Blue Cross Blue Shield Blue Care Network of Michigan

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Availity Essentials administrators: Set up and maintain Health e-Blue tools

For Blue Cross commercial, Medicare Plus Blue℠, Blue Care Network commercial and BCN Advantage℠

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Overview

If your organization has provider specialties that are eligible for Blue Cross Blue Shield of Michigan and Blue Care Network's Health e-Blue℠ tools, your Availity® Essentials administrator must take action to give users access to these tools.

Our Health e-Blue tools provide patient health reporting on conditions, treatment opportunities, pharmacy claims, diagnosis gaps and more. For more information about Health e-Blue, see the For Providers: What is Health e-Blue? page on **bcbsm.com**.

Which provider specialties are eligible for access to Health e-Blue?

See the tables below to determine which physicians and which advanced practice providers can access Health e-Blue.

Important:

- Only providers who are credentialed with Blue Cross Blue Shield of Michigan or Blue Care Network will be available in Health e-Blue.
- Health e-Blue access is only for primary care providers and medical care groups that have affiliated or attributed members.

Physicians who can access Health e-Blue

For all plans, access to Health e-Blue is available to physicians with the following provider specialties who are identified as primary care providers, unless otherwise stated.

Tool and plans	Provider specialties
BCN Health e-Blue, for BCN commercial and BCN Advantage℠	• Family medicine • General practice • Geriatric medicine • Internal medicine • Nephrology • Pediatrics *Note: Medical care group administrators are also eligible for access to Health e-Blue.*
• BCBSM Health e-Blue, for Blue Cross commercial • BCBSM Medicare Advantage Health e-Blue, for Medicare Plus Blue℠	• Addiction medicine and addiction medicine – family practice • Adolescent medicine and adolescent medicine – pediatrics • Allergy/immunology and allergy/immunology – internal medicine • Cardiology • Critical care medicine, critical care – internal medicine and critical care – pediatrics • Cardiovascular disease • Endocrinology, diabetes/ metabolism endocrinology • Family practice • Gastroenterology • General practice • Geriatric medicine – family practice and geriatric medicine – internal medicine • Hematology – internal medicine and hematology/oncology • Interventional cardiology • Infectious disease • Internal medicine and internal medicine pediatrics • Nephrology neuromusculoskeletal medicine oncology • Pediatrics and pediatric allergy/ immunology, cardiology, endocrinology, gastroenterology hematology/oncology, infectious disease, nephrology, pulmonology preventive medicine and rheumatology • Public health/general preventive medicine • Pulmonary disease • Rheumatology • Sports medicine – family practice, sports medicine – internal medicine and sports medicine – pediatric

Advanced practice providers who can access Health e-Blue
Advanced practice providers who are identified as PCPs are eligible for access to Health e-Blue as follows.

Tool and plans	Advanced practice providers
BCN Health e-Blue, for BCN commercial and BCN Advantage℠	Nurse practitioners who are directly affiliated with BCN as primary care providers through individual contracts *Note: Medical care group administrators are also eligible for access to Health e-Blue.*

• BCBSM Health e-Blue, for Blue Cross commercial
• BCBSM Medicare Advantage Health e-Blue, for Medicare Plus Blue℠
	• Nurse practitioners with the following specialties:
	  ○ Acute care
	  ○ Adult care
	  ○ Family care
	  ○ Pediatric care
	  ○ Gerontology care
	• Physician assistants with the following specialties:
	  ○ Adolescent medicine
	  ○ Family practice (medicine)
	  ○ Family medicine and osteopathic manipulative treatment, or OMT, general practice
	  ○ Geriatric medicine
	  ○ Internal medicine
	  ○ Pediatric medicine
	  ○ Preventive medicine
	  ○ Public health/general medicine

As the Availity Essentials administrator, what do I need to do to give users access to Health e-Blue?

After registering your organization for Availity Essentials, your Availity Essentials administrator must complete the following three tasks. This document contains step-by-step instructions for each task.

