



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

# Transitioning to the Availity® provider portal

## Frequently asked questions for providers

For Blue Cross commercial, Medicare Plus Blue<sup>SM</sup>, Blue Care Network commercial and BCN Advantage<sup>SM</sup>

Revised June 24, 2022

*In this document: Key questions and new questions are noted in red.*

General information .....5

    What is Availity?.....5

    What is a multi-payer provider portal? .....5

    Why are Blue Cross and BCN moving to Availity?.....6

The transition and registration .....6

    When are Blue Cross and BCN moving to Availity? .....6

    What do providers need to do for this transition?.....6

    Our office already uses Availity. Do we need to do anything to be able to access Blue Cross and BCN information in Availity (to check eligibility, request authorizations, etc.)? .....7

    Our office already uses Availity. When can we start using it for Blue Cross and BCN? .....7

    Will we sign in with the same username and password?.....7

    How soon should providers register for Availity? .....8

    Should physician organizations be encouraging their practices to register their Availity administrator now?.....8

**KEY: What is the Availity contact information for registering? .....8**

**KEY: What should providers who are not currently registered for Availity do now? .....8**

    Can there be one administrator for multiple providers who each bill under their own NPI and are not a group?.....9

**KEY: How should large provider organizations handle selecting an Availity administrator? Can they have multiple administrators? .....9**

**KEY: Is the organization’s Availity administrator responsible for training the rest of the organization’s users? .....9**

    We are a billing service. Will you enroll our provider information into Availity for us? .....9

    Does the delay in transitioning to Availity mean that Blue Cross and BCN are reconsidering moving to the Availity portal? .....9

    Is there a charge to providers for using Availity to access Blue Cross and BCN information? .....10

**KEY: Will Availity administrators have to go into every existing individual user’s account to add Blue Cross and BCN access?.....10**

**KEY: How do I know which Availity roles I have? .....10**

**KEY: Is there a detailed explanation of the access roles within Availity so Availity administrators know which roles to assign to each user? .....10**

    Will there be any tools within Availity, such as e-referral and Health e-Blue, for which Availity administrators will need to continue completing and faxing in paper applications? .....11



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

# Transitioning to the Availity® provider portal

## Frequently asked questions for providers

For Blue Cross commercial, Medicare Plus Blue<sup>SM</sup>, Blue Care Network commercial and BCN Advantage<sup>SM</sup>

Revised June 24, 2022

We had to complete the Provider Secured Access Application to access web-DENIS and Health e-Blue. What forms will we need to complete to have the same access in Availity?... 11

Do non-provider partners (organizations with no NPI) need to register with Availity? Will fee schedules and HCPCS code policy information transition to Availity?..... 11

Availity functionality – Eligibility and benefits ..... 12

    As an existing Availity user, are eligibility and benefit inquiries currently available to my group? ..... 12

    For which Blue Cross and BCN lines of business can I access eligibility and benefits in Availity?..... 12

    Can providers use Availity to review Medicare and Medicaid eligibility for Blue Cross and non-Blue Cross patients statewide?..... 12

**KEY:** How do I find Medicare eligibility in Availity? ..... 12

**New and KEY:** How do I find Medicaid eligibility in Availity? ..... 13

    Are Medicare Plus Blue<sup>SM</sup> and BCN Advantage<sup>SM</sup> included in the transition to Availity?..... 13

    Can providers search by name and date of birth for existing contracts? ..... 14

    Can providers find accumulations for member deductibles and out-of-pocket costs on Availity?..... 14

**KEY:** Can providers access out-of-state Blue plan member eligibility and benefits through Availity?..... 14

    Can providers check eligibility, deductible and copays within Availity for other health plans besides Medicare and Blue Cross? ..... 14

    Is training available to help providers learn how to check benefits for a specific specialty, like physical therapy? ..... 14

**KEY:** Will there be anything comparable to the Benefit Package Report (BPR) in Availity?... 15

**NEW:** Where can I find coordination of benefits information or the liability of other insurance on Availity?..... 15

Availity functionality – Claims..... 15

    Does Availity offer an option for claims status inquiry for out-of-state Blue plan members? .. 15

    Is there a limit to the number of claims viewable in Availity by NPI? ..... 16

    Can providers access payment and denial information through Availity?..... 16

    Within Availity, can providers access electronic remittance advices and vouchers? ..... 16

**KEY:** Is there anything Availity users need to do in order to view a remittance advice (voucher) for Blue Cross or BCN within Availity?..... 16

    Can providers access electronic remittance advices and vouchers for Medicare crossover claims in Availity?..... 17



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

# Transitioning to the Availity® provider portal

## Frequently asked questions for providers

For Blue Cross commercial, Medicare Plus Blue<sup>SM</sup>, Blue Care Network commercial and BCN Advantage<sup>SM</sup>

Revised June 24, 2022

Are historical remittance advices and vouchers for Blue Cross and BCN available in Availity? ..... 17

Can providers print remittance advices and vouchers (also called explanation of benefits/payments) statements within Availity? Can providers print EOBs through web-DENIS until it is shut down?..... 17

Are 835 remittance files impacted by the transition to Availity? ..... 18

Are the electronic funds transfer registration and update processes changing due to the transition to Availity? ..... 18

**NEW: How can a medical supplier, or other allied provider, located outside the state of Michigan enroll for electronic funds transfer with Blue Cross Blue Shield of Michigan?..... 18**

Will providers experience a delay in payments due to the transition to Availity? ..... 18

Will use of the Provider Trading Partner Agreement platform for enrolling NPIs for claims, remittance and eligibility change with the transition to Availity?..... 19

Are clearinghouses that work directly with Blue Cross today impacted by the transition to Availity? Do they need to re-enroll? ..... 19

Can providers who have a Trading Partner Agreement with Blue Cross continue to submit claims through Blue Cross using the provider’s billing software after Blue Cross transitions to Availity?..... 19

Can providers email claim questions and receive a response through Availity? ..... 19

Our office submits claims through web-DENIS using the Internet Claims Tool. Can we continue doing so until the switch to Availity?..... 19

Will providers that currently use the Internet Claims Tool to submit claims be able to continue doing so after the transition to Availity? .....20

We use the Internet Claims Tool to bill other plans besides Blue Cross and BCN. Will we be able to continue doing so after the move to Availity?.....20

Our office uses the Internet Claims Tool. Will all client claim history be automatically transferred over to Availity? .....20

