

DA NEWS BLAST



2026 Blue Advantage Prior Authorization Requests

Dear Provider,

Blue Cross and Blue Shield of Louisiana (Louisiana Blue) is changing how you electronically submit Blue Advantage prior authorization requests.

Today, providers may use the Online Auth Portal in the Blue Advantage Provider Portal to electronically submit authorization requests. On Dec. 23, 2025, you will no longer be able to submit authorization requests using the Online Auth Portal.

We are making this change as part of integrating the Blue Advantage line of business into iLinkBlue (www.lablue.com/ilinkblue). Many of the tasks you completed using the Blue Advantage portal will be completed using iLinkBlue in 2026. This includes submitting online prior authorization requests.

Providers will use the Louisiana Blue Authorizations application in iLinkBlue to request services for Blue Advantage members in 2026. The application is available on iLinkBlue under the "Authorizations" menu option. **Starting Dec. 1, 2025, use Louisiana Blue Authorizations to submit prior authorization requests for dates of service on or after Jan. 1, 2026.**

If you need to submit an authorization request for a 2025 date of service between Dec. 23 and Dec. 31, you can submit the request by fax. Find our Blue Advantage authorization request forms with their fax numbers on our Provider page at www.lablue.com/providers >Blue Advantage Resources >Forms.

Historical authorization and benefits information will not be added into iLinkBlue. To allow providers longer access to this information, the Blue Advantage Provider Portal will remain available until Feb. 28, 2026. During that time, the portal will be available as view-only for research purposes. Providers may also call Blue Advantage Customer Service at 1-866-508-7145 for historical information.

Faxed Authorization Request Forms:

Providers can continue submitting 2026 authorization requests for Blue Advantage members by fax. Find our Blue Advantage authorization request forms on our Provider page at www.lablue.com/providers >Blue Advantage Resources >Forms. Submit request forms to the fax numbers listed below:

- Inpatient Services 1-877-528-5818
- Outpatient Services 1-877-528-5816
- Behavioral Health Services (318) 812-6249
- Home Health Services (318) 812-6265

Steps to Take Now:

Ensure staff who submit Blue Advantage prior authorization requests online also have access to the Louisiana Blue Authorizations application. Your organization's administrative representative should grant them user access to iLinkBlue that includes the Louisiana Blue Authorizations application.

If your office does not have access to iLinkBlue, you must complete an iLinkBlue Agreement Packet and register an administrative representative with Louisiana Blue. An administrative representative is the person at your organization responsible for granting users access to iLinkBlue.

- Visit www.lablue.com/providers >Electronic Services >Learn About iLinkBlue for the iLinkBlue Agreement Packet.
- Visit www.lablue.com/providers >Designate Your Rep to register an administrative representative.

Additional Resources:

The Louisiana Blue Authorizations User Guide gives iLinkBlue users instructions for submitting authorizations through the application. Find this guide under the "Resources" menu option in iLinkBlue.

2026 Member Eligibility Reminder:

Starting Dec. 1, 2025, iLinkBlue will display Blue Advantage member eligibility for effective dates beginning January 2026. Eligibility information for 2026 will not be available on the Blue Advantage Provider Portal.

Contact Us:

Send questions about this letter to your Provider Relations Representative. If you do not know who your representative is, please contact provider.relations@lablue.com.

Thank you for working with us to provide our members — your patients — with access to the best possible services and benefits. We value your participation in helping us fulfill this commitment.

Sincerely,
Provider Operations,
Health Services Division