Authorization log upload (IPA)

IPA authorization log defined

- An IPA authorization log tracks authorizations for medical and/or pharmacy services that an IPA processed for Blue Shield members delegated to them.
- Blue Shield requires a record of these authorizations to pay claims (for shared risk IPAs) and have delegation oversight (for full risk IPAs).

What you'll need to get started:

- Username and password to log in to your Provider Connection account. To learn more about accessing Provider Connection, click here.
- A completed authorization log in the contracted IPA9 file format. To learn more about this format, click here.
- Email where you will receive and monitor automated notifications. (This is the email listed in your Provider Connection user account.)

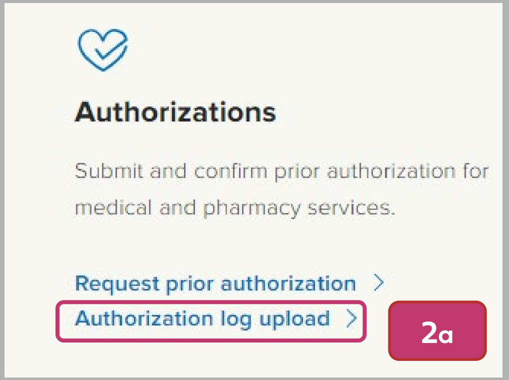
Log in and access the authorization log upload

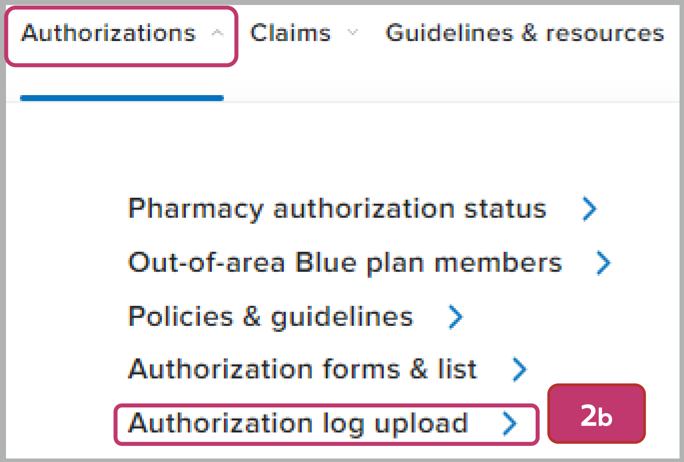
1. Go to the Blue Shield Provider Connection homepage: blueshieldca.com/provider. Click **Log in/Register** in the upper right corner.
   - If you need help accessing Provider Connection, click here.

2. There are two ways to access the authorization log upload functionality:

   a) From the homepage, click **Authorization log upload** located under the *Authorizations* header.

   b) Click **Authorizations** in the top menu to activate the drop-down menu. Click **Authorization log upload**.