Availity functionality – Enrollment and credentialing .....20

Will providers use Availity to perform enrollment and credentialing tasks? .....20

**NEW: Is Provider Enrollment and Change Self-Service changing? How can we access it in Availity?.....21**

Why is my provider demographic information different in Availity?.....21

Availity functionality – Prior authorizations and referrals .....21

**KEY: How do I set up e-referral on Availity Essentials?.....21**

Are prior authorization requirements or the process for requesting prior authorization changing with the transition to Availity? .....22



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

# Transitioning to the Availity® provider portal

## Frequently asked questions for providers

For Blue Cross commercial, Medicare Plus Blue<sup>SM</sup>, Blue Care Network commercial and BCN Advantage<sup>SM</sup>

Revised June 24, 2022

If a prior authorization already exists for a patient, will the prior authorization transfer over to Availity or does a new prior authorization need to be submitted? .....22

*NEW: Can hospitals continue to email updates to inpatient authorizations or is this changing with Availity? .....22*

Will the authorization process for home health services continue to occur through CareCentrix® after the transition to Availity? .....22

Can providers access TurningPoint Healthcare Solutions LLC through Availity for musculoskeletal authorization requests? .....22

*NEW: Within Availity is there a way to check TurningPoint authorization needs by only adding the contract number? .....23*

*NEW: Will the process for requesting post-acute care authorizations through naviHealth change with the transition to Availity? .....23*

Does e-referral operate the same in Availity? Will we be able to look up BCN global referrals? .....23

*NEW: Are prior authorization requests moving from e-referral and AIM Specialty Health® to Availity? .....23*

Is the NovoLogix® tool for requesting prior authorization for drugs available within Availity? .24

*NEW: Are medical drug authorizations in Availity only accessible by the requesting physician and not the rendering physician? .....24*

*NEW: If I know my patient needs an authorization or a referral, do I still need to go through the Authorization Request or Referral Request tool to submit the request? .....24*

Availity functionality – Payer Space .....25

    When users click on the Blue Cross and BCN Payer Space site within Availity, do they need a user ID and password to access tools like e-referral and Health e-Blue?.....25

    Will the RC Claim Assist medical drug coding tool be available within Availity?.....25

Availity functionality – General / miscellaneous .....25

    Is a “Chat with Payer” option available for Blue Cross and BCN within Availity?.....25

    Is the Availity portal used for eligibility, authorizations and claims for skilled nursing facilities? .....25

    Will patients still have access to view claims, deductibles, explanation of benefits, etc.? .....26

    Ohio providers already use Availity. Will Ohio providers have access to Blue Cross and BCN member eligibility and claim status when Michigan begins using Availity?.....26

    Is Availity compatible with Apple computers? .....26

*NEW: Where do we submit qualification forms within Availity? .....26*

Provider Secured Services and web-DENIS.....27

    Is web-DENIS going away? If so, when? .....27

Is there a deadline when Blue Cross and BCN will no longer set up new users for web-DENIS? .....27

Is Blue Cross and BCN's Provider Secured Services going away? .....27

Which of Blue Cross and BCN's online tools are not changing with the transition to Availity? .....27

Which of Blue Cross and BCN's online tools are changing with the transition to Availity? .....28

Questions .....28

I have additional questions that aren't answered in this FAQ document. How can I get them answered? .....28

In September 2020, Blue Cross Blue Shield of Michigan and Blue Care Network announced in [The Record](#) and in [BCN Provider News](#) that we're moving to the Availity® provider portal. The transition began March 19, 2022, as shown in the diagram below. This document contains frequently asked questions about this transition.



## General information

### What is Availity?

Availity® is a company that operates a multi-payer provider portal, called Availity Essentials, with easy-to-use online tools for health care providers. Established in 2001, Availity connects over a million providers to health plans in the United States with tools for patient eligibility and benefits, claims status and authorization to facilitate the business side of health care.

### What is a multi-payer provider portal?

A multi-payer provider portal is a website where health care providers can find information for multiple health plans. This means a health care provider can look up member eligibility and benefits or the status of a claim for patients with coverage from

different health plans all while logged into the same system. In the first half of 2022, member information will be on Availity for the following Michigan health plans: Blue Cross Blue Shield of Michigan, Blue Care Network, Aetna®, Humana® and Molina Healthcare. In fact, 82% of Blue Cross Blue Shield of Michigan's out-of-state members live in states with a Blue Cross plan that is already using Availity.

### Why are Blue Cross and BCN moving to Availity?

Blue Cross and BCN providers responded to a survey in 2019, providing feedback on what they like about our current provider portal and areas where we can improve. We looked closely at our opportunities to offer an enhanced online experience and found that Availity meets many of the criteria that you told us matter to you.

## The transition and registration

### When are Blue Cross and BCN moving to Availity?

The transition has been occurring in stages:

- March 19, 2022: Providers who already had access to Availity, began using Availity for all Blue Cross and BCN business.
- April 18, 2022: Providers without previous access to Availity, can now register.
- June 22, 2022: A phased retirement of Blue Cross and BCN's Provider Secured Services and web-DENIS began. A list of the applications that have been removed from Provider Secured Services and are now available only within the new Availity provider portal can be viewed at [Applications removed from Provider Secured Services](#).

For more information, see the [Welcome to Availity special edition newsletter](#).

Continue to read our provider publications, *The Record* and *BCN Provider News*, to learn the latest information about the transition to Availity. We encourage you to [subscribe to our publications](#) if you haven't already.

### What do providers need to do for this transition?

Providers who already used Availity with other payers received access to Blue Cross and BCN information on Availity beginning March 19, 2022. Your Availity administrator needs to complete some tasks to set up e-referral and Health e-Blue<sup>SM</sup> (if you use this tool) in Availity. For more information, view these provider alerts:

- [Availity® administrators: Set up the e-referral tool within Availity](#)

- [Availity® administrators: Set up Health e-Blue<sup>SM</sup> tools within Availity](#)

Providers who are not currently registered with Availity need to register. Once registered, the Availity administrator needs to set up the e-referral and Health e-Blue tools as noted above.

### **Our office already uses Availity. Do we need to do anything to be able to access Blue Cross and BCN information in Availity (to check eligibility, request authorizations, etc.)?**

No. Blue Cross and BCN are available to you as a payer in the dropdown menu, listed as “BCBS Michigan and Blue Care Network.”

