

August 11, 2023

Dear Provider/Facility:

On Tuesday, September 12, 2023, Acuity Connect, our online prior approval portal, will be replaced by a new tool.

The new online Prior Authorization Portal is easy to use, provides some enhanced features, and will be accessible through your existing Provider Resource Center (PRC) username and password starting September 12, 2023.

The Prior Authorization Portal Users Guide is posted on the provider forms and resources area of our website, here: <https://www.bluecrossvt.org/providers/provider-forms-resources> under the “Additional Resources” link. The guide is posted now so you have an opportunity to review and become familiar with the new tool.

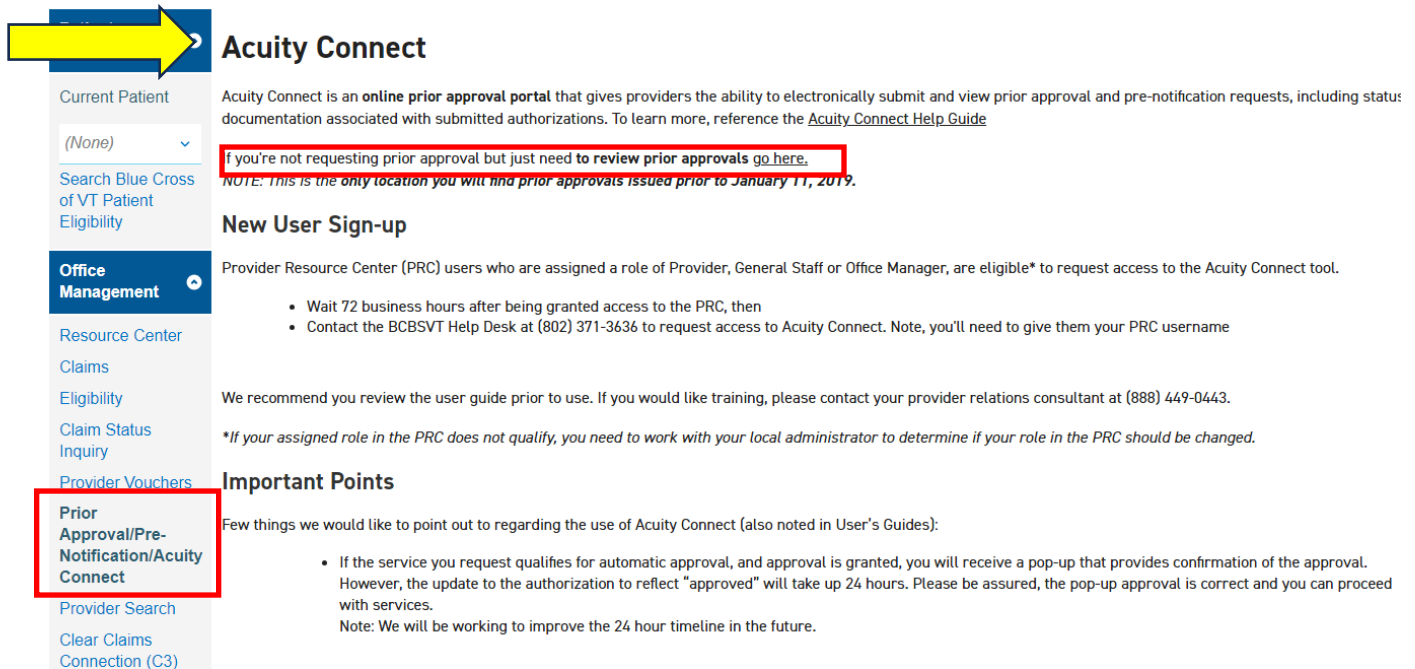
Additionally, a pre-recorded training session will be available prior to deployment. A notice will be posted to the Recent News area of our provider website when it becomes available.

Current prior approvals pending a decision in Acuity Connect will be transferred and viewable in the Prior Authorization Portal.

Prior approvals that were processed through Acuity Connect and had a decision rendered are viewable through the “review prior approval” function on the Provider Resource Center via the link “*Prior Approval/Pre-Notification/Acuity Connect.*” These historical prior approvals will not be viewable in the Prior Authorization Portal.

Below is a screenshot of the current link and detail. Please remember, after the go-live date, the link will be titled “*Prior Approval/Pre-Notification/Prior Authorization Portal.*” In addition, the section currently titled “Acuity Connect” (indicated with a yellow arrow) will be replaced with details about the Prior Authorization Portal. The Prior Authorization Portal Users Guide will also be posted to this area.

Over



Acuity Connect

Current Patient
(None) v

Search Blue Cross of VT Patient Eligibility

Office Management

Resource Center
Claims
Eligibility
Claim Status Inquiry
Provider Vouchers

Prior Approval/Pre-Notification/Acuity Connect

Provider Search
Clear Claims Connection (C3)

Acuity Connect is an **online prior approval portal** that gives providers the ability to electronically submit and view prior approval and pre-notification requests, including status documentation associated with submitted authorizations. To learn more, reference the [Acuity Connect Help Guide](#).

If you're not requesting prior approval but just need to **review prior approvals go here.**

NOTE: This is the only location you will find prior approvals issued prior to January 11, 2019.

New User Sign-up

Provider Resource Center (PRC) users who are assigned a role of Provider, General Staff or Office Manager, are eligible* to request access to the Acuity Connect tool.

- Wait 72 business hours after being granted access to the PRC, then
- Contact the BCBSVT Help Desk at (802) 371-3636 to request access to Acuity Connect. Note, you'll need to give them your PRC username

We recommend you review the user guide prior to use. If you would like training, please contact your provider relations consultant at (888) 449-0443.

**If your assigned role in the PRC does not qualify, you need to work with your local administrator to determine if your role in the PRC should be changed.*

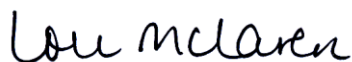
Important Points

Few things we would like to point out to regarding the use of Acuity Connect (also noted in User's Guides):

- If the service you request qualifies for automatic approval, and approval is granted, you will receive a pop-up that provides confirmation of the approval. However, the update to the authorization to reflect "approved" will take up 24 hours. Please be assured, the pop-up approval is correct and you can proceed with services.
Note: We will be working to improve the 24 hour timeline in the future.

Thank you for your time. If you have any questions regarding this notice, feel free to contact your provider relations consultant. If you are not sure who that is, please email providerrelations@bcbsvt.com or call (888) 449-0443 option 1, and you will be directed to the appropriate person. Business hours are Monday through Friday from 8 a.m. to 4:30 p.m., except holidays.

Sincerely,



Lou McLaren
Director, Provider Services