact Name	testuser, Horizon
Phone Number	847-4262333
	<input checked="" type="checkbox"/> Peer-to-Peer ⓘ
Peer Contact Information	
Appealing Provider	(None) ▼
Primary Category	(None) ▼
Appeal Type	(None) ▼
Appeal Reason	(None) ▼
Appealed Authorization	0000953104

# Notes

- Utilize the Notes feature to submit an appeal or additional clinical information.
- Limited space is available.

CareAffiliate® Home Appeals Authorizations Referrals Program Enrollment Care Plan Help

Welcome Horizon testuser | [Log](#)

### Appeal Details

Appeal Details

Member ID	693079
Member Name	JONESXUAT, HENDRIXSON
Contact Name	testuser, Horizon
Phone Number	847-4262333
	<input type="checkbox"/> Peer-to-Peer ⓘ
Peer Contact Information	
Appealing Provider	SIMONNE HEALTH PROVIDERXUAT (R) ⌵
Primary Category	Outpatient ⌵
Appeal Type	Medical Necessity ⌵
Appeal Reason	Do Not Agree with Denial ⌵
Appealed Authorization	0000953104

### Notes

Add

### Attachments

[+ Add File](#)

# Attachments

- Attachments work the same as they do with the prior authorization requests.
- Click Add File to open a browser dialog box and select file(s).
- A Description field is available for entering a description.
- Select Upload Files to upload the file.
- A status of Attached appears when files have been uploaded successfully.



The screenshot shows a user interface for managing attachments. At the top right, there are two buttons: "Add File" (with a plus icon) and "Upload File(s)" (with a cloud icon). Below these is a table with the following columns: "File Name", "Date/Time Attached", "File Size", and "Status". The table contains two rows of data, both with a status of "Pending Attachment" and a "Delete" link.

File Name	Date/Time Attached	File Size	Status
LOREM.PDF.docx		16 KB	Pending Attachment <a href="#">Delete</a>
Lorem Ipsum 4pgs.pdf		174 KB	Pending Attachment <a href="#">Delete</a>

# Peer-to-Peer Requests

- Peer-to-Peer requests may be available.
- Click on the box next to Peer-to-Peer requests.

Member ID	693079
Member Name	JONESXUAT, HENDRIXSON
Contact Name	testuser, Horizon
Phone Number	847-4262333
	<input checked="" type="checkbox"/> Peer-to-Peer ⓘ
Peer Contact Information	
Appealing Provider	SIMONNE HEALTH PROVIDERXUAT (R) ⌵
Primary Category	Outpatient ⌵
Appeal Type	Medical Necessity ⌵
Appeal Reason	Do Not Agree with Denial ⌵
Appealed Authorization	0000953104

# Peer-to-Peer Information

## Appeal Details

Appeal Details

Member ID	2469744
Member Name	HUDDLESTONXUAT, COMPLIMENT
Contact Name	testuser, Horizon
Phone Number	847-4262333

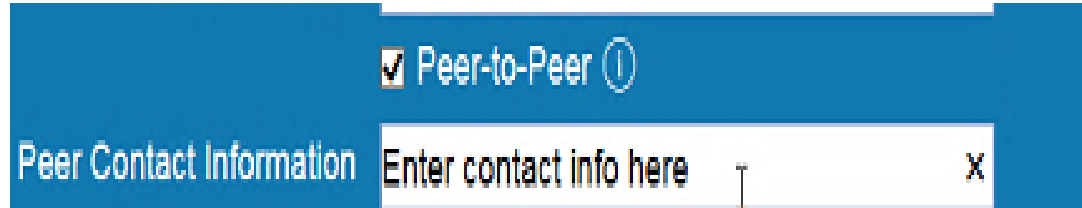
Peer-to-Peer 

**Peer to peer information**

The option for peer-to-peer discussions during the appeal process is based on the member's plan and the type of appeal being submitted. Before requesting a peer-to-peer discussion, please review the appeal rights previously provided to confirm if this option is available for your particular appeal request.

	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>

# Peer-to-Peer Dialog Box



The image shows a screenshot of a software dialog box. At the top, there is a blue header bar with a white checkmark icon and the text "Peer-to-Peer" followed by a help icon (a circle with an 'i'). Below the header, the dialog box is divided into two sections. The left section has a blue background with the text "Peer Contact Information" in white. The right section has a white background with a text input field containing the placeholder text "Enter contact info here". To the right of the input field is a small "x" icon for clearing the text.

- Provide contact information in the dialog box.
  - Limited to 50 characters.
- Hit *Submit* and confirm with *Yes*.

# Return Button to Search

- The status on the example shows Pended.
- Click on Return to Search to return to the Search Results screen.

CareAffiliate® Home Appeals Authorizations Referrals Program Enrollment Care Plan Help

Welcome Horizon testuser | Log Out

ROBERTSXUAT, WILSON · FEMALE · 45 years old · 2171651 Edit

[Return To Search](#) **←**

Appeal - 0000020556 (**Pended**) **←**

### Appeal Details

Appeal Details

Member ID	2171651
Member Name	ROBERTSXUAT, WILSON
Contact Name	testuser, Horizon
Phone Number	847-4262333
Peer-to-Peer	Yes
Peer Contact Information	Please call Dr. Smith
Appealing Provider/Facility	176144-78440835 - SIMONNE HEALTH PROVIDERXUAT
Primary Category	Outpatient
Appeal Type	Medical Necessity
Appeal Reason	Do Not Agree with Denial
Appealed Authorization	0000954849

### Notes

(11/9/2018 13:21 EST by Horizon testuser:)  
Enter Appeal notes here

# Search Results

- Once the appeal is submitted a new number will be generated.
- Best practice: Search by member in order to view the new number.

## Member Search

Member ID

Name

[🔍 Look Up](#)

### Search Results [Clear](#)

▼ <a href="#">Appeals (2)</a>	<a href="#">New</a>
<a href="#">000019934 - (A)0000953092 - Pended</a>	
<a href="#">0000953092-AP0004 - (A)0000953092 - Complete</a>	
▼ <a href="#">Authorizations (1)</a>	<a href="#">New</a>
<a href="#">0000953092 - Not Certified</a>	
Referrals (0)	<a href="#">New</a>
Care Plans (0)	



# Completed Appeal

- The status at the top of the page indicates *Complete* and a copy of the appeal determination letter is attached at the bottom of the screen for the provider to retrieve.

CareAffiliate®

Home Appeals Authorizations Referrals Program Enrollment Care Plan Help

Welcome Horizon testuser | [Log Out](#)

HUDDLESTONXUAT, COMPLIMENT - FEMALE - 43 years old - 2469744 [Edit](#)

Appeal - 0000953092-AP0004  
(Complete)

Appeal Details

Appeal Details

Member ID 2469744  
Member Name HUDDLESTONXUAT, COMPLIMENT  
Contact Name testuser, Horizon  
Phone Number 606-6776787  
Peer-to-Peer Yes  
Peer Contact Information Please call Dr. John Smith at 856-638-3000  
Appealing Provider/Facility 176144-78440835 - SIMONNE HEALTH PROVIDERXUAT  
Primary Category Inpatient  
Appeal Type Medical Necessity  
Appeal Reason Do Not Agree with Denial  
Appealed Authorization 0000953092

Notes

(10/23/2018 15:25 EDT by Horizon testuser.)  
Appealing denied inpt rehab request.

File Name	Date/Time Attached	File Size	Status
<a href="#">Stage_1_Member_Denial_Generic - REQ</a>	11/09/2018 14:00	N/A	Attached

*Thank  
you!*

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