If you have access to more than one state or region, be sure to first select Michigan from the state dropdown menu located in the top navigational bar on the Availity Essentials home page. Selecting Michigan will allow access to all available Michigan payers, including BCBS Michigan and Blue Care Network.

If you use the e-referral or Health e-Blue tools, your Availity administrator will need to complete some tasks. For details, see these provider alerts:

- [Availity® administrators: Set up the e-referral tool within Availity](#)
- [Availity® administrators: Set up Health e-Blue<sup>SM</sup> tools within Availity](#)

### **Our office already uses Availity. When can we start using it for Blue Cross and BCN?**

Effective March 19, 2022, providers already registered with Availity received access to Blue Cross and BCN information on Availity. If you use the e-referral or Health e-Blue tools, your Availity administrator will need to complete some tasks. For details, see these provider alerts:

- [Availity® administrators: Set up the e-referral tool within Availity](#)
- [Availity® administrators: Set up Health e-Blue<sup>SM</sup> tools within Availity](#)

### **Will we sign in with the same username and password?**

If you're already registered with Availity, you will use the same Availity username and password you use today. The username and password for Blue Cross and BCN's Provider Secured Services will continue to allow access to that system until it shuts down in the summer of 2022. A phased retirement of Provider Secured Services and web-DENIS began June 22.



### How soon should providers register for Availity?

Providers who are not currently registered to use Availity should register now. Learn more in the [Welcome to Availity special edition newsletter](#).

### Should physician organizations be encouraging their practices to register their Availity administrator now?

Yes. Any offices that are not currently registered with Availity should register now. The registration process began April 18.

### **KEY: What is the Availity contact information for registering?**

With Availity, an individual in your office or facility serves as the administrator. That individual can register with Availity online. The office administrator can begin the registration process at [availity.com](http://availity.com)\* by clicking on *Register* in the upper right corner of the screen. After registering an organization, the administrator can add other users from the administrator's organization.

To learn more about registering and getting started with Availity, go to [Register and Get Started with Availity Essentials](#).\*

If you need assistance with an existing account or have started the registration process and are experiencing issues, you can contact 1-800-AVAILITY (282-4548), Monday through Friday, 8 a.m. to 8 p.m. Eastern time.

### **KEY: What should providers who are not currently registered for Availity do now?**

Providers who don't currently use Availity should:

1. Select someone in your organization (office, practice or facility) to serve as the primary Availity administrator. This person will handle access to Availity for other users, speeding up the enrollment process. The primary Availity administrator will be able to add team members or change access with just a few keystrokes.

The organization should also delegate some team members to assist the primary Availity administrator. These individuals can handle requests when the primary Availity administrator is not available. For more information, see the January 2021 issues of [The Record](#) and [BCN Provider News](#).

2. For the best experience and a smooth transition to Availity, review the technical requirements for optimum performance. You can find these requirements on the [Availity website](#).\* Scroll down and click on the *Requirements* tab.



3. Your Availity administrator should register at [availity.com](https://availity.com)\* by clicking on *Register* in the upper right corner of the screen. After registering the organization, the administrator can add other users and assign access roles. To learn more, go to [Register and Get Started with Availity Essentials](#).\*

### **Can there be one administrator for multiple providers who each bill under their own NPI and are not a group?**

Yes. Within Availity, one person can be the administrator for multiple organizations, and that administrator still has only one user ID and password which is the same for all the organizations he or she manages. The administrator assigns users to the organizations. Each individual user has their own unique user ID and password, and each individual provider entity has its own profile.

### **KEY: How should large provider organizations handle selecting an Availity administrator? Can they have multiple administrators?**

Large organizations can elect to register separate Availity accounts for locations or departments or have only one account. While organizations can have only one primary administrator for Availity, that administrator can assign the User Administration role to other users who can then assist with adding and editing users and user roles. View the [Register and Get Started with Availity Essentials webpage](#)\* for more information or call 1-800-AVAILITY (282-4548) for individual assistance.

### **KEY: Is the organization's Availity administrator responsible for training the rest of the organization's users?**

No. All Availity users can participate in training. See the article on training in the [Welcome to Availity special edition newsletter](#). Once registered, users can select trainings they want to view on the [Availity Get Up to Speed with Training webpage](#).\*

### **We are a billing service. Will you enroll our provider information into Availity for us?**

No. If you do not currently work with Availity, you will need to register with Availity as a billing service. Then, you'll need to add your providers to your profile.

### **Does the delay in transitioning to Availity mean that Blue Cross and BCN are reconsidering moving to the Availity portal?**

No. Blue Cross and BCN extended the implementation date to give providers the best possible experience. Blue Cross and BCN remain committed to transitioning to the Availity provider portal.

## Is there a charge to providers for using Availity to access Blue Cross and BCN information?

No. Now that Blue Cross and BCN information has transitioned to Availity, there is no cost to providers to access it.

### **KEY: Will Availity administrators have to go into every existing individual user's account to add Blue Cross and BCN access?**

No. Your current users automatically have access to Blue Cross and BCN information. The only action an Availity administrator needs to take is if a user needs a different role within Availity for their Blue Cross and BCN work from what they had in Availity for other Michigan payers.

In addition, Availity administrators need to complete some tasks in Availity to set up the e-referral and Health e-Blue tools in Availity for their users. For details, see these provider alerts:

- [Availity® administrators: Set up the e-referral tool within Availity](#)
- [Availity® administrators: Set up Health e-Blue<sup>SM</sup> tools within Availity](#)

### **KEY: How do I know which Availity roles I have?**

Your Availity administrator can see the roles to which you've been assigned and can assign or remove roles based on your job functions.

### **KEY: Is there a detailed explanation of the access roles within Availity so Availity administrators know which roles to assign to each user?**

Participating in Availity training will help you understand the different roles you can select for your users. These vary for different types of organizations. The list of Blue Cross and BCN roles can be found within Availity. The document is titled, "Availity Essentials roles for Blue Cross Blue Shield of Michigan and Blue Care Network." Here's how to find it:

1. Within Availity, click on *Help & Training* on the Availity menu bar.
2. Click *Find Help*.
3. Type "Blue Cross Blue Shield of Michigan roles" in the search.

You can learn more about the registration process on the [Register and Get Started with Availity Essentials webpage](#).\*

### **Will there be any tools within Availity, such as e-referral and Health e-Blue, for which Availity administrators will need to continue completing and faxing in paper applications?**

With the move to Availity, the process for accessing e-referral and Health e-Blue is moving to an electronic process. Please see more information about the tasks Availity administrators need to complete for these tools in these provider alerts:

- [Availity® administrators: Set up the e-referral tool within Availity](#)
- [Availity® administrators: Set up Health e-Blue<sup>SM</sup> tools within Availity](#)

Our enrollment and EDI authorization forms are not changing at this time.

