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Overview

Blue Cross Blue Shield of Michigan and Blue Care Network use Availity Essentials as our provider portal. Availity is a multi-payer provider portal through which health care providers can look up member eligibility and benefits or claim status for patients with coverage through different health plans.

Each Availity user must have their own secure user ID and password that will enable them to work with Blue Cross, BCN and other participating payers in Michigan and to view information for those members.

Here's what you need to do to get started.

Is your organization registered with Availity?	What to do
Yes	<p>Set up permissions, or roles, for users who need access to Blue Cross- and BCN-specific tools. For details, see Set up access to tools within Availity, including Blue Cross- and BCN-specific tools on page 3.</p> <p>Once Availity users have the appropriate permissions, they'll need to complete training on these tools. Users can find information about this in the Availity Essentials user guide.</p> <p>Note: Because you already use Availity, Blue Cross and BCN are automatically available to you in drop-down lists within Availity, listed as "BCBS Michigan and Blue Care Network."</p> <p>Tip: If your organization is registered with Availity but you aren't sure who your administrator is, see How to find your Availity administrator on page 3.</p>
No	<p>Follow the steps in this document to:</p> <ol style="list-style-type: none"> 1. Select an Availity administrator. 2. Register for Availity. 3. Set up access to tools within Availity, including Blue Cross- and BCN-specific tools.

Select an administrator

Note: If your organization has already registered for Availity, you already have an administrator. Skip to [Set up access to tools within Availity, including Blue Cross- and BCN-specific tools](#) on page 3.

Your organization needs to designate an Availity administrator who will complete the registration process. Typically, this is an office manager.

While each organization can have only one primary administrator, there are other administrator roles you can assign to help with certain tasks. Below is the information your primary administrator will need:

- Basic information about your practice, including your federal tax ID and National Provider Identifier, or NPI
- Permission from your organization's legal authority, such as an owner or senior partner, to agree to Availity's *Organization Agreement* on behalf of your organization

Tip: Make sure you're aware of and compliant with Availity's system requirements. To do this, go to Availity's [Register for access](#)* webpage, scroll to the bottom of the page and click the *Requirements* tab.

Register for Availity

Your organization's designated Availity administrator should do the following:

1. Prepare to register:
 - For a guided approach to getting started, see Availity's [Register and Get Started with Availity Essentials](#)* webpage. It offers access to live and recorded training opportunities and to job aids that will assist you.
 - If your provider organization doesn't have an NPI, open the [Register and Get Started with Availity Essentials](#)* webpage, click *Get Started*, click *What should I know before getting started?* and review the information in the *Atypical Providers* section.
2. Go to Availity's [Register for access](#)* webpage.
3. Look for the Providers tile and click the *Register* button. The Create Account page opens. (If you're a billing service, click the *Register* button next to the Billing Services tile.)
4. After completing the form fields on the Create Account page, click *Continue*. The Availity registration wizard will guide you through the rest of the process.

- After you complete the registration process, Availity will send emails to you that include your next steps and a temporary password. You can then begin adding other users for your organization.

Notes:

- Each Availity user must have their own secure user ID and password.
- To learn how administrators can add users — either one at a time or with a spreadsheet — see the *Add Users* help topic within Availity. To view or print this help topic, you must be registered with Availity. To access this help topic, log in at [availity.com](https://www.availity.com)*, click *Help & Training*, click *Find Help*, click *Administrators* and then click *Add user*.

Help with registration

You can find additional information about registering on Availity's [Get Started](#)* webpage.

For registration assistance or a status update, call Availity Client Services at 1-800-AVAILITY (282-4548). Assistance is available Monday through Friday from 8 a.m. to 8 p.m. Eastern time (excluding holidays).

Set up access to tools within Availity, including Blue Cross- and BCN-specific tools

To determine the roles you need to assign to a user so they can access areas of and tools within Availity, see the *Availity Essentials roles for Blue Cross Blue Shield of Michigan and Blue Care Network* help topic within Availity. To view or print this help topic, you must be registered with Availity. To access this help topic, log in at [availity.com](https://www.availity.com)*, click *Help & Training*, click *Find Help*, and search on *BCBSM roles*.

If your organization needs access to the following tools, you'll need to take additional steps to set up access to them.

Tool	Description	For setup information, see...
e-referral	Used to submit and manage referrals and authorizations.	Availity administrators: Set up the e-referral tool PDF
Health e-Blue SM	Provides patient health reporting on conditions, treatment opportunities, pharmacy claims, diagnosis gaps and more.	Availity administrators: Set up Health e-Blue tools PDF

Once you've set up access to tools, staff who will use them need to complete training. They can find information about this in the [Availity Essentials user guide](#).

How to identify all Availity users who are assigned to the administrator role

To view a full list of your organization's Availity administrators:

1. Log in to our provider portal (availity.com*).
2. Click your name (in the top navigation) and click *My Account*.
3. Click *Organization(s)*.
4. Click *Open My Administrators*.

*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 services.