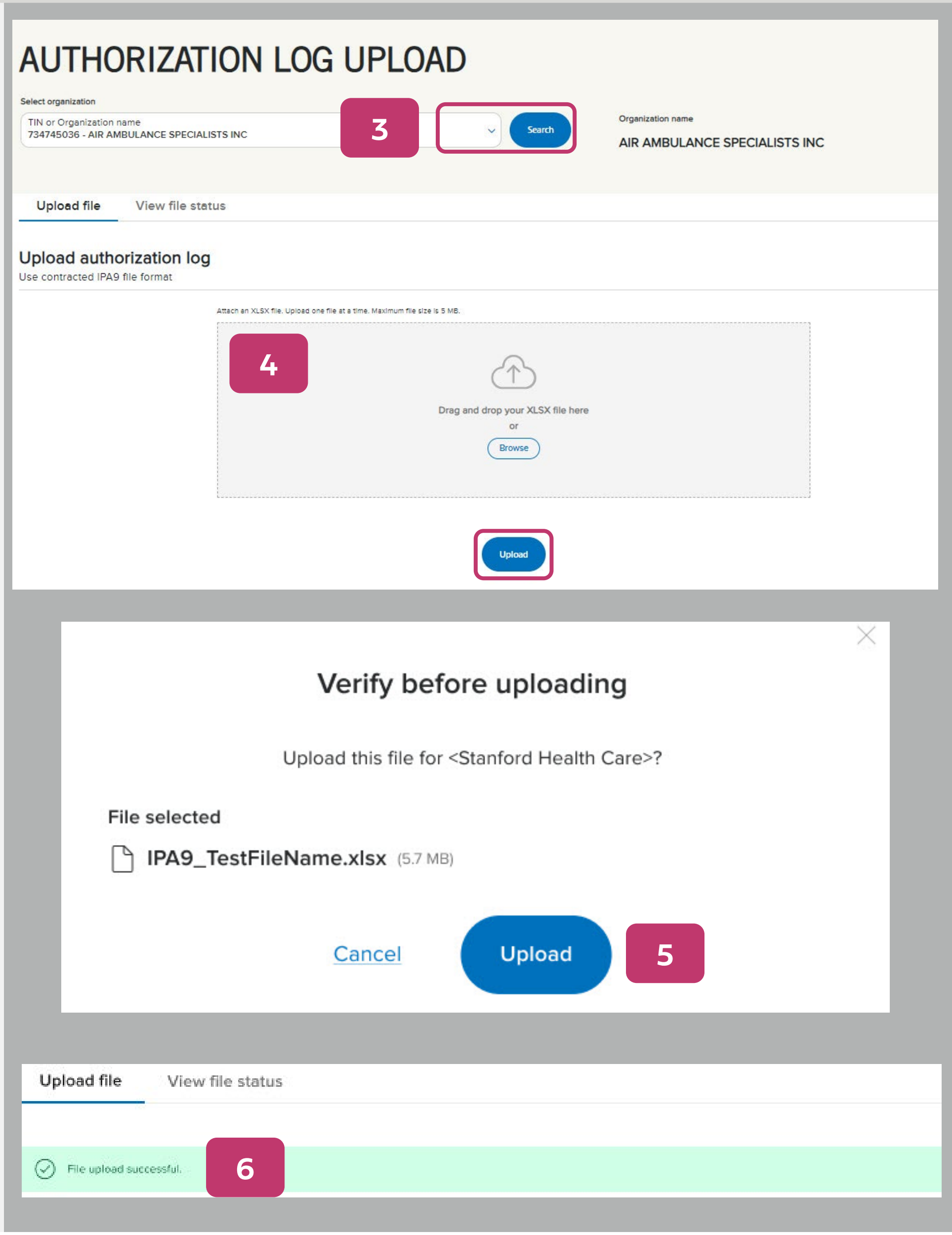
Upload the IPA authorization log

3. Use the down arrow to select the appropriate organization/Tax ID (TIN) and click **Search**.
    - This step is *not* required if the organization/TIN displayed is the correct one or if you have only one TIN linked to your Provider Connection account.

4. Drag/drop or select your completed IPA9 file. For help with the IPA9 format, click [here].
    - File must be in XLSX or XLS format. Maximum file size is 5 MB.
    - Only one file can be uploaded at a time.

5. A pop-up will display asking that you verify before uploading. Click **Upload** to complete the process.

6. A green banner displays when the upload process is complete/successful.
    - On rare occasions you may receive an error message: *System error. Try again in a few moments.* If you continue to receive this message, contact Blue Shield Provider Customer Service at **(800) 541-6652.**



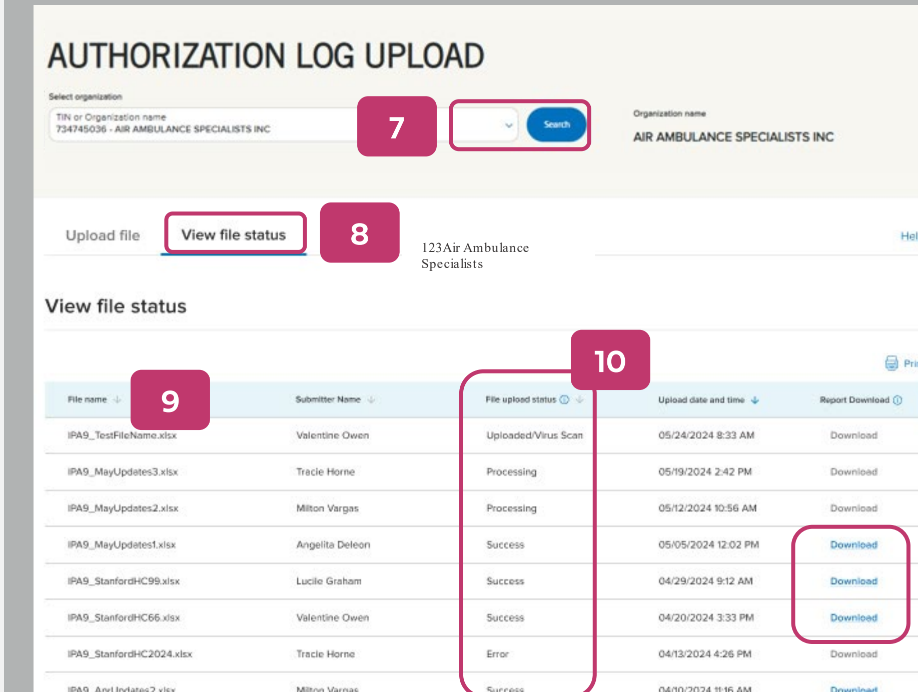
View the authorization log upload file status

7. From the *Authorization log upload* page, use the down arrow to select the appropriate organization/Tax ID (TIN) and click **Search**.
   - This step is *not* required if the organization/TIN displayed is the correct one or if you have only one TIN linked to your Provider Connection account.

8. Click the **View file status** tab. A list displays below the blue header of all authorization log files uploaded by your organization under that TIN.