### **We had to complete the Provider Secured Access Application to access web-DENIS and Health e-Blue. What forms will we need to complete to have the same access in Availity?**

Each provider office needs to select an Availity administrator. The administrator registers the organization and then provides access for each of the organization's users by selecting appropriate roles for the work they do. This is handled electronically within Availity. There are additional tasks that the Availity administrator needs to perform for e-referral and Health e-Blue. More information about these tasks is available in these provider alerts:

- [Availity® administrators: Set up the e-referral tool within Availity](#)
- [Availity® administrators: Set up Health e-Blue<sup>SM</sup> tools within Availity](#)

### **Do non-provider partners (organizations with no NPI) need to register with Availity? Will fee schedules and HCPCS code policy information transition to Availity?**

If you still need to access information within the Blue Cross and BCN provider portal, then you need to register with Availity.

Blue Cross fee schedule information is available within Availity. Here's how to find it:

1. Click *Payer Spaces* on the Availity menu bar.
2. Click the BCBSM and BCN logo.
3. Click *Secure Provider Resources (Blue Cross and BCN)* on the Resources tab.
4. Click *Fee Schedules*.

HCPSC codes are available on the CMS website on the [HCPSC Quarterly Update webpage](#).\*

## Availity functionality – Eligibility and benefits

### **As an existing Availity user, are eligibility and benefit inquiries currently available to my group?**

Yes, effective March 19, 2022, all registered Availity Michigan users have access to Blue Cross and BCN information within Availity.

### **For which Blue Cross and BCN lines of business can I access eligibility and benefits in Availity?**

In Availity, within BCBS Michigan and Blue Care Network, you can access eligibility and benefits for the following lines of business:

- Blue Cross Blue Shield of Michigan commercial
- Blue Care Network commercial
- Medicare Plus Blue<sup>SM</sup>
- BCN Advantage<sup>SM</sup>

### **Can providers use Availity to review Medicare and Medicaid eligibility for Blue Cross and non-Blue Cross patients statewide?**

Medicare and Medicaid benefit eligibility is available in the Availity portal for any patient. You need to select the appropriate payer (Medicare or Medicaid) in transaction dropdowns.

### **KEY: How do I find Medicare eligibility in Availity?**

Medicare is listed as a separate payer. In Availity it's called National Medicare/CMS. You'll need to get this added as an option in the Payer dropdown menu within the Eligibility and Benefits Inquiry application.

To add National Medicare/CMS, your Availity administrator (or any user with the Administrator role in Availity) needs to follow these instructions or call 1-800-AVAILITY (282-4548) for assistance:

1. Click *My Providers* on the menu bar of the Availity Essentials home page.

2. Click *Enrollments Center*.
3. Click *Transaction Enrollment*.
4. Click the *Enroll* dropdown, and then click *Enroll a provider*.
5. Select your organization from the *Organization* dropdown, enter the Tax ID and NPI for the provider you wish to use when submitting inquiries to Medicare, enter contact information, and click *Continue*.
6. From the *Health Plan (Payer)* dropdown, select *National Medicare / CMS (Payer ID: CMS)*, and click *Continue*.
7. Check the box for *Eligibility and Benefits* and click *Continue*.
8. Read the terms and conditions and check the box acknowledging your agreement with them, then click *Submit Enrollments*.

Once the enrollment is approved, you can use the provider included on the enrollment to submit eligibility and benefit inquiries to Medicare through Availity Essentials. For additional assistance call 1-800-AVAILITY (282-4548).

### **New and KEY: How do I find Medicaid eligibility in Availity?**

Medicaid is listed as a separate payer. In Availity it's called Michigan Medicaid. You'll need to get this added as an option in the Payer dropdown menu within the Eligibility and Benefits Inquiry application. You can do this by following the instructions listed above for Medicare, replacing "National Medicare / CMS" in step 6 with "Michigan Medicaid."

In addition, you'll need to contact the Community Health Automated Processing System (CHAMPS) of the Michigan Department of Health and Human Services to identify Availity and provide Blue Cross and BCN's specific billing agent number, 1630780. The steps to follow are available in this document created by MDHHS, [Associating MPHI as a Billing Agent](#).\*

### **Are Medicare Plus Blue<sup>SM</sup> and BCN Advantage<sup>SM</sup> included in the transition to Availity?**

Yes, all Blue Cross Blue Shield of Michigan and Blue Care Network health plans, including the Medicare Advantage plans, Medicare Plus Blue and BCN Advantage, are moving to the Availity portal for eligibility and benefits and all other provider tools.

## Can providers search by name and date of birth for existing contracts?

The Availity eligibility tool allows users to view active and inactive contracts with the ability to search for eligibility using several search options, including by the member's first name, last name, and date of birth.

## Can providers find accumulations for member deductibles and out-of-pocket costs on Availity?

Yes. Providers can determine member out-of-pocket costs on Availity, including the accumulation of dollars paid toward the member's deductible and out-of-pocket maximum. The only difference is how to find this information. In Availity, providers click on *Patient Registration*, and then click *Eligibility and Benefits Inquiry*.

## **KEY: Can providers access out-of-state Blue plan member eligibility and benefits through Availity?**

Yes. Within Availity, providers can access eligibility and benefits for out-of-state Blue plan members. For example, you can find information for a patient with Anthem BCBS of California coverage. Follow these steps:

1. Click on *Patient Registration*, and then *Eligibility and Benefits Inquiry*.
2. Select or enter your NPI, and then, under the Patient Information section, select *Click here to search for Federal Employee Program or Blue Exchange members*.

Also, a link to the preservice review tool that is used in web-DENIS today continues to be available in Availity within the BCBSM and BCN Payer Space.

## Can providers check eligibility, deductible and copays within Availity for other health plans besides Medicare and Blue Cross?

Information is available within Availity for Medicare and Medicaid plans as well as access to information on all Blue plans. In addition, providers can access information for other health plans using Availity in Michigan, including Aetna®, Humana® and Molina Healthcare.

