Availity® administrators: Set up the e-referral tool within Availity

Your Availity administrator needs to set up the e-referral tool before it can be used within Availity Essentials. They must add the providers for which your organization's e-referral users will submit referrals and authorizations. Without these actions, e-referral users will receive this error message when they try to use the tool.

> ❶ **Warning!** There are no providers enrolled for e-referral Provider Portal for any of your organizations. Please contact your administrator and request that they submit an enrollment for the provider needing access. ✕

Users of e-referral from very large organizations may have so many providers provisioned in e-referral that it's not as easy for users to find the providers they work with frequently. With this in mind, some large organizations may decide to register Availity accounts for separate locations or departments. While this entails some up-front work, it allows organizations to set up e-referral to better meet their needs.

Here's what your Availity administrator needs to do to ensure continued access for e-referral users

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

Tips:

- If your organization isn't already registered with Availity, it's time to start the registration process. For more information, go to availity.com/bcbsm.

- 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: Select specific providers who should be available in Availity applications for your organization
The organization needs to have access through Availity to each physician's NPI to use the e-referral tool for that physician.

1. Click *My Providers* on the Availity menu bar.

2. Click *Express Entry*.

3. Click *Add Provider*.

4. Do one of the following:

   o If you're the Availity administrator for a single business (organization), skip to step 5.

Provider alert

Blue Cross commercial, Medicare Plus BlueSM,
BCN commercial and BCN AdvantageSM
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o   If you're the Availity administrator of multiple businesses (organizations), select the organization to which the user is assigned whose account you want to manage.

5. Type in the provider's NPI, then click *Add Provider*.

Task 2: Select the specific providers for whom e-referral users can submit referral and authorization requests

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 *e-referral Provisioning* option.

5. Do one of the following:

    o   If you're the Availity administrator for a single business (organization), skip to step 6.

    o   If you're the Availity administrator of multiple businesses (organizations), select an organization from the *Organization* drop-down list.

6. From the *Select Provider(s)* drop-down list, select up to 10 providers for whom your e-referral users will need to request referrals and authorizations within the e-referral tool.

7. Click *Submit Request*.

The request is processed automatically.

You can check the results of your request by clicking the *History* tab. You can filter to view only actions related to in-state e-referral access.

The results of your access request will be noted in the *Status* column as either Approved or Withdrawn. The Withdrawn status indicates the provider is no longer needed in your organization's e-referral access and can be removed — for example, the provider has transferred to another office or organization.

To add more than 10 providers, click the New Request tab, then the *e-referral Provisioning* option. From the *Select Provider(s)* drop-down list, select your additional providers (limit 10) and click *Submit Request*. Repeat this process until you've added all your providers.

If your Availity administrator adds or removes a provider using the *Additional Security Maintenance — Blue Cross/BCN* tool, and the change is not immediately reflected in e-referral, please check the following day.

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