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## Overview

Blue Cross Blue Shield of Michigan and Blue Care Network use Availity Essentials™ as our provider portal. Availity Essentials 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 Essentials 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 Essentials?	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 <a href="#">Set up access to tools within Availity Essentials, including Blue Cross- and BCN-specific tools</a> on page 3.</p> <p>Once Availity Essentials users have the appropriate permissions, they'll need to complete training on these tools. Users can find information about this in the <a href="#">Availity Essentials user guide</a>.</p> <p>Note: Because you already use Availity Essentials, Blue Cross and BCN are automatically available to you in drop-down lists within Availity Essentials, listed as "BCBS Michigan and Blue Care Network."</p> <p>Tip: If your organization is registered with Availity Essentials but you aren't sure who your administrator is, see <a href="#">How to identify all Availity Essentials users who are assigned to the administrator role</a> on page 4.</p>

Is your organization registered with Availity Essentials?	What to do
No	<p>Follow the steps in this document to:</p> <ol style="list-style-type: none"> <li>1. <a href="#">Select an Availity Essentials administrator.</a></li> <li>2. <a href="#">Register for Availity Essentials.</a></li> <li>3. <a href="#">Set up access to tools within Availity Essentials, including Blue Cross- and BCN-specific tools.</a></li> </ol>

## Select an Availity Essentials administrator

Note: If your organization has already registered for Availity Essentials, you already have an administrator. Skip to [Set up access to tools within Availity Essentials, including Blue Cross- and BCN-specific tools](#) on page 4.

Your organization needs to designate an Availity Essentials 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 the Availity<sup>®</sup> *Organization Agreement* on behalf of your organization

Tip: Make sure you're aware of and compliant with Availity Essential's system requirements. To do this, go to the Availity Essentials [Resources: Essentials Registration & Support](#)\* webpage, scroll to the Features & Requirements section and click *Requirements*.

## Register for Availity Essentials

Your organization's designated Availity Essentials 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.

**Important:** If you add your organization as an atypical provider, your hierarchy will update automatically with the PGIP quarterly snapshot. This means you won't have to individually manage your providers within Availity Essentials for Health e-Blue<sup>SM</sup> and Clarify Health.

2. Go to the Availity Essentials [Resources: Essentials Registration & Support](#)\* webpage.
3. In the Healthcare Provider section, click the *Create Account* button. The Create User Account page opens. (If you're a billing service, click the *Create Account* button in the Billing Services section.)
4. After completing the fields on the Create User Account page, click *Continue*. The registration wizard will guide you through the rest of the process.
5. After you complete the registration process, Availity Essentials 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 Essentials 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 Essentials. To view or print this help topic, you must be registered with Availity Essentials. To access this help topic, log in at [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 the Availity Essentials [Register and Get Started with Availity Essentials](#)\* webpage.

For registration assistance or a status update, call Availity Essentials 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 Essentials, 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 Essentials, see the *Availity Essentials roles for Blue Cross Blue Shield of Michigan and Blue Care Network* help topic within Availity Essentials. To view or print this help topic, you must be registered with Availity Essentials. To access this help topic, log in at [availity.com](https://www.availity.com)<sup>\*</sup>, 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...
Clarify Health	Provides assessments of health care provider efficiency and quality	<a href="#">Availity Essentials administrators: Set up and maintain the Clarify Health tool</a> PDF
e-referral	Used to submit and manage referrals and authorizations.	<a href="#">Availity Essentials administrators: Set up and maintain the e-referral tool</a> PDF
Health e-Blue	Provides patient health reporting on conditions, treatment opportunities, pharmacy claims, diagnosis gaps and more.	<a href="#">Availity Essentials administrators: Set up and maintain Health e-Blue tools</a> PDF
Provider Data Management	Facilities and organizational (allied) providers use this tool to update and attest to facility and organizational provider information.	<a href="#">Update and attest to facility and organizational provider information in the Provider Data Management tool within Availity Essentials</a> PDF
Provider Enrollment and Change Self-Service	Group administrators use this tool to maintain data for health care providers.	<a href="#">Availity Essentials administrators: Grant access to Provider Enrollment and Change Self-Service</a> 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](#).

## Remove a user's access to Availity Essentials

When there are staff changes, Availity Essentials administrators can remove a user's access to Availity Essentials. To do this:

1. Log in to our provider portal ([availability.com](https://availability.com))\*.
2. Click *Manage My Team(s)* under your account name near the upper-right corner of the page.
3. If applicable, select the appropriate Organization (Customer ID).
4. Search for the team member whose access you want to remove. You can search by first name, last name, user ID or email address.
5. Click the action menu and choose *Deactivate User*.

### Notes:

- If the user is associated with multiple organizations, you'll need to remove their access for each organization. To do this, repeat the steps above.
- Before you can remove an Availity Essentials administrator's access to Availity Essentials, call Availity Client Services at 1-800-282-4548. They'll need to change the administrator who is on record before access can be removed.

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

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

1. Log in to our provider portal ([availability.com](https://availability.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<sup>®</sup> 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<sup>®</sup> 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.