



# Prior Authorization and Approvals

Are you in need of prior authorization?

Prior authorizations can be submitted multiple ways:

- Electronically through Availity Essentials - Symphony
- Paper submission by fax
- By phone

Review our plans prior authorization resources located on our [Provider Resources webpage](#) in section services requiring prior authorizations.

## Getting Started with Prior Authorization Submissions

### Electronic Submissions

Providers are encouraged to submit prior authorizations electronically through the Availity Essentials provider portal and Symphony. Electronic submission allows for faster input and more efficient response times.

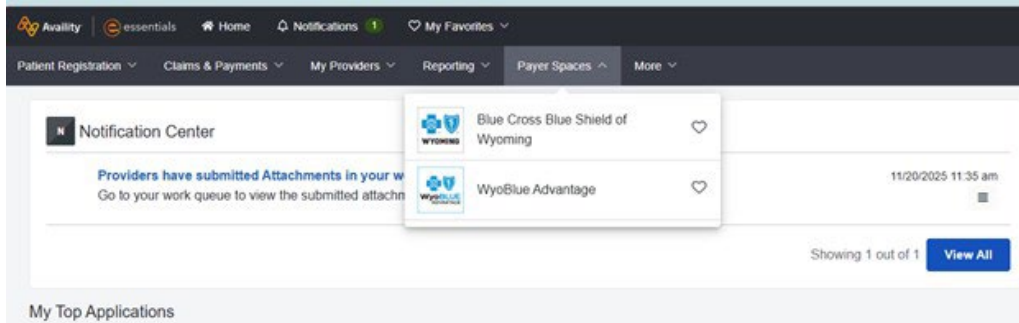
Follow the steps below to get you started:

#### 1. Log-in to Availity Essentials.

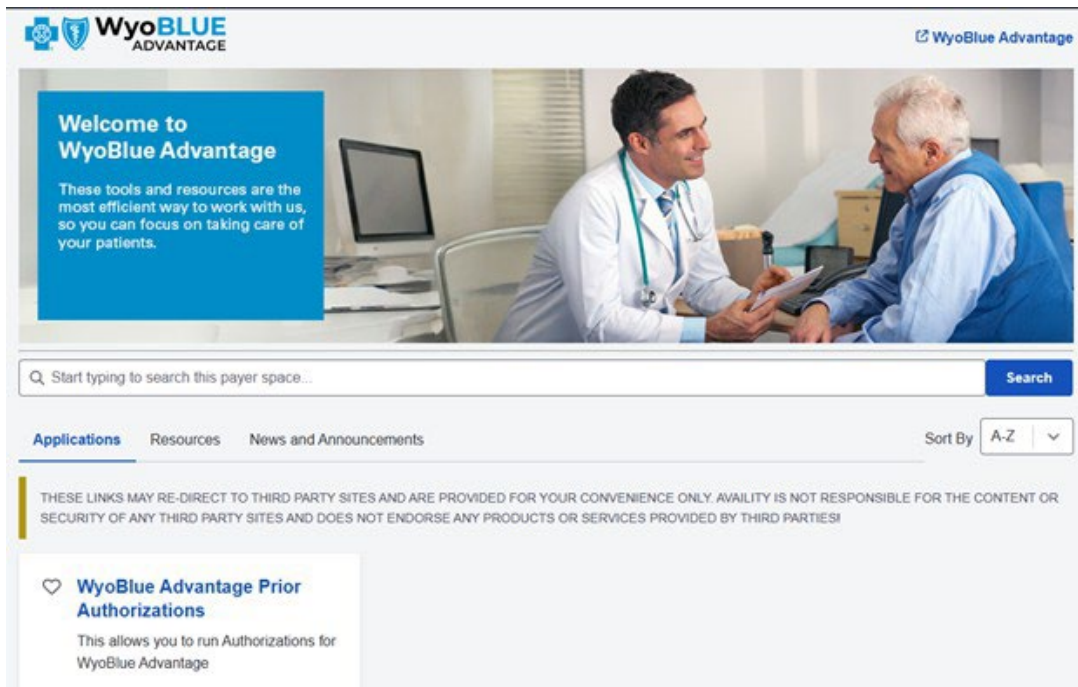
- If your organization has an Availity account, but you do not have access to submit prior authorizations contact your Availity Essentials Appointed Administrator to add access for you.
- If your organization does not have an Availity Essentials account, access [Availity Essentials Portal](#)

[Registration](#) to start your registration.