## Is training available to help providers learn how to check benefits for a specific specialty, like physical therapy?

Training is offered to help all users learn how to check eligibility and benefits. See the article on training in the [Welcome to Availity special edition newsletter](#). Once registered,



users can select trainings they want to view on the [Availity Get Up to Speed with Training webpage](#).\*

Within Availity's *Eligibility and Benefits Inquiry* application, the *Benefit / Service Type* field can be used to narrow down the benefits you want to view. This field defaults to *Health Benefit Plan Coverage*, but you can click the dropdown to select a more specific benefit, such as *Physical Therapy*. You can select multiple benefits in this field. Once you click *Search*, detail for the benefits you've selected will be shown. However, there's always a categorized list of frequently viewed benefits information on the left side of the *Coverage and Benefits* tab. You can click the links listed under each benefit or service type to navigate to the corresponding section of the *Coverage and Benefits* screen.

### **KEY: Will there be anything comparable to the Benefit Package Report (BPR) in Availity?**

The Benefit Package Report can be found within Benefit Explainer. To find Benefit Explainer within Availity, click on *Payer Spaces*, then click on the BCBSM and BCN logo, and look for Benefit Explainer on the Applications tab.

### **NEW: Where can I find coordination of benefits information or the liability of other insurance on Availity?**

Here's how to find COB information in Availity.

1. Select the dropdown next to *Patient Registration* in the Availity menu bar and click *Eligibility and Benefits Inquiry*.
2. Complete the information in the New Request online form and click *Submit*.
3. Click the patient card in the middle of the screen and click *Submit*.
4. To view the coordination of benefits information, scroll down on the patient information tab. COB information is located in the Payer Details section under *Other or Additional Payers*.

## Availity functionality – Claims

### **Does Availity offer an option for claims status inquiry for out-of-state Blue plan members?**

Yes. Within Availity, providers can click on *Claims & Payments* and then *Claim Status* to inquire about claims for Blue plan members from Michigan or other states. (Remember to select the HIPAA Standard tab.) Availity displays the information that is available from the member's Blue plan.

### Is there a limit to the number of claims viewable in Availity by NPI?

Search results in Availity are returned with 50 per page. There is no limit to the number of pages.

### Can providers access payment and denial information through Availity?

Yes, payment information, including the check number, date and amount, and denial information is available in Availity by clicking *Claims & Payments* and then *Claim Status*. Claim Status displays payment information if there's a payment associated with the claim. Adjustment information displays for each service line on the claim, including adjustment reason codes and remark codes. By clicking on *Claims & Payments* and then *Remittance Viewer*, providers can locate and view provider vouchers.

This is what the voucher icon looks like within Availity Essentials on the Remittance Voucher page:



### Within Availity, can providers access electronic remittance advices and vouchers?

Yes, electronic vouchers and remittance advice statements, which are also called explanation of benefits or explanation of payments within the Availity portal, can be found on Availity.

### **KEY: Is there anything Availity users need to do in order to view a remittance advice (voucher) for Blue Cross or BCN within Availity?**


There's a security step that must be performed for all users in your organization with Claim Status access to view vouchers and remittance advices for a specific payee (tax ID/NPI combination) for Blue Cross and BCN. To do this:

1. Use *Manage Access* in the upper right corner of the Remittance Viewer page.
2. To add an additional payee, click the blue *Get Access* button in the upper right corner.

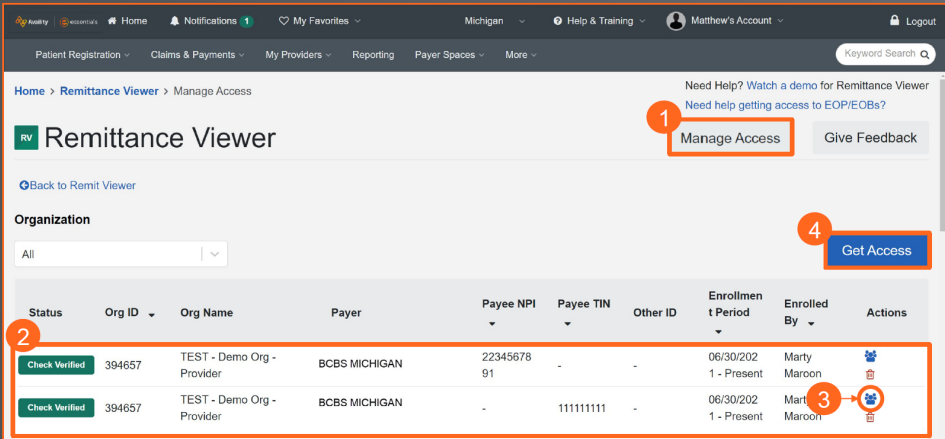
*Important:* You'll need to include information from a recent check you received from the payer.

For more information, see the visual below or sign up for training at the [Availity Get Up to Speed with Training webpage](#).\*

Tip: You can also access and view ongoing available training sessions within Availity by clicking *Help & Training*, then *Get Trained*.

Remittance Viewer
Manage Access Page


1. Select the Manage Access button at the top of the Remittance Viewer home page to navigate to the Manage Access page.
2. The Manage Access page will list all NPI and Tax ID combinations for which a check validation has previously been completed by your organization.
3. You can allow other organizations such as billing services to view your organization's remittance advice by selecting the allow access option and entering the Availity Customer ID associated with the organization to which you would like to grant access.
4. You can select the Get Access button to begin a new check validation, if needed.



Home > Remittance Viewer > Manage Access

**Remittance Viewer**

Organization: All

Status	Org ID	Org Name	Payer	Payee NPI	Payee TIN	Other ID	Enrollment Period	Enrolled By	Actions
Check Verified	394657	TEST - Demo Org - Provider	BCBS MICHIGAN	2234567891	-	-	06/30/2021 - Present	Marty Maroon	[Icons]
Check Verified	394657	TEST - Demo Org - Provider	BCBS MICHIGAN	-	1111111111	-	06/30/2021 - Present	Marty Maroon	[Icons]

### Can providers access electronic remittance advices and vouchers for Medicare crossover claims in Availity?

Yes. Michigan providers can access Medicare crossover claims statements in Availity. Providers outside of Michigan bill Medicare. After processing, Medicare then sends the claim to the supplemental plan for processing. If that plan is Blue Cross Blue Shield of Michigan, the provider can enroll as a provider and sign up for electronic funds transfer and online access to vouchers and remittance advices.

### Are historical remittance advices and vouchers for Blue Cross and BCN available in Availity?

Yes. The only change is how you find them. In Availity, providers click *Claims & Payments* and then click *Remittance Viewer*.

