



Nonprofit corporations and independent licensees of the Blue Cross and Blue Shield Association

Availity Essentials administrators: Set up and maintain the Clarify Health tool

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

August 2023

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Overview

Clarify Health by Clarify Health Solutions® provides physician organization, practice unit and provider-level assessments of efficiency and quality as compared to national benchmarks. It includes risk-adjusted standardized costs, scores and patient-level detail for populations that are attributed to primary care providers and specialty providers.

This information will help groups to:

- Identify where they’re over- or under-performing compared to case-mix adjusted benchmarks.
- Determine the impact of bringing areas of underperformance in line with benchmarks.
- Determine where to focus performance improvement efforts for the greatest impact.

For more information, see clarifyhealth.com/solutions/providers.*

Set up access to Clarify Health

These tasks must be completed by your organization’s Availity® Essentials administrator, not by each Clarify Health user.

Tips:

- Make sure your organization is registered with Availity Essentials. For more information, see the [Register for web tools](#) page on bcbsm.com.

- Organizations that have already registered with Availity Essentials can determine who their administrator is by seeing “Find your Availity Essentials administrator” on page 5.

Task 1: Assign 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 and choose *Maintain user*.
3. Do one of the following:
 - If you're the Availity Essentials administrator for a single business (organization), skip to step 4.
 - If you're the Availity Essentials administrator for multiple businesses (organizations), select the organization to which the user whose data needs to appear in Clarify Health is assigned.
4. Click the user's name.
5. Click *View/edit* under the “Roles” column for the organization to which the user is assigned.
6. Select the “Clinician” role.
7. Scroll to the bottom and click *Save*.

Task 2: Identify the physicians for whom reporting will be available in Clarify Health

To view information for an entire physician organization or Blueprint risk-bearing contracted entity, or RBCE, through Clarify Health, follow these steps.

1. Verify that you know your PO or IRBCE number. If you don't have this information, send an email to tenochs@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.

Important: For Blue Cross Blue Shield of Michigan, atypical providers are groups that consist of multiple NPIs (for example, Physician Organizations, Managed Care Groups or Blueprint risk-bearing contracted entities).

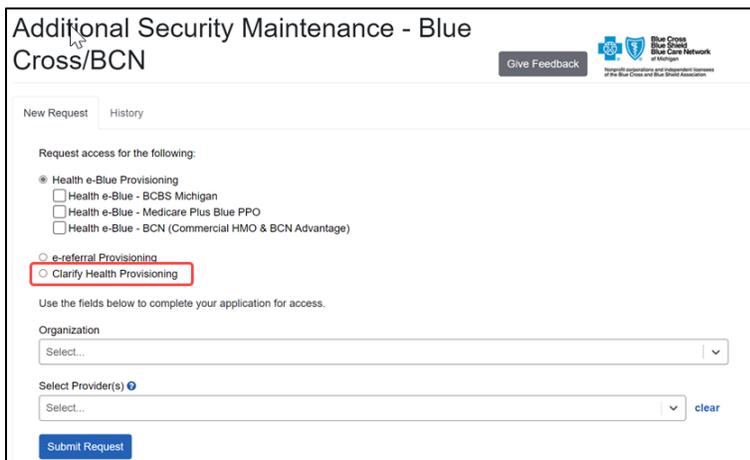
5. Enter the organization's Tax ID and leave *EIN* selected in the Type field.

6. Click *Find Provider*.
7. Choose *Group/Facility* as the Provider Type.
8. Enter a name for the physician organization or RBCE in the *Group Name/Facility Name* field.

Tip: If you're adding multiple entities that have similar names, be sure to add text to help identify each entity in drop-down lists throughout Availity Essentials. For example, you could append a number or other unique identifier to each facility name, such as Entity 1, Entity 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*.
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. Enter your PO or IRBCE number in the ID Number field.
15. Click *Next* and follow the prompts.

Task 3: Request access to Clarify Health through Availity Essentials

1. Click *Payer Spaces* on the Availity Essentials menu bar and then click the BCBSM and BCN logo.
2. In the Applications tab, click *Additional Security Maintenance — Blue Cross/BCN*.
3. Click the *Clarify Health Provisioning* option.



Additional Security Maintenance - Blue Cross/BCN

New Request History

Request access for the following:

Health e-Blue Provisioning

Health e-Blue - BCBS Michigan

Health e-Blue - Medicare Plus Blue PPO

Health e-Blue - BCN (Commercial HMO & BCN Advantage)

e-referral Provisioning

Clarify Health Provisioning

Use the fields below to complete your application for access.

Organization

Select...

Select Provider(s)

Select... clear

Submit Request

4. Select *BCBS Michigan and Blue Care Network* from the *Organization* drop-down list.
5. Select the providers associated with the PO or IRBCE number that is needed for Clarify Health from the *Select Provider(s)* drop-down list.
6. Click *Submit Request*.

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

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 Clarify Health.

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 tenochs@bcbsm.com. If you're having issues accessing Clarify Health through Availity Essentials, call Availity at 1-800-AVAILITY (282-4548).

Remove a provider from Clarify Health

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 Clarify Health.
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 Health access and can be removed — for example, the provider has transferred to another office or organization.

Remove a user's access to Clarify Health

An Availity Essentials administrator should follow these steps to remove a user's access to Clarify Health.

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 for which they have access to Clarify Health.

4. Click the link for the organization for which the user should no longer have access to Clarify Health data.
5. Under Roles, click *View Edit*.
6. Clear the checkbox for the *Clinician* role.
7. Click *Save*.

Find your 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 don't have access to Availity Essentials, call 1-800-AVAILITY (282-4548).

Questions

If you have questions, submit them by going to the PGIP Collaboration Site, selecting the PO or RBCE Issue Log, and selecting the *Clarify Health* category. The Blue Cross team will triage the questions and respond as quickly as possible.

*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.



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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.