1. Task 1: Assign each Health e-Blue user the clinician role in Availity Essentials
2. Task 2: Identify the providers for whom reporting will be available in Health e-Blue
3. Task 3: Request access to Health e-Blue through the Blue Cross and BCN payer space in Availity Essentials

These tasks must be completed by your organization's Availity Essentials administrator, not by each Health e-Blue user.

Tips:

- If your organization isn't already registered with Availity Essentials, it's time to start the registration process. For more information, go to the Register for Web Tools page on **bcbsm.com**. If you need help registering for Availity Essentials, call 1-800-AVAILITY (282-4548).
- Organizations that have already registered with Availity Essentials can determine who their administrator is by seeing "Who is my Availity Essentials administrator?" later in this document.

Task 1: Assign each Health e-Blue user 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.
3. Select *Manage My Teams*.
4. Do one of the following:
   - If you're the Availity Essentials administrator for a single business (organization), skip to step 5.
   - If you're the Availity Essentials administrator for multiple businesses (organizations), select the organization to which the user who needs access is assigned.
5. Click the user's name.
6. Click menu button ☰ in the "Actions" column for the organization to which the user is assigned.
7. Click *Edit Roles*.
8. Select the "Clinician" role.
9. Click *Update Roles*.

Task 2: Identify the providers for whom reporting will be available in Health e-Blue

Do one of the following.

- **For physician practices only:** To view information for a specific provider through Health e-Blue, you need to give the organization access to that provider's type 1 NPI through Availity Essentials. (See the instructions in the next section if your organization is a

physician organization or a medical care group that needs to view information for an entire organization.)

1. Click *Manage My Organization* under your account name in the top right of the menu bar.
2. Click the *Manage Providers* button and then click *Add Provider(s)*.
3. Enter information in the following fields to locate a provider:
   - *Tax ID Type*
   - *Tax ID* — Enter the appropriate EIN or SSN.
   - *National Provider ID (NPI)* — Enter the provider's type 1 NPI.
4. Click *Find Provider*.
5. If there's a match with your provider in the results, click *Next* and continue to follow the prompts.

Tip: If you need to bulk load multiple providers, you can upload up to 500 via the spreadsheet upload option.

- **For physician organizations and medical care groups only:** To view information for an entire provider organization or medical care group through Health e-Blue, follow these steps.

  1. Verify that you know your PO number and/or IH code. If you don't have this information, ask your Availity Essentials administrator. (If you don't know who your administrator is, see "Who is my Availity Essentials administrator?" on Page 10.)
  2. Click *Manage My Organization* under your account name in the top right of the menu bar.
  3. Click the *Manage Providers* button and then click *Add Provider(s)*.
  4. Mark the *This is an atypical provider and does not provide health care, as defined under HIPAA regulations* checkbox.
  5. Click *Find Provider*.
  6. Select *EIN* in the Tax ID Type field.
  7. Enter the tax ID in the Tax ID field.
  8. Click *Find Provider*.
  9. Choose *Group/Facility* as the Provider Type.

10. Enter a name for the group/facility in the *Group Name/Facility Name* field.

    Important: If you're adding multiple groups/facilities that have similar names, add text to the name of the organization to help identify each group or facility in drop-down lists throughout Availity Essentials. For example, append a number or other unique identifier to each organization name, such as <Medical Care Group> 1 and <Medical Care Group> 2 or <Facility> 1 and <Facility> 2.

11. In the *Primary Specialty/Taxonomy* field, select any taxonomy code. It doesn't matter which one you choose.

12. Click *Next*.

    In the Identifiers screen, follow the steps below to enter your organization's PO number and/or IH code, depending on which Health e-Blue tools your organization uses.