### Can providers print remittance advices and vouchers (also called explanation of benefits/payments) statements within Availity? Can providers print EOBs through web-DENIS until it is shut down?

Yes. You can download and print remittances and vouchers/EOBs in Availity, and you'll be able to print from web-DENIS until it is shut down.

### **Are 835 remittance files impacted by the transition to Availity?**

The 835 remittance does not change for most providers as a result of the transition to Availity. The only change is to providers who use the Internet Claims Submission Tool. After transitioning to Availity, providers who currently use the Internet Claims Tool will receive their 835s through a tool within Availity. Active Internet Claims Tool users received an email with more information on March 10, 2022. The same information is also available in the Internet Claims Tool by clicking on *Resources*, then *Knowledge Center*, then *Miscellaneous*.

### **Are the electronic funds transfer registration and update processes changing due to the transition to Availity?**

EFT registration and updates will occur through Availity. The tool looks different from the current web-DENIS tool, but the information required and the timing for payments remains unchanged.

### **NEW: How can a medical supplier, or other allied provider, located outside the state of Michigan enroll for electronic funds transfer with Blue Cross Blue Shield of Michigan?**

Non-Michigan medical supply companies should first enroll as a provider with Blue Cross Blue Shield of Michigan. More information is available in the document, [Enrollment Helpful Hints for New Ancillary Providers Located Outside of Michigan](#). Assistance is available through Blue Cross' Provider Enrollment department at 1-800-822-2761, Monday through Friday, 8 a.m. to 4 p.m. Eastern time. Have your NPI and tax ID handy before calling.

Once enrolled, these providers can sign up for EFT for Blue Cross Blue Shield of Michigan through Availity. For more information call 1-800-AVAILITY (282-4548), Monday through Friday, 8 a.m. to 8 p.m. Eastern time and ask them to add the Michigan region to your access.

### **Will providers experience a delay in payments due to the transition to Availity?**

No. The transition to Availity does not impact the timing of claim payments.

### **Will use of the Provider Trading Partner Agreement platform for enrolling NPIs for claims, remittance and eligibility change with the transition to Availity?**

No, there are no changes to the Provider Trading Partner Agreement processes at this time.

### **Are clearinghouses that work directly with Blue Cross today impacted by the transition to Availity? Do they need to re-enroll?**

Blue Cross and BCN's transition to Availity in 2022 does not impact the current relationship between Blue Cross and clearinghouses.

### **Can providers who have a Trading Partner Agreement with Blue Cross continue to submit claims through Blue Cross using the provider's billing software after Blue Cross transitions to Availity?**

Yes. The only claims submission processes impacted by the transition to Availity are for those provider offices who use the Internet Claims Tool. Those offices need to transition to a similar tool within Availity. Active Internet Claims Tool users received an email with more information on March 10, 2022. The same information is also available in the Internet Claims Tool by clicking on *Resources*, then *Knowledge Center*, then *Miscellaneous*.

Providers who submit claims to Blue Cross using their own or a vendor's billing software can continue to do so.

### **Can providers email claim questions and receive a response through Availity?**

No. At this time, the process for claim inquiries is not changing. Please follow the same processes you have been.

### **Our office submits claims through web-DENIS using the Internet Claims Tool. Can we continue doing so until the switch to Availity?**

Yes, the Internet Claims Tool will remain available to current users until it retires in the summer of 2022. A phased retirement of Provider Secured Services and web-DENIS began June 22, 2022. Active Internet Claims Tool users received an email with more information on March 10, 2022. The same information is also available in the Internet Claims Tool by clicking on *Resources*, then *Knowledge Center*, then *Miscellaneous*.

### **Will providers that currently use the Internet Claims Tool to submit claims be able to continue doing so after the transition to Availity?**

While the Internet Claims Tool is not available within Availity, a similar tool is available. This tool is for providers from offices who need a direct data entry electronic claims solution to submit claims to Blue Cross and BCN. Active Internet Claims Tool users received an email with more information on March 10, 2022. The same information is also available in the Internet Claims Tool by clicking on *Resources*, then *Knowledge Center*, then *Miscellaneous*.

### **We use the Internet Claims Tool to bill other plans besides Blue Cross and BCN. Will we be able to continue doing so after the move to Availity?**

The Internet Claims Tool is not available in Availity. However, Availity offers two options for direct data entry claims submission. A no-cost option allows providers to bill any payer that uses the Availity system, and a low-cost option allows providers to bill other payers as well. Active Internet Claims Tool users received an email with more information on March 10, 2022. The same information is also available in the Internet Claims Tool by clicking on *Resources*, then *Knowledge Center*, then *Miscellaneous*.

### **Our office uses the Internet Claims Tool. Will all client claim history be automatically transferred over to Availity?**

No, history will not transition from the Internet Claims Tool to Availity. More information is available in the Internet Claims tool by clicking on *Resources*, then *Knowledge Center*, then *Miscellaneous*.

## **Availity functionality – Enrollment and credentialing**

### **Will providers use Availity to perform enrollment and credentialing tasks?**

No. Enrollment and credentialing continues to be conducted using the same tools you use today. The Blue Cross and BCN enrollment and credentialing requirements and processes are not changing with the introduction of the Availity portal. The only exception is how you access the Provider Enrollment and Change Self-Service tool. While the tool has not changed, once you begin using the Availity portal, you'll need to access it through Availity.



## **NEW: Is Provider Enrollment and Change Self-Service changing? How can we access it in Availity?**

The Provider Enrollment and Change Self-Service tool is not changing. However, your Availity administrator needs to grant access to the following roles for users who need to use this tool:

- Provider Data Management
- Provider Enrollment and Contracting
- Provider Incentive Programs

Once you have these roles, you should be able to access the Provider Enrollment and Change Self-Service tool. Here's how:

1. Click *Payer Spaces* in the Availity menu bar.
2. Click on the BCBSM and BCN logo.
3. Click on the tool within the Applications tab.

To find information about which Availity roles are needed to access specific tools:

1. Click on *Help & Training* in the Availity menu bar.
2. Click *Find Help*.
3. Type "BCBSM" into the Search bar.
4. Click on *Crosswalk from Blue Cross Blue Shield of Michigan and Blue Care Network to Availity Essentials*.

## **Why is my provider demographic information different in Availity?**

Availity uses data from the National Plan and Provider Enumeration System (NPPES) to automatically populate provider information. Blue Cross and BCN use provider demographic information provided through our provider enrollment and CAQH credentialing processes. As long as your data is accurate with Blue Cross and BCN, you do not have to revise the data within Availity.

