Availity Essentials administrators: Set up and maintain Health e-Blue tools

For Blue Cross commercial, Medicare Plus Blue^{SM}, Blue Care Network commercial and BCN Advantage^{SM}

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In this document

Overview

If your organization has provider specialties that are eligible for Blue Cross Blue Shield of Michigan and Blue Care Network's Health e-Blue^{SM} tools, your Availity® Essentials administrator must take action to give users access to these tools.

Our Health e-Blue tools provide patient health reporting on conditions, treatment opportunities, pharmacy claims, diagnosis gaps and more.

Which provider specialties are eligible for access to Health e-Blue?

For all plans, access to Health e-Blue is available to physicians with the following provider specialties who are identified as primary care providers, unless otherwise stated. For BCN commercial and BCN Advantage plans only, nurse practitioners who are identified as PCPs are also eligible.

Tool and plans	Provider specialties	
BCN Health e-Blue, for BCN commercial and BCN Advantage^{SM}	• Family medicine • General practice • Geriatric medicine • Internal medicine	• Nephrology • Nurse practitioners • Pediatrics
	Note: Medical care group administrators are also eligible for access to Health e-Blue.	

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Tool and plans	Provider specialties	
• BCBSM Health e-Blue, for Blue Cross commercial • BCBSM Medicare Advantage Health e-Blue, for Medicare Plus Blue^{SM}	• Addiction medicine and addiction medicine – family practice • Adolescent medicine and adolescent medicine – pediatrics • Allergy/immunology and allergy/immunology – internal medicine • Cardiology • Critical care medicine, critical care – internal medicine and critical care – pediatrics • Cardiovascular disease • Endocrinology, diabetes/ metabolism endocrinology • Family practice • Gastroenterology • General practice • Geriatric medicine – family practice and geriatric medicine – internal medicine • Hematology – internal medicine and hematology/oncology	• Interventional cardiology • Infectious disease • Internal medicine and internal medicine pediatrics • Nephrology neuromusculoskeletal medicine oncology • Pediatrics and pediatric allergy/ immunology, cardiology, endocrinology, gastroenterology hematology/oncology, infectious disease, nephrology, pulmonology preventive medicine and rheumatology • Public health/general preventive medicine • Pulmonary disease • Rheumatology • Sports medicine – family practice, sports medicine – internal medicine and sports medicine – pediatric

Important! Only the provider specialties listed above are eligible for access to Health e-Blue, and only providers who are credentialed with Blue Cross and/or BCN will be available in Health e-Blue.

As the Availity Essentials administrator, what do I need to do to give users access to Health e-Blue?

After registering your organization for Availity Essentials, your Availity Essentials administrator must complete the following three tasks. This document contains step-by-step instructions for each task.

1. Task 1: Assign each Health e-Blue user the clinician role in Availity Essentials

2. Task 2: Identify the physicians for whom reporting will be available in Health e-Blue

3. Task 3: Request access to Health e-Blue through the Blue Cross and BCN payer space in Availity Essentials

These tasks must be completed by your organization's Availity Essentials administrator, not by each Health e-Blue user.

Tips:

- If your organization isn't already registered with Availity Essentials, it's time to start the registration process. For more information, go to the [Register for web tools](#) page on **bcbsm.com**. If you need help registering for Availity Essentials, call 1-800-AVAILITY (282-4548).

- Organizations that have already registered with Availity Essentials can determine who their administrator is by seeing "[How to find your Availity Essentials administrator](#)" later in this document.

Task 1: Assign each Health e-Blue user the clinician role in Availity Essentials

1. [Log in to Availity Essentials.](#)*

2. On the upper-right side of the screen, click on your account.

3. Select *Maintain user*.

4. Do one of the following:

   o If you're the Availity Essentials administrator for a single business (organization), skip to step 4.

   o If you're the Availity Essentials administrator for multiple businesses (organizations), select the organization to which the user who needs access is assigned.

5. Click the user's name.

6. Click *View/edit* under the "Roles" column for the organization to which the user is assigned.

7. Select the "Clinician" role.

8. Scroll to the bottom and click *Save*.

Task 2: Identify the physicians for whom reporting will be available in Health e-Blue
Do one of the following.