13. Click *Add Identifier*.

14. Choose *Payer Assigned Provider ID (PAPI)* in the ID Type field.

15. Select *BCBS Michigan and Blue Care Network* in the Payer field.

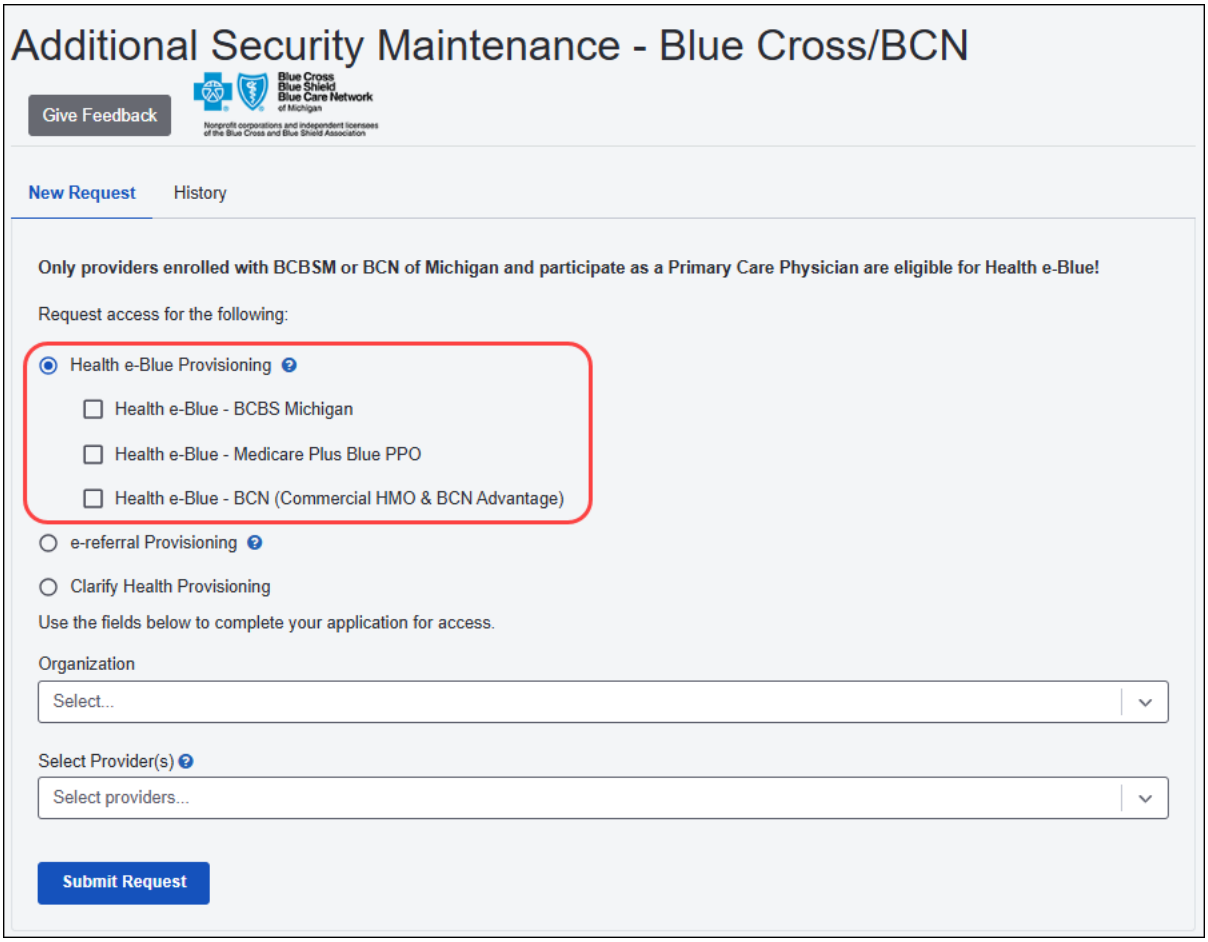
16. Do one of the following in the ID Number field:

    - **For Health e-Blue - BCBSM or Health e-Blue - Medicare Plus Blue PPO:** Enter the six-digit PO number.
    - **For Health e-Blue - BCN:** Enter the 12-character IH code.

