



## **Blue Cross Blue Shield of Rhode Island ProviderConnect Frequently Asked Questions**

*This FAQ document will continue to be reviewed and updated regularly in order to provide the most current and pertinent information.*

**Q. When do I submit a Notice of Admission (NOA)?**

- A.** A NOA can be submitted within 48 hours of admission.  
Note: It cannot be entered prior to the admission date.

**Q. Is the 48 hours specific to the exact time of admission?**

- A.** No, you will have two calendar days to submit the NOA.

**Q. What if I complete the NOA with the wrong admission date?**

- A.** Call Beacon at 800-274-2958 to have this adjusted. You will still be able to complete a registration for continued stay via ProviderConnect.

**Q. What if I need to void a NOA?**

- A.** Call Beacon at 800-274-2958 to complete this task.

**Q. Can NOAs in ProviderConnect be viewed by a user linked to the place of service or facility?**

- A.** Yes, anyone with a registration linked to a facility can view the authorizations to that facility.

**Q. Is there a limit to the number of extensions a provider can submit for a single treatment episode?**

- A.** No, the goal is to have the treatment plan for the individual guide the notification of treatment.

**Q. How do I process a Medical Board?**

- A.** A Notification of Admission and a Notification of Discharge should be completed for the medical board, and a separate Notice of Admission and Notice of Discharge should be completed for the behavioral health inpatient stay. Please note this is even if the med board and admitting facility are the same.

**Q. What happens if my notification is “rejected”?**

- A.** Notifications will reject if the provider inputs more than the maximum number of units (999) set in the system, or if the notification is outside of the 48 hours. Notifications for which you receive a message that the notice has been rejected will pend to a clinical queue and you will be contacted by telephone by a Beacon employee to complete the process.



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- Q. What happens if I am unable to find the member in ProviderConnect?**
- A.** Call Beacon at 800-274-2958 for assistance, and choose prompts for provider and a “precert request.”
- Q. Which members are eligible for the Portal Notice of Admission Process?**
- A.** Any BCBSRI Commercial or Medicare member being admitted to a level of care, at an in network facility, who currently requires or recommends prior authorization and concurrent review.
- Q. How can I submit to extend an authorization?**
- A.** Authorizations can be extended via ProviderConnect if it is within 48 hours of the last covered day (LCD) of the NOA. If it’s after 48 hours of LCD, call Beacon.
- Q. What about a Federal Employee Program (FEP) member?**
- A.** The current utilization review process remains in place for FEP members. To complete prior authorization, concurrent review, and discharge notification, call Beacon at 800-274-2958.