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 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.

Which provider specialties are eligible for access to 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. For BCN commercial and BCN Advantage plans only, nurse practitioners who are identified as PCPs are also eligible.

Tool and plans	Provider specialties	
BCN Health e-Blue, for BCN commercial and BCN Advantage℠	- Family medicine - General practice - Geriatric medicine - Internal medicine *Note: Medical care group administrators are also eligible for access to Health e-Blue.*	- Nephrology - Nurse practitioners - Pediatrics
- 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

Important! Only the provider specialties listed above are eligible for access to Health e-Blue, and only providers who are credentialed with Blue Cross and/or BCN will be available in Health e-Blue.

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

After registering your organization for Availity, your Availity 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

2. Task 2: Identify the physicians 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

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

Tips:

- If your organization isn't already registered with Availity, 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, call 1-800-AVAILITY (282-4548).

- Organizations that have already registered with Availity can determine who their administrator is by seeing "How to find your Availity administrator" later in this document.

Task 1: Assign each Health e-Blue user the clinician role in Availity

1. Log in to Availity. On the upper-right side of the screen, click on your account.

2. Select *Maintain user*.

3. Do one of the following:

   o If you're the Availity administrator for a single business (organization), skip to step 4.

   o If you're the Availity administrator for multiple businesses (organizations), select the organization to which the user who needs access is assigned whose account you want to manage.

4. Click the user's name.

5. Click *View/edit* under the "Roles" column for the organization to which the user is assigned whose account you want to manage.

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 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 physician's type 1 NPI through Availity. (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.)

Availity® administrators:
Set up Health e-Blue^SM tools
For Blue Cross commercial, Medicare Plus Blue^SM,
Blue Care Network commercial and BCN Advantage^SM
March 2023

1. Click *Manage My Organization* under your account name in the top right of the menu bar.

2. Click *Add Provider(s)*.

3. Enter information in the following fields to locate a provider:

    o *Tax ID*

    o *Type* — Enter the appropriate EIN or SSN.

    o *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, send an email to **HEBapplications@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.

    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 group/facility in the *Group Name/Facility Name* field.
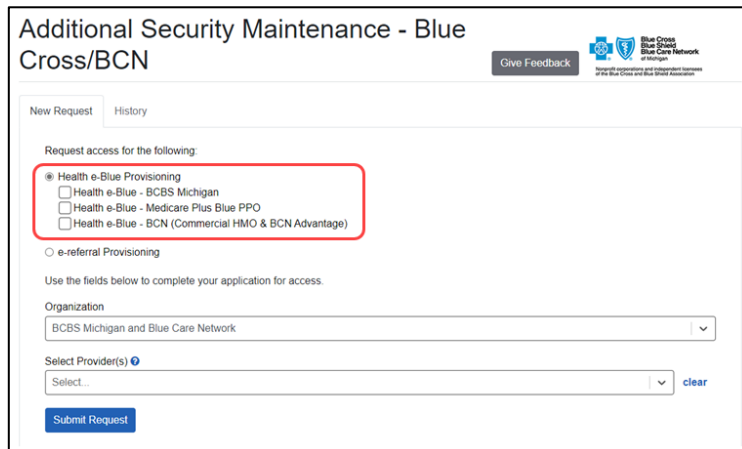
        Tip: If you're adding multiple groups/facilities that have similar names, be sure to add text to help identify each group or facility in drop-down lists throughout Availity. For example, you could append a number or other unique identifier to each facility name, such as Medical Care Group 1, Medical Care Group 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*.

        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.

    11. Click *Add Identifier*.

Availity® administrators:
Set up Health e-Blue℠ tools
For Blue Cross commercial, Medicare Plus Blue℠,
Blue Care Network commercial and BCN Advantage℠
March 2023

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

13. Select *BCBS Michigan and Blue Cross* in the Payer field.

14. **If your organization uses BCBSM Health e-Blue and/or BCBSM Medicare Advantage Health e-Blue:** Enter your six-digit PO number in the ID Number field. If not, skip to the next step.

15. **If your organization uses BCN Health e-Blue:** Enter your 12-digit IH code. If you already entered a PO number, you'll need to click *Add identifier* again and repeat steps 12 and 13 before you can enter the IH code in the ID Number field.

16. Click *Next* and follow the prompts.

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

1. Click *Payer Spaces* on the Availity 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:

   o   BCBS Michigan

   o   Medicare Plus Blue PPO

   o   BCN (Commercial HMO & BCN Advantage)

Tip: If you need to give a provider access to the e-referral system, see the document titled Availity administrators: Set up e-referral tools.

6. Select *BCBS Michigan and Blue Care Network* from the *Organization* drop-down list.

Availity® administrators:
Set up Health e-Blue^SM tools
For Blue Cross commercial, Medicare Plus Blue^SM,
Blue Care Network commercial and BCN Advantage^SM
March 2023

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 five to seven business days for us to process requests.

To check the status of your request, log in to Availity, follow the first three steps listed under "Task 3" above and then click the *History* tab. You can filter to view only actions related to Health e-Blue. Your access request will be listed and the status noted in the *Status* column.

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, call Availity at 1-800-AVAILITY (282-4548).

Who is my Availity administrator?

If you already have access to Availity:

1. Log in to Availity.

2. Click your name (in the top navigation) and click *My Account.*

3. Click *Organization(s)*.

4. Click *Open My Administrators*.

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