17. Click *Next* and follow the prompts.

Task 3: Request access to Health e-Blue through the Blue Cross and BCN payer space in Availity Essentials

1. Click *Payer Spaces* on the Availity Essentials menu bar.
2. Click the BCBSM and BCN logo to open the Applications tab within the Blue Cross and BCN payer space.
3. Click *Additional Security Maintenance — Blue Cross/BCN.*
4. Click the *Health e-Blue Provisioning* option.
5. Mark the checkboxes for each version of Health e-Blue to which the selected providers need access. These include:
    - BCBS Michigan
    - Medicare Plus Blue PPO
    - BCN (Commercial HMO & BCN Advantage)



Tips:

- If you need to give a provider access to the e-referral system, see the document titled Availity Essentials administrators: Set up e-referral tools.
- If you need to set up access to Clarify Health, see the document titled Availity Essentials administrators: Set up and maintain the Clarify Health tool.

6. Select the appropriate organization from the *Organization* drop-down list.
7. Select the providers associated with the PO number or the IH code that is needed for Health e-Blue from the *Select Provider(s)* drop-down list.
8. Click *Submit Request*.

Allow one business day for us to process requests.

How do I check the status of a request?

An Availity Essentials administrator should follow these steps to 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. Click the *Filter* button.
6. Under Access Requested, remove *INSTATE e-referral* and *Clarify Health* so you'll see only actions related to Health e-Blue.

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

How do I reprocess a request that was previously denied?

To reprocess a request, an Availity Essentials administrator should do the following to withdraw the denied request and submit a new 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. Select your organization in the drop-down list.
5. Click the *History* tab.
6. Click the *Filter* button.
7. Under Status, remove Pending, Approved and Withdrawn so you'll view only denied requests.
8. Under Access Requested, remove INSTATE e-referral and Clarify Health so you'll view only pending requests for Health e-Blue.
9. In the Actions column, click the menu button and select *Withdraw*.

Important: Don't choose Resubmit. This will cause the request to pend rather than reprocessing it.

10. Click the *New Request* tab.
11. Mark the checkboxes for each version of Health e-Blue to which the selected providers need access.
12. Select the appropriate organization from the *Organization* drop-down list.
13. Select the providers associated with the PO number or the IH code that is needed for Health e-Blue from the *Select Provider(s)* drop-down list.
14. Click *Submit Request*.

Allow one business day for us to process requests.

If you have questions about a denied request, send them to **HEBapplications@bcbsm.com**. If you're having issues accessing Health e-Blue through Availity Essentials, call Availity at 1-800-AVAILITY (282-4548).

How do I remove a provider from Health e-Blue?

An Availity Essentials administrator should follow these steps to remove a provider from Health e-Blue.

Note: If you're removing the provider because they're leaving your organization, you should also remove them from the organization. See the Availity Essentials administrator guide for more information.

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. Click the *Filter* button.
6. Under Access Requested, remove *INSTATE e-referral* and *Clarify Health* so you'll view only action related to Health e-Blue.
7. Click the menu button ☰ for the appropriate request and choose *Withdraw*. The Withdrawn status indicates that the provider is no longer needed in your organization's Health e-Blue access and can be removed — for example, the provider has transferred to another office or organization.

How do I remove a user's access to Health e-Blue?

An Availity Essentials administrator should follow these steps to remove access to Health e-Blue.

1. Log in to Availity Essentials.*
2. Click *Manage My Teams* under your account name in the top right of the menu bar.
3. If you're the administrator for multiple organizations, select the appropriate organization.
4. Enter the user's last name or user ID.
5. Click the menu button ☰.
6. Click *Edit Roles*.
7. Select *Clinician*.
8. Clear the checkbox for the *Clinician* role.
9. Click *Update Roles*.

Who is my 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)*.

If you need help while working in Availity Essentials, call 1-800-AVAILITY (282-4548).

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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.

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.