Availity® administrators: Ensure access to e-referral and Health e-Blue[SM] tools within Availity

Your Availity administrator needs to take action to set up access to e-referral and (if appropriate) Health e-Blue. This will ensure users can access these tools through Availity Essentials after we retire Provider Secured Services and web-DENIS on June 21.

Here's how these tools are used:

- The **e-referral tool** is used to submit requests for referrals and authorizations.
- The **Health e-Blue tools** provide patient health reporting on conditions, treatment opportunities, pharmacy claims, diagnosis gaps and more.

Note: Each organization (office, practice or facility) must have at least one Availity administrator. Administrators handle access for other Availity users; users can't set up their own access. The provider alerts linked below describe how to identify the Availity administrator for your organization.

Be sure your Availity administrator sets up access to these tools for all users who need to obtain information for patients who have coverage through Blue Cross Blue Shield of Michigan and Blue Care Network.

If your Availity administrator doesn't take action, users of these tools won't be able to access them through Availity and may receive error messages when they try.

Setup instructions

To view step-by-step setup instructions for Availity administrators, see the following provider alerts:

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

The following videos also show the setup steps:

- [Getting Started with e-referral on Availity Essentials](#)
- [Getting Started with Health e-Blue on Availity Essentials](#)

Additional information

See the *[Welcome to Availity](#)* special edition newsletter for additional information about Availity.

Availity is an independent company that contracts with Blue Cross Blue Shield of Michigan and Blue Care Network to offer provider portal services.