

06/05/2025

DA NEWS BLAST

LOUISIANA **BLUE**

iLinkBlue Authorization/Pre-Certification Inquiry

Dear Provider: Blue Cross and Blue Shield of Louisiana (Louisiana Blue) is removing the Authorization/ Pre-Certification Inquiry application from iLinkBlue (www.lablue.com/ilinkblue). We will remove the application on July 31, 2025.

Authorization/Pre-Certification Inquiry allows users to view a provider's inpatient or outpatient authorizations on file with Louisiana Blue. This information can be better accessed through the applicable authorization portal used to submit requests. Find the following links to access these portals under the Authorizations menu option in iLinkBlue:

- Louisiana Blue Authorizations – Use this portal for prior authorization requests of services authorized by Louisiana Blue.
- Carelon Authorizations – Accesses Carelon Medical Benefits Management's Carelon MBM Provider Portal. Use this portal for outpatient high-tech diagnostic, cardiology services, genetic testing, musculoskeletal (MSK) joint surgery, sleep study, spine surgery, spine pain management and radiation oncology authorizations.
- Behavioral Authorizations – Accesses WebPass, a web-based portal offered by Lucet. Use this portal for inpatient and outpatient behavioral health service authorizations.

Your organization's administrative representative must grant you user access to the above authorization portals before using. If you need access to an authorization portal, please contact your administrative representative before July 31, 2025.

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