

Our [dedicated provider training site](#)** gives you easy access to recorded webinars, videos, eLearning modules and other training resources. Some of the resources below are located on the training site. Click [here](#) for instructions to register and log in.

Task	Resources	Notes
<p>Getting enrolled, accessing our provider portal and online tools</p>	<ul style="list-style-type: none"> • Sign up for our provider portal through Availity Essentials to access tools and references for working with Blue Cross and BCN. • <i>New provider guide</i> located at bcbsm.com/newprovider 	<p>As a best practice, we recommend providers and staff sign up for the provider portal and complete the provider training during the enrollment process.</p>

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.

*Requires sign on to our provider portal

**While we recommend this website and we're responsible for the Blue Cross Blue Shield of Michigan and Blue Care Network content on it, we don't own or control this

Task	Resources	Notes
<p>Working with Blue Cross Blue Shield of Michigan and Blue Care Network: Foundation</p>	<ul style="list-style-type: none"> • Blue Cross 101 curriculum: <ul style="list-style-type: none"> ○ Access through the Blue Cross provider training website** . Type “101” in the upper right search box. Click on the course title in the results. ○ Narrated web presentations on basic topics ○ Downloadable PDF slides included • The <i>Provider Enrollment and Signing up for Online Tools</i> sections in the Blue Cross 101 curriculum: <ul style="list-style-type: none"> ○ Access through the Blue Cross provider training website** . Type “101” in the upper right search box. Click on the course title in the results. ○ Narrated web presentation on basic topics ○ Downloadable PDF slides included (see the <i>Provider enrollment and signing up for online tools</i> section) • Provider Enrollment and Change Self-Service tool training: Video series on how to use the tool: <ul style="list-style-type: none"> ○ Access through the Blue Cross provider training website** . Type “provider enrollment” in the upper right search box. Click the <i>Courses</i> tab and then click on the <i>Provider Enrollment and Change Self-service tool</i> course in the results. 	<p>Overview of how to work with Blue Cross Blue Shield of Michigan and Blue Care Network</p>
<p>Checking benefits and eligibility</p>	<ul style="list-style-type: none"> • Use our provider portal (availity.com*) to verify patient benefits and eligibility. • Use the <i>Help & Training > Find Help</i> search on our provider portal (availity.com*) for directions on using the system. <ul style="list-style-type: none"> ○ e-Learning module 1 on the provider training website** . Search with the keyword “e-referral” to locate: <i>e-referral tutorials</i>. 	<p>Be sure to verify every patient’s benefits, eligibility and confirm you are in network for the patient’s specific plan.</p>

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<p>Using the e-referral system</p>	<ul style="list-style-type: none"> • <i>New provider guide</i> located at bcbsm.com/newprovider • e-referral User Guide • e-referral eLearning modules – Access through the Blue Cross provider training website^{**}. Type “e-referral” in the upper right search box. Click the <i>e-referral tutorials</i> course in the results. 	<ul style="list-style-type: none"> • BCN commercial members with PCP in Southeast and East Michigan need referrals for a specialist office visit: review e-Learning modules 1, 2, 3, 4, 5, 8 and 9. • See the article in the December 2021 issue of The Record
<p>Working with claims</p>	<ul style="list-style-type: none"> • Sign up for Electronic Data Interchange to exchange information like claims, electronic enrollment and patient eligibility. • Use the electronic funds transfer and online voucher program. • Use our provider portal (availity.com)[*] to check claims status, appeal status and vouchers. • For claim-specific information log in to the provider portal (availity.com)[*] <i>Secure Provider Resources</i> pages: <ul style="list-style-type: none"> ○ Publications > Manuals: all provider manuals include a claims-specific chapter for your review • Training on the provider training website[*]: search with the keyword “claims” to locate recorded webinars about basics, troubleshooting and appeals. 	<p>Submitting, troubleshooting and appealing claims</p>

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<p>Additional support</p>	<ul style="list-style-type: none"> • Online resources <ul style="list-style-type: none"> ○ Provider manuals* ○ Provider newsletters • Blue Cross and BCN contact information • Use our automated interactive voice response system for claims, benefit and cost-share information. If you need more information, you can transfer to a customer service representative 8 a.m. to noon and 1 p.m. to 5 p.m. Monday through Friday. The automated system is available anytime: Physicians and professionals: 1-800-344-8525. Read the September 2017 article in The Record for tips on using the voice response system. 	<p>Provider Inquiry information is included in the Blue Cross and BCN contact information</p>

To request access to the provider training site:

1. [Click here to register](#)**.
2. Complete the registration. We recommend using the same email you use to communicate with Blue Cross for provider-related needs. This will become your login ID.
3. Follow the [link to log in](#)**.

If you need assistance creating your login ID or navigating the site, email ProviderTraining@bcbsm.com.

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