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PROVIDERS' NEWS

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PROVIDERS' NEWS

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Tapestry Link

A new utilization management portal for prior authorization and authorization appeal submissions

As previously reported in the September 2026 edition of Providers' News, we are pleased to share that on **November 1, 2026**, the Arkansas Blue Cross and Blue Shield family of health plans and plan administrators (Arkansas Blue Cross and Blue Shield, Arkansas Blue Medicare, BlueAdvantage Administrators of Arkansas, the Federal Employee Program, Health Advantage, Octave Blue Cross and Blue Shield and Skai Blue Cross and Blue Shield) transitioned from Availity to Tapestry Link – an Epic Systems Corporation platform – as our new utilization management portal. This change, initially announced on September 2, 2026, via email and on Availity, is part of our continued integration with the Epic electronic health records (EHR) system, **streamlining processes and improving access to patient information**.

What is Tapestry Link?

Tapestry Link for prior authorization

Tapestry Link is an online portal that will allow you to electronically:

- **Submit** prior authorization requests
- Centrally **track the status** of those requests
- Respond to **requests for additional information**
- **Receive notifications** when authorization decisions are made

Additionally, you can now electronically submit:

- **Network exception** requests
- **Benefit exception** requests
- **Organizational determinations**

Tapestry Link also enables limited access to **patient data** and **authorization letters**. Access is limited to patient and authorization information relevant to your organization and the patients you are treating.

Tapestry Link for appeals

Tapestry Link introduces a new electronic **authorization appeals** process. This does not replace the existing manual process but provides a faster, more streamlined submission option, making it easier to submit and manage authorization appeals.

However, at this time, **all claim appeals will continue following the existing process**.

While medical claims and medical claim appeals are viewable in Tapestry Link, at this time, you will not be able to submit a claim appeal through the portal. Electronic claim appeals through Tapestry Link is a feature we're excited to add at a later date.

How do I access Tapestry Link?

For providers using Availity, your **login experience** will **not** change. Once you are logged in to Availity, you will be automatically redirected to Tapestry Link for prior authorization or authorization appeals requests by accessing one of two workflows. **Please note, you must have pop-ups enabled for this to work**.

- For **prior authorizations**, navigate to the Authorization Request workflow.
- For **appeals**, select the link under Resources > Pre-service Authorization Status/Dispute Management in either the Arkansas Blue Cross or Skai Blue Payer Space.

Checking authorization statuses and responding to requests for additional information

To **re-access Tapestry Link** to check the status of an authorization or respond to requests for additional information, you will need to **re-activate the SSO process** by accessing the **appeals workflow**:

- Navigate to either the Arkansas Blue Cross or Skai Blue Payer Space in Availity.
- In the **Resources** tab, select the **Pre-service Authorization Status/Dispute Management** link.
- Select a provider, then click Submit.

Once you click Submit, you will be redirected back into Tapestry Link. **Please note, you must have pop-ups enabled for this to work**.

***Helpful tip**: You can favorite the Pre-Service Authorization Status/Dispute Management link to add it to your My Favorites menu for quicker access.*

If you are an **out-of-state provider**, you must first have access to the **Arkansas region** in Availity. If you do not have access to the Arkansas region in Availity, please contact your organization's Availity administrator to request access to the Arkansas region.

What if I'm not using Availity?

If you do not currently use Availity, you can **register for an account** by visiting www.availity.com and selecting "Get Started" in the upper right-hand corner of the screen. For **registration questions**, contact Availity at **800-282-4548**. Availity's hours are Monday-Friday, 7 a.m. to 7 p.m. CST.

Training materials

Step-by-step workflow guides and on-demand video tutorials are available in the Arkansas Blue Cross and Skai Blue Cross Payer Spaces in Availity, as well as under Quick Links on the Tapestry Link homepage.

If you encounter a problem

While we do not anticipate any issues during this transition from Availity to Tapestry Link, if you experience problems signing in or completing an authorization or authorization appeals request, please contact the appropriate customer service number listed on the back of the member ID card.

Should you encounter any issues with the electronic process outside of normal business hours, please fax your request to ensure a timely response. Faxing instructions can be found in the Provider Forms section of our websites.

What about historical submissions?

Within Tapestry Link, you have access to **one year's worth** of authorization information for previously submitted requests, regardless of the initial submission method.

What isn't changing?

- For requests where Arkansas Blue Cross is the **host plan** (**Blue Card members**) — delivering the benefits of another Blue Cross and Blue Shield plan's arrangements with its local providers — the process will not change. All **host plan** (**Blue Card members**) **requests** will **continue** to be submitted through **Availity**. For support with this process, contact Availity at **800-282-4548**. Availity's hours are Monday-Friday, 7 a.m. to 7 p.m. CST.
- The current authorization process for **behavioral health**, **imaging**, or **oncology** will not change. You will continue to use Lucet, Carelon, or eviCore as you do today.
- Other existing processes and parameters that will not change include:
  - Utilization Management review criteria
  - Authorization requirements
  - Reconsiderations
  - Escalations
  - Peer-to-peer review
  - Utilization Management notifications (*However, you will also now be able to receive notifications directly in Tapestry Link*.)

What if I don't have Epic as my EHR?

Tapestry Link is available to **all providers** (**in- and out-of-state**) submitting **medical prior authorizations**, regardless of whether you currently use Epic as your EHR.

Thank you for your cooperation and collaboration as we continue to enhance processes that improve operational efficiencies.