

Provider Secured Services, including web-DENIS, end date extended for some functions

Blue Cross Blue Shield of Michigan and Blue Care Network are extending the original June 21, 2022, retirement date for core functions within Provider Secured Services, including web-DENIS.

Some functions will remain in Provider Secured Services for a limited time, but many links and resource information will only be accessible through our new provider portal, Availity Essentials. You can view which applications are only available on our new portal by clicking on [Applications removed from Provider Secured Services](#).