2. Access **Payer Spaces** from the menu bar and select the **WyoBlue** icon.



3. Within **Payer Spaces** select the **Resource** tab



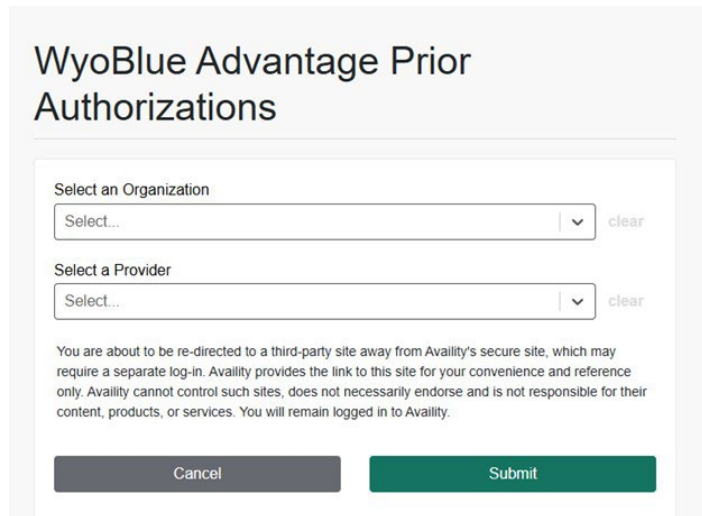
4. Complete the **Symphony Prior Authorization Provider Portal Training**

*WyoBlue Advantage Insurance Company is an independent licensee of the Blue Cross Blue Shield Association. Avality Essentials and Symphony is an independent company providing provider portal services on behalf of WyoBlue Advantage Insurance Company.*

# Begin Submitting Prior Authorizations

Once you are given access by your Availity Essentials Appointed Administrator, begin to submit prior authorizations.

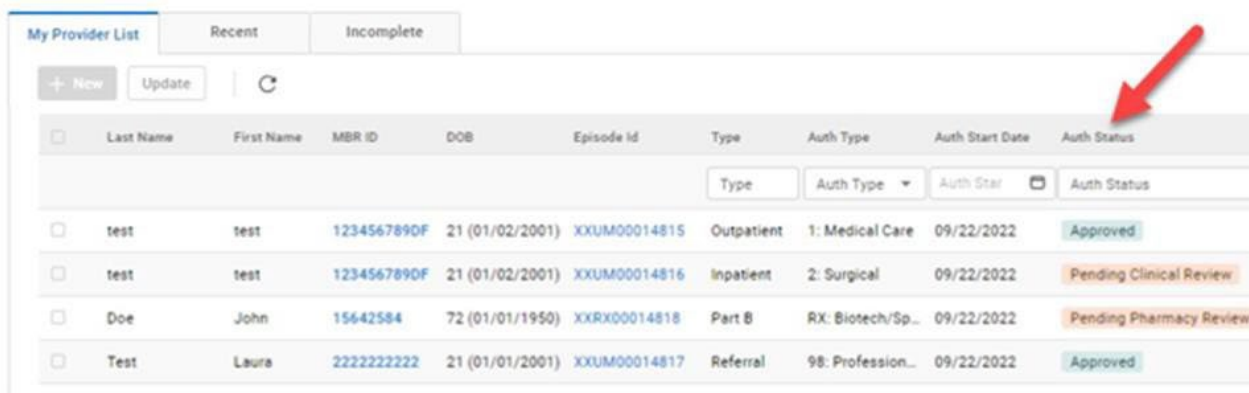
1. **Log-in to Availity Essentials.**
2. Access **Payer Spaces** from the menu bar and select the **WyoBlue** icon.
3. Within **Payer Spaces** select the **Resource tab**.
4. Select the **WyoBlue Prior Authorizations** option.
5. **Select your organization** and **click submit**.
6. Providers will be redirected to a new screen, where they will need to select the **Authorizations** button.



The screenshot shows a web form titled "WyoBlue Advantage Prior Authorizations". It contains two dropdown menus: "Select an Organization" and "Select a Provider", each with a "clear" link to its right. Below the dropdowns is a disclaimer: "You are about to be re-directed to a third-party site away from Availity's secure site, which may require a separate log-in. Availity provides the link to this site for your convenience and reference only. Availity cannot control such sites, does not necessarily endorse and is not responsible for their content, products, or services. You will remain logged in to Availity." At the bottom of the form are two buttons: "Cancel" (grey) and "Submit" (green).

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7. Once selecting Authorizations, you will enter the **Symphony Portal**, where providers will begin prior authorizations submissions.