## **Availity functionality – Prior authorizations and referrals**

### **KEY: How do I set up e-referral on Availity Essentials?**

Your Availity administrator needs to set up the e-referral tool before it can be used within Availity Essentials. For more information, see this provider alert: [Availity® administrators: Set up the e-referral tool within Availity](#).

### **Are prior authorization requirements or the process for requesting prior authorization changing with the transition to Availity?**

No. The transition to Availity does not result in any changes to the Blue Cross and BCN prior authorization requirements. Also, the process for requesting a prior authorization is not changing although finding the tool to request the authorization is different. A new tool, called *Authorization Request*, is available within Availity to help you determine which patients require a prior authorization for a specific service and how to submit that request.

In addition, there are some tasks that your Availity Administrator needs to complete to use e-referral through Availity. For more information, please view this provider alert: [Availity® administrators: Set up the e-referral tool within Availity](#)

### **If a prior authorization already exists for a patient, will the prior authorization transfer over to Availity or does a new prior authorization need to be submitted?**

All prior authorization requests carry into the Availity portal. You do not need to resubmit a request as a result of transitioning to Availity.

### **NEW: Can hospitals continue to email updates to inpatient authorizations or is this changing with Availity?**

This process for hospital inpatient updates is not changing with the move to Availity.

### **Will the authorization process for home health services continue to occur through CareCentrix® after the transition to Availity?**

Yes. The vendor handling authorizations for home health services is not changing. You can access CareCentrix through the BCBSM and BCN Payer Space within Availity.

### **Can providers access TurningPoint Healthcare Solutions LLC through Availity for musculoskeletal authorization requests?**

Yes, you can find TurningPoint through the BCBSM and BCN Payer Space within Availity. You can also check if an authorization is required using a new *Authorization Request* tool in Availity. More information about this new tool can be found in the [Welcome to Availity special edition newsletter](#).

### **NEW: Within Availity is there a way to check TurningPoint authorization needs by only adding the contract number?**

There are two options for checking TurningPoint authorization needs in Availity. The first is using the *Authorization Request* tool, which requires more information than the contract number. However, if an authorization is required, it will transfer you directly to the TurningPoint website to submit the request.

The second option is useful if you suspect that an authorization is necessary. You can go directly to the TurningPoint authorization request tool to submit the request.

1. Click *Payer Spaces* in the Availity menu bar.
2. Click on the BCBSM and BCN logo.
3. Click on the tool within the Applications tab.
4. Within TurningPoint's provider portal, you'll need to input the member's information.

### **NEW: Will the process for requesting post-acute care authorizations through naviHealth change with the transition to Availity?**

Post-acute care providers will still request authorizations through naviHealth, but will need direct access to the nH Access system. For more information, read the provider alert, [Post-acute care providers need direct access to naviHealth's provider portal](#).

### **Does e-referral operate the same in Availity? Will we be able to look up BCN global referrals?**

Yes, e-referral operates the same as you're used to with two exceptions:

1. To find e-referral, you'll need to click *Payer Spaces* on the Availity homepage, then click the BCBSM and BCN logo to find e-referral on the Applications tab.
2. There are some tasks your Availity administrator needs to do to set up e-referral within Availity. More information is available in this provider alert: [Availity® administrators: Set up the e-referral tool within Availity](#).

### **NEW: Are prior authorization requests moving from e-referral and AIM Specialty Health® to Availity?**

The e-referral and AIM Specialty Health authorization request tools are not changing. However, the way you find these tools is different within Availity.

1. Click *Payer Spaces* in the Availity menu bar.
2. Click on the BCBSM and BCN logo.
3. Click on the tool within the Applications tab.

You can also use the new *Authorization Request* tool by clicking on *Authorizations & Referrals* on the Availity home screen, then clicking on *Authorization Request*. This tool is handy if you're not sure whether an authorization is needed or which tool to use to submit the request. If an authorization is needed, this tool will connect you to the appropriate tool.

### **Is the NovoLogix® tool for requesting prior authorization for drugs available within Availity?**

Yes, you can access the tool either through the *Authorization Request* tool in Availity or click on *Payer Spaces*, click on the BCBSM and BCN logo, and look for NovoLogix on the Applications page.

### **NEW: Are medical drug authorizations in Availity only accessible by the requesting physician and not the rendering physician?**

No. The new Authorization Request tool allows you to submit as the requesting and rendering provider. You can also go directly to the NovoLogix or AIM Specialty Health tools by following these steps:

1. Click *Payer Spaces* in the Availity menu bar.
2. Click on the BCBSM and BCN logo.
3. Click on the tool within the Applications tab.

### **NEW: If I know my patient needs an authorization or a referral, do I still need to go through the Authorization Request or Referral Request tool to submit the request?**

No, you do not need to use the Authorization Request or Referral Request tools. If you already know what's needed and which tool to use for the request, such as e-referral, you can go directly to the tool to submit the request.

1. Click *Payer Spaces* in the Availity menu bar.
2. Click on the BCBSM and BCN logo.
3. Click on the tool within the Applications tab.

---

## Availity functionality – Payer Space

### **When users click on the Blue Cross and BCN Payer Space site within Availity, do they need a user ID and password to access tools like e-referral and Health e-Blue?**

Once you're in Availity, you don't need an additional login or password to access most tools like e-referral or Health e-Blue. However, there are still some applications, like CoverMyMeds®, that require an additional login and password. To find Blue Cross and BCN-specific tools, users click *Payer Spaces* on Availity's home screen, then click the BCBSM and BCN logo to open the Applications tab.

### **Will the RC Claim Assist medical drug coding tool be available within Availity?**

Yes, you can find this tool by clicking *Payer Spaces* on the Availity home page, then clicking the BCBSM and BCN logo.

## Availity functionality – General / miscellaneous

### **Is a “Chat with Payer” option available for Blue Cross and BCN within Availity?**

No, a live chat option is not planned at this time with Blue Cross and BCN.

### **Is the Availity portal used for eligibility, authorizations and claims for skilled nursing facilities?**

Yes. Skilled nursing facilities are included in the providers who use Availity to check eligibility, determine if a prior authorization is needed and, if an authorization is needed, determine how to submit the request.