9. To sort results in alphabetical or ascending/ descending order, click the **arrow** in the desired column header.

10. File statuses are:
    - *Uploaded: Virus scan pending* **OR** *complete* **OR** *failed*
    - *Error*
    - *Processing*
    - *Success:* When file has been successfully processed, the *Download* link activates



Authorization log status email notifications

11. Blue Shield will send this automated notification by email when your file is successfully processed and available for download.

12. Blue Shield will send an automated notification by email – example provided – if we are unable to process your file for one or more of the reasons listed below. When this is the case, correct the file and resubmit.
    - File is damaged or corrupted
    - Column headers are missing or incorrectly named
    - File is empty or missing data
    - File contains multiple tabs
    - File is password protected

13. Blue Shield will send this automated notification by email if one or more entries in the authorization log does not process due to error. The report will include a summary of those records so you can correct/resubmit.

> Your IPA Authorization file <UploadedFileName.xlsx> has been processed.
>
> Download your report on the **BlueShield California Authorization Log webpage**.
>
> 11

> Your IPA Authorization file <UploadedFileName.xlsx> could not be processed.
>
> Your file may be damaged or corrupted. Upload your data in a new document.
>
> 12

> Your IPA Authorization file <UploadedFileName.xlsx> has not been fully processed, please look at the report referenced below.
>
> Download your report on the **BlueShield California Authorization Log webpage**, correct your file, and resubmit.
>
> 13

Your Provider Connection Account Manager(s) control your organization's access to Provider Connection.

How do I tell if my organization has an existing Provider Connection account?

- If you do not have a username/login for Provider Connection and are unable to determine internally if your organization has a registered Provider Connection account, contact Provider Customer Service at **(800) 541-6652**. There isn't a specific menu selection for Provider Connection, so feel free to choose any option.
- To determine if your organization has an existing account, and to secure the name of the individual who manages that account, you must have the following information:
  1. Tax ID (TIN) **or** Social Security Number (SSN) **or** Blue Shield Provider Identification Number (PIN) for the account in question.
  2. Claim information submitted in the last 90 days for **two different Blue Shield or Blue Shield Promise members** under that TIN/SSN or PIN. For each claim, provide:
     - Claim ID **or** Member ID
     - Patient's first and last name
     - Service date
     - Total billed amount

If my organization does not have an Account Manager, how do I register for an account on Provider Connection?

- The person executing the initial registration is considered an Account Manager. There are three types of provider accounts: Provider, MSO, and Billing Service. These links take you to step-by-step registration instructions with screenshots for the account type most appropriate to your business.

How do I get a username/login if I am not the Provider Connection Account Manager?

- Contact your organization's Provider Connection Account Manager(s). Once they create a new user profile for you, Blue Shield will email you a temporary password. You have 30 days to visit the site and change your password or the account will be deleted.

How do I locate the name of my Account Manager if I have a username/login for Provider Connection?

- Log in to the site. Click the round "badge" that contains your initials located at the right of the main navigation. Scroll to the *My account manager* section to see the name and contact information for your Account Manager. If you need to reactivate your account or reset your password, see Update your Provider Connection password.

Your IPA authorization log must be submitted in the contracted IPA9 file format.

IPA9 file rules:

- Your saved file name **must start with IPA9**.
- The allowed file format is **XLSX or XLS**. Maximum file size is **5 MB.**
- **When working with the file, DO NOT:**
  - **Password protect** the file.
  - **Add spreadsheets** to the file – it must contain only one spreadsheet (tab).
  - **Remove or re-title column headers**.
- The color-key below is included in the spreadsheet so that you know which columns are recommended vs. required. **Delete this color key prior to submitting the file to Blue Shield.**

Color Key - Remove before submitting the file to BSC	
White	- Recommended Field
Yellow	- Required Field for all auth types (Inpatient/Outpatient/Med)
Blue	- Required Field for all Inpatient auth types
Purple	- Required Field for all Outpatient/Med auth types

Sample extract from the IPA9 file:

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Blue Shield Member Number	Blue Shield Member Name	Member's DOB	Health Plan (CMC, MEDI-CAL, Medicare, Commercial)	Type of Service (Inpatient, Outpatient, Medication)	Place of Service (Inpatient Hospital, Office, SNF, Ambulatory Surgical Center, Hospice, Home...)	LOC1	LOC2	LOC3	LOC4	Start/Admit Date	End/Discharge Date	Primary Diagnosis Code	Diag Code 2	Diag Code 3	Diag Code 4	Primary Procedure Code	Units Proc1
942377008000	MOUSE, MICKY	11/22/1928	Medicare	Inpatient	Inpatient Hospital	Med/Surg	ICU			04/09/2024	04/17/2024	S72.002A					
922107292	MOUSE, MICKY	02/15/2002	Commercial HMO	Inpatient	Inpatient Hospital	ICU	Med/Surg			04/17/2024		K31.84					

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