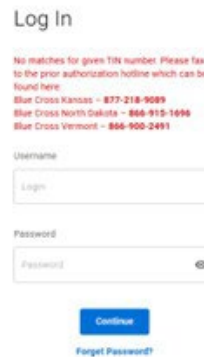
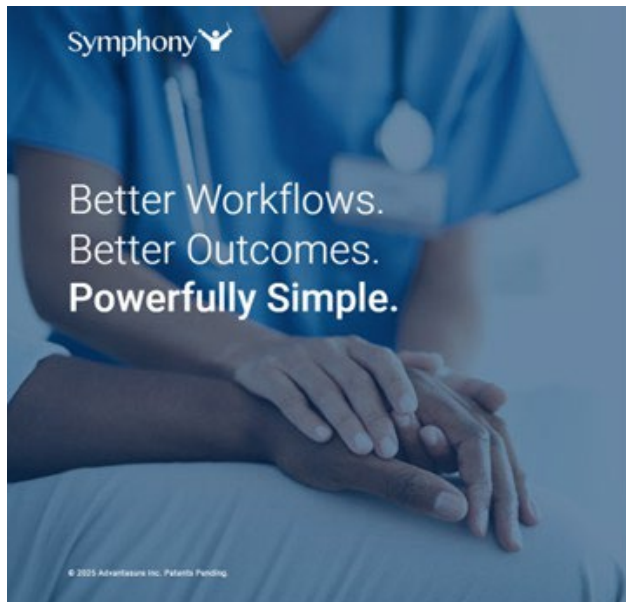
The screenshot shows a web interface titled "My Provider List" with tabs for "Recent" and "Incomplete". Below the tabs are buttons for "+ New", "Update", and a refresh icon. The main area is a table with columns: Last Name, First Name, MBR ID, DOB, Episode Id, Type, Auth Type, Auth Start Date, and Auth Status. A red arrow points to the "Auth Status" column header. Below the table are filters for "Type", "Auth Type", "Auth Star", and "Auth Status".

	Last Name	First Name	MBR ID	DOB	Episode Id	Type	Auth Type	Auth Start Date	Auth Status
<input type="checkbox"/>	test	test	123456789DF	21 (01/02/2001)	XXUM00014815	Outpatient	1: Medical Care	09/22/2022	Approved
<input type="checkbox"/>	test	test	123456789DF	21 (01/02/2001)	XXUM00014816	Inpatient	2: Surgical	09/22/2022	Pending Clinical Review
<input type="checkbox"/>	Doe	John	15642584	72 (01/01/1950)	XXRX00014818	Part B	RX: Biotech/Sp...	09/22/2022	Pending Pharmacy Review
<input type="checkbox"/>	Test	Laura	222222222	21 (01/01/2001)	XXUM00014817	Referral	98: Profession...	09/22/2022	Approved

8. **Complete** the prior authorizations and **submit**.

# Returning to Availity Essentials

Once a provider creates a prior authorization within Availity Essential's- Symphony, the next time they access Availity Essentials dashboard the WyoBlue Prior Authorizations will display in the providers top applications. Providers can select the icon instead of going through WyoBlue payer spaces to start a new request.

A screenshot of a web login page. At the top, it says 'Log In'. Below that is a red error message: 'No matches for given TID number. Please fax to the prior authorization hotline which can be found here. Blue Cross Kansas - 877-218-9099, Blue Cross North Dakota - 866-915-1099, Blue Cross Vermont - 866-900-2491'. There are two input fields: 'Username' with a 'Login' button next to it, and 'Password' with a 'Password' button next to it. At the bottom, there is a blue 'Continue' button and a 'Forgot Password?' link.

## Paper Form Submission for Prior Authorizations

Providers may also submit prior authorizations by completing the appropriate prior authorization form and faxing to NextBlue.

1. Review the services requiring prior authorizations found under [Provider Resources webpage](#).
2. Download the appropriate form found under the [Prior Authorizations Provider Resources webpage](#).

3. Complete the online form and then print and fax to the appropriate fax number found on the form.

## Phone Requests for Prior Authorizations

Providers may also submit prior authorizations by calling 1-844-602-2570.

### Questions?

For questions regarding the following:

- Prior Authorizations contact WyoBlue at 1-844-602-2570.
- Review our [Provider Resources | General Resources | Provider Manual](#).
- Availity Essentials registration contact Availity at 1-800-282-4548.
- For all other questions, contact WyoBlue Provider Services at 1-844-682-9449.