Most providers submit claims electronically using billing software, but those who currently use the Internet Claims Tool within Blue Cross and BCN's Provider Secured Services will be able to submit claims through Availity. Active Internet Claims Tool users received an email with more information on March 10, 2022. The same information is also available in the Internet Claims Tool by clicking on *Resources*, then *Knowledge Center*, then *Miscellaneous*.

### **Will patients still have access to view claims, deductibles, explanation of benefits, etc.?**

Yes. The transition to Availity doesn't change the Blue Cross or BCN member portal.

### **Ohio providers already use Availity. Will Ohio providers have access to Blue Cross and BCN member eligibility and claim status when Michigan begins using Availity?**

If an Ohio provider is directly contracted with the Blue Cross plan in Michigan, they can ask Availity to add access to BCBSM and BCN as a payer. If the Ohio provider doesn't directly contract with the Michigan Blue Cross plan, they can still obtain eligibility and benefits and claims status information through their regional Availity tools as the system uses the contract prefix to locate information through the Blue Cross and Blue Shield Association.

### **Is Availity compatible with Apple computers?**

Yes. The browsers supported by Availity include: Google Chrome, Firefox® and Microsoft Edge (version 79 or higher). For more information on Availity technical requirements, go to the [Availity website](#).<sup>\*</sup> Scroll down and click on the *Requirements* tab.

### **NEW: Where do we submit qualification forms within Availity?**

Use the Health e-Blue<sup>SM</sup> tool for BCN qualification form submission. Here's how to find Health e-Blue in Availity:

1. Click *Payer Spaces* in the Availity menu bar.
2. Click on the BCBSM and BCN logo.
3. Click on the tool within the Applications tab.

Availity administrators need to complete some tasks in Availity to set up the Health e-Blue tool for their users. For details, see [Availity® administrators: Set up Health e-Blue<sup>SM</sup> tools within Availity](#)

The BCBSM Qualification Form is available within BCBSM and BCN Payer Spaces on the Applications tab.



---

## Provider Secured Services and web-DENIS

### Is web-DENIS going away? If so, when?

Yes. Blue Cross and BCN's Provider Secured Services, including web-DENIS, will shut down in the summer of 2022. The last day to access all of the tools within Provider Secured Services and web-DENIS is June 21, 2022. Beginning June 22, 2022, a phased retirement began. A list of the applications that have been removed from Provider Secured Services and are now available only within the new Availity provider portal can be viewed at [Applications removed from Provider Secured Services](#).

### Is there a deadline when Blue Cross and BCN will no longer set up new users for web-DENIS?

Yes. Blue Cross and BCN stopped processing new user requests for web-DENIS effective April 15, 2022. The deadline for new users to obtain access to the Internet Claims Tool was March 15, 2022.

### Is Blue Cross and BCN's Provider Secured Services going away?

Yes. The last day to use all of the tools within Blue Cross and BCN's Provider Secured Services was June 21, 2022. A list of the applications that have been removed from Provider Secured Services and are now available only within the new Availity provider portal can be viewed at [Applications removed from Provider Secured Services](#). Log in to Availity and then click on the BCBSM and BCN Payer Space site where you'll find these tools.

### Which of Blue Cross and BCN's online tools are not changing with the transition to Availity?

The following tools continue after the transition to Availity. The only change is that you'll access them through Availity. Otherwise, these tools function the same as they do today. Log in to Availity and then click on our Payer Space site where you can find these tools.

- e-referral (for managing referrals and authorization requests)\*\*
- BCBSM Pharmacy Benefit – Medication Prior Authorization
- BCBSM, BCN and Medicare Advantage PPO Medical Benefit – Medication Prior Authorization/NovoLogix
- Health e-Blue<sup>SM</sup> (patient data registry and treatment opportunities for primary care physicians and groups)\*\*

- Benefit Explainer (benefit detail for PPO commercial members with coverage from employer groups located within Michigan)
- Provider Enrollment and Change Self-Service
- BCBSM Behavioral Health Preservice Review
- Clear Claim Connection<sup>TM</sup> (for Michigan providers to view claim edits)
- BCN Negative Balance Reports
- BCBSM Qualification Form

\*\*The e-referral and Health e-Blue tools require your Availity administrator to complete some tasks in order to use these tools within Availity. More information is available in these provider alerts:

- [Availity® administrators: Set up the e-referral tool within Availity](#)
- [Availity® administrators: Set up Health e-Blue<sup>SM</sup> tools within Availity](#)

## Which of Blue Cross and BCN's online tools are changing with the transition to Availity?

Many of the tools you access through web-DENIS are changing, with the exception of Benefit Explainer which you can still access through Availity. After transitioning to Availity, you'll use Availity's applications for eligibility and benefits and claims status inquiry. There is training available to help you use these tools if they're new to you. After registering with Availity, go to the [Availity Get Up to Speed with Training webpage](#).\*

## Questions

### I have additional questions that aren't answered in this FAQ document. How can I get them answered?

If your question is about registering for Availity or using any Availity tools, call Availity at 1-800-AVAILITY (282-4548).

If you need immediate assistance or have a question specific to a certain member or situation, use our website resources or contact Provider Inquiry.

Web resources:

- If you're registered with Availity, log in at [availity.com](https://www.availity.com).\*

## Transitioning to the Availity® provider portal

### Frequently asked questions for providers

For Blue Cross commercial, Medicare Plus Blue<sup>SM</sup>,  
Blue Care Network commercial and BCN Advantage<sup>SM</sup>

Revised June 24, 2022

- If you're not yet registered with Availity, log in as a provider at [bcbsm.com](https://bcbsm.com). Note that Provider Secured Services and web-DENIS began a phased retirement on June 22, 2022. A list of the applications that have been removed from Provider Secured Services and are now available only within the new Availity provider portal can be viewed at [Applications removed from Provider Secured Services](#).
- Find prior authorization information for Michigan providers at [ereferrals.bcbsm.com](https://ereferrals.bcbsm.com).
- Find prior authorization information for non-Michigan providers and medical policy information by going to [bcbsm.com/providers](https://bcbsm.com/providers) and clicking on [Resources](#).

Provider Inquiry numbers are available at [bcbsm.com/providers](https://bcbsm.com/providers). Click on *Help*, then click on [Contact Us](#). Select a plan type, then, in the “select a topic” dropdown, click on *Provider inquiry*.

Call the Blue Cross Web Support Help Desk at 1-877-258-3932 if you have problems with Provider Secured Services or web-DENIS until these tools are retired.

\*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 required to let you know we're not responsible for its content.