

## Updated – Health e-Blue<sup>SM</sup> tools: Processing delays for access requests

*We updated an earlier communication to reflect the turnaround time for access requests submitted on or after June 10, 2022.*

As part of the move to our new provider portal, Availity Essentials, we've received a large number of requests for access to our Health e-Blue tools.

We appreciate your patience as we work through the backlog of requests. Note that we're processing the oldest requests first, and we'll process each request as quickly as possible.

For requests submitted before June 10, 2022, allow four to six weeks for us to process requests. For requests submitted on or after June 10, allow two to three weeks for us to process requests.

To check the status of your request:

1. Log in to our provider portal ([availity.com](https://availity.com)).
2. Click *Payer Spaces* on the menu bar.
3. Click the BCBSM and BCN logo.
4. Click *Additional Security Maintenance — Blue Cross/BCN*
5. 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.