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.

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

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.
Member search option - only one is required.

- **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.

- **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.
Authorization Request

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

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

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

<table>
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<tr>
<th>File Name</th>
<th>Date/Time Attached</th>
<th>File Size</th>
<th>Status</th>
<th>Delete</th>
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<td></td>
<td>174 KB</td>
<td>Pending Attachment</td>
<td></td>
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</tbody>
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Peer-to-Peer Requests

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

Appeal Details

Member ID: 2469744
Member Name: HUDDESTONXUAT, COMPLIMENT
Contact Name: Testuser, Horizon
Phone Number: 847-4262333

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.
Peer-to-Peer Dialog Box

- 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.
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.
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.
Thank you!

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