

Trading Partner Agreement and Authorization: Online claim submission (portal)

Frequently asked questions

For Blue Cross commercial, Medicare Plus BlueSM,
Blue Care Network commercial and BCN AdvantageSM

August 2022

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This document explains when and how to update your Trading Partner Agreement and Authorization, or TPA, related to using the Availity Claims Submission Tool. It also includes information about creating a TPA.

Do I need to update my TPA if I use another clearinghouse or software vendor and am not changing how I’m submitting claims?

No, you don’t need to update your TPA unless you’re making a change.

Do I need to update my TPA if I’m registered with Availity Essentials for Blue Cross and BCN and want to use the Availity Claims Submission Tool to submit claims via direct data entry?

Click the situation that applies to you for more information.

- [I previously used the Internet Claims Submission Tool, or ICT, in web-DENIS](#)
- [I’m a new provider or I’m new to submitting claims via direct data entry, or DDE](#)

I previously used the ICT

If you previously used the ICT, you don't need to update your TPA if both of the following are true:

- You're using the same billing NPI you used to enter claims using the ICT.
- Your Blue Cross and BCN payers are the same payers you successfully submitted through ICT.

Our Electronic Data Interchange, or EDI, team already updated previous ICT users' billing NPIs within the EDI TPA to include the appropriate Availity Claims Submission Tool submitter ID (c0wva for professional claims or 593715944 for facility / institutional claims).

Although you're being asked to complete or confirm a TPA and to "Take Action/Update Status," you don't need to update your enrollment status to submit DDE claims within the Availity Claims tool. However:

- You **may** need to update your enrollment status to use some features within Availity[®], such as the EFT Remittance Viewer or Member Eligibility.
- You **will** need to set up your readable reports to view EDI edits.

To "Take Action/Update Status" in Availity, see [How do I update status or take action?](#) on page 3.

I'm a new provider or I'm new to submitting claims via DDE and want to use the Availity Claims Submission Tool

For Availity Essentials, you need to complete or update a TPA only if you'll submit claims through the Availity Claims Submission Tool via DDE.

Our TPA follows HIPAA guidelines for transactions, medical code sets, privacy and security. The TPA is a contract that must be completed by all providers and submitters who trade health care information with us electronically.


To confirm your TPA, to update your enrollment status or take action, or to request a trading partner user ID and password to complete a TPA, here's what you need to do:

Situation	Steps
If you already have a TPA user ID and password	<ol style="list-style-type: none"> 1. Go to the Trading Partner Agreement login page and log in. 2. To update your Availity transaction enrollment status or take action, see How do I update status or take action? in the next section for information about how to do this.

Situation	Steps
If you don't have a TPA user ID and password	<ol style="list-style-type: none"> 1. Request a user ID and password by emailing us at edisupport@bcbsm.com. Be sure to include the following information: <ul style="list-style-type: none"> ○ Business/office name ○ Contact name ○ Telephone number ○ Email address ○ Mailing address ○ Billing NPI ○ Tax ID ○ Your submitter ID, which will be c0wva for professional claims or 593715944 for facility / institutional claims 2. Once you receive your user ID and password via email and instructions on how to complete your TPA, complete your TPA. 3. Update your Availity transaction enrollment status. See How do I update status or take action? in the next section for information about how to do this.

How do I update status or take action?

To update your status or take action:

1. Log in to our provider portal (availity.com*).
2. Choose Claims & Payments > Transaction Enrollment in the menu.
3. Locate your task under Enrollments.
4. Do one of the following:
 - Click the action menu  to the right of the task and then click *Update Status*.
 - Click *Take Action*, which will direct you to Availity > 00710 (for professional claims) or Availity > 00210 (for institutional/facility claims). Then, do the following:
 - a. Click *Confirm*.
 - b. Change the status to *Enrollment Complete*.

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- c. Optional: Enter notes.
- d. Mark the *Step complete* checkbox.
- e. Click *Submit*.

Who should I contact with questions?

If you need help with...	Contact...
<ul style="list-style-type: none"> • Using the Availity Claims Submission Tool • Setting up readable claim edit reports • Entering direct data entry claims or resolving issues with claims • Remittance Viewer setup and electronic funds transfer, or EFT • Completing enrollment status in Availity • Other questions about working in Availity 	<p>Availity Client Services Call 1-800-AVAILITY (282-4548) between 8 a.m. and 8 p.m. Monday through Friday</p>
<ul style="list-style-type: none"> • Completing your TPA • Getting a TPA user ID and password 	<p>EDI Helpdesk Email edisupport@bcbsm.com</p>
<ul style="list-style-type: none"> • Registering as a Blue Cross or BCN provider 	<p>Provider Enrollment Call 1-800-822-2761 You can also find information on the Join Our Provider Network page of our bcbsm.com website.</p>

*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.