- **For physician practices only:** To view information for a specific provider through Health e-Blue, you need to give the organization access to that physician's type 1 NPI through Availity Essentials. (See the instructions in the next section if your organization is a physician organization or a medical care group that needs to view information for an entire organization.)

   1. Click *Manage My Organization* under your account name in the top right of the menu bar.

2. Click *Add Provider(s)*.

3. Enter information in the following fields to locate a provider:

   o *Tax ID*

   o *Type* — Enter the appropriate EIN or SSN.

   o *National Provider ID (NPI)* — Enter the provider's type 1 NPI.

4. Click *Find Provider*.

5. If there's a match with your provider in the results, click *Next* and continue to follow the prompts.

   Tip: If you need to bulk load multiple providers, you can upload up to 500 via the spreadsheet upload option.

- **For physician organizations and medical care groups only:** To view information for an entire provider organization or medical care group through Health e-Blue, follow these steps.

  1. Verify that you know your PO number and/or IH code. If you don't have this information, send an email to **HEBapplications@bcbsm.com** to request it. Once you have this information, proceed to the next step.

  2. Click *Manage My Organization* under your account name in the top right of the menu bar.

  3. Click *Add Provider(s)*.

  4. Mark the *This is an atypical provider and does not provide health care, as defined under HIPAA regulations* checkbox.

  5. Enter the organization's Tax ID and leave EIN selected in the Type field.

  6. Click *Find Provider*.

  7. Choose *Group/Facility* as the Provider Type.

  8. Enter a name for the group/facility in the *Group Name/Facility Name* field.

     Tip: If you're adding multiple groups/facilities that have similar names, be sure to add text to help identify each group or facility in drop-down lists throughout Availity Essentials. For example, you could append a number or other unique identifier to each facility name, such as Medical Care Group 1, Medical Care Group 2 and so on.

  9. In the *Primary Specialty/Taxonomy* field, select any taxonomy code. It doesn't matter which one you choose.

10. Click *Next*.

In the Identifiers screen, follow the steps below to enter your organization's PO number and/or IH code, depending on which Health e-Blue tools your organization uses.

11. Click *Add Identifier*.

12. Choose *Payer Assigned Provider ID (PAPI)* in the ID Type field.

13. Select *BCBS Michigan and Blue Care Network* in the Payer field.

14. **If your organization uses BCBSM Health e-Blue and/or BCBSM Medicare Advantage Health e-Blue:** Enter your six-digit PO number in the ID Number field. If not, skip to the next step.

15. **If your organization uses BCN Health e-Blue:** Enter your 12-digit IH code. If you already entered a PO number, you'll need to click *Add identifier* again and repeat steps 12 and 13 before you can enter the IH code in the ID Number field.

16. Click *Next* and follow the prompts.

Task 3: Request access to Health e-Blue through the Blue Cross and BCN payer space in Availity Essentials

1. Click *Payer Spaces* on the Availity Essentials menu bar.

2. Click the BCBSM and BCN logo to open the Applications tab within the Blue Cross and BCN payer space.

3. Click *Additional Security Maintenance — Blue Cross/BCN.*

4. Click the *Health e-Blue Provisioning* option.

5. Mark the checkboxes for each version of Health e-Blue to which the selected providers need access. These include:

   o BCBS Michigan

   o Medicare Plus Blue PPO

   o BCN (Commercial HMO & BCN Advantage)
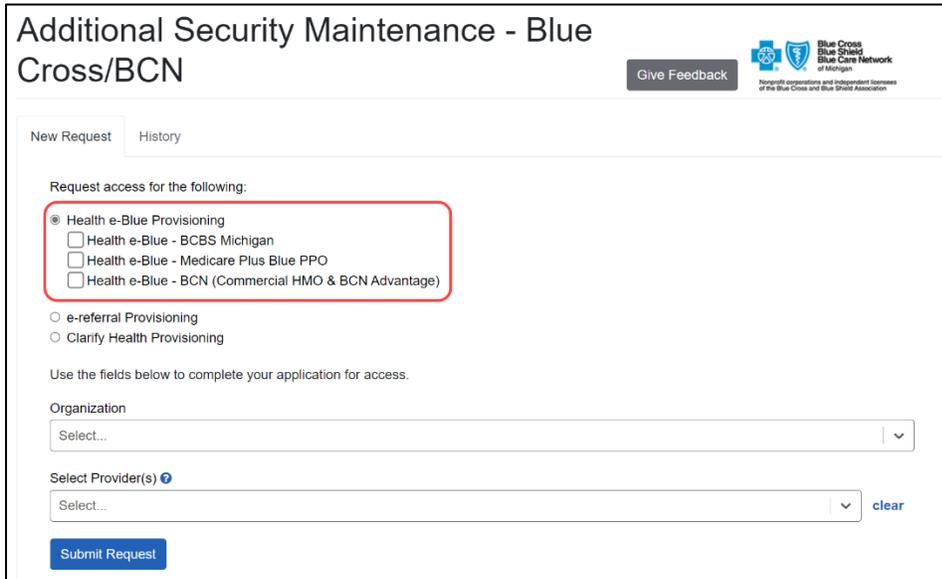
Tips:

- o If you need to give a provider access to the e-referral system, see the document titled Availity Essentials administrators: Set up e-referral tools.

- o If you need to set up access to Clarify Health, see the document titled Availity Essentials administrators: Set up and maintain the Clarify Health tool.

6. Select *BCBS Michigan and Blue Care Network* from the *Organization* drop-down list.

7. Select the providers associated with the PO number or the IH code that is needed for Health e-Blue from the *Select Provider(s)* drop-down list.

8. Click *Submit Request*.

Allow five to seven business days for us to process requests.

How do I check the status of a request?

An Availity Essentials administrator should follow these steps to check the status of a request.

1. Log in to Availity Essentials.*

2. Click *Payer Spaces* in the menu bar and then click the BCBSM and BCN logo.

3. In the Applications tab, click *Additional Security Maintenance — Blue Cross/BCN.*

4. Click the *History* tab.

5. Filter to view only actions related to Health e-Blue.

The status of each request is noted in the *Status* column as Pending, Approved, Denied or Withdrawn.

If you have questions about a denied request, send them to **HEBapplications@bcbsm.com**. If you're having issues accessing Health e-Blue through Availity Essentials, call Availity at 1-800-AVAILITY (282-4548).

How do I remove a provider from Health e-Blue?

An Availity Essentials administrator should follow these steps to remove a user from Health e-Blue.

1. Log in to Availity Essentials.*

2. Click *Payer Spaces* in the menu bar and then click the BCBSM and BCN logo.

3. In the Applications tab, click *Additional Security Maintenance — Blue Cross/BCN.*

4. Click the *History* tab.

5. Filter to view only actions related to Health e-Blue.

6. Click the options menu for the appropriate request and choose *Withdraw*. The Withdrawn status indicates that the provider is no longer needed in your organization's Clarify access and can be removed — for example, the provider has transferred to another office or organization.

How do I remove a user's access to Health e-Blue?

An Availity Essentials administrator should follow these steps to remove access to Health e-Blue.

1. Log in to Availity Essentials.*

2. Click *Maintain User* under your account name in the top right of the menu bar.

3. Enter the user's last name or user ID.

   Links appear to the right of the user's name for each organization to which they have access to Health e-Blue data.

4. Click the link for the organization for which the user should no longer have access to Health e-Blue data.

5. Under Roles, click *View Edit*.

6. Clear the checkbox for the *Clinician* role.

7. Click *Save*.

Who is my Availity Essentials administrator?

If you already have access to Availity Essentials:

1. [Log in to Availity Essentials.](#)*

2. Click your name (in the top navigation) and click *My Account.*

3. Click *Organization(s)*.

4. Click *Open My Administrators*.

If you need help while working in Availity Essentials, call 1-800-AVAILITY (282-4548).

*Clicking this link means that you're leaving the Blue Cross Blue Shield of Michigan and Blue Care Network website. While we recommend this site, we're not responsible for its content.

Availity is an independent company that contracts with Blue Cross Blue Shield of Michigan and Blue Care Network to offer provider portal and electronic data interchange services.

Clarify Health Solutions is an independent company that provides assessments of health care provider efficiency and quality for Blue Cross Blue Shield of Michigan and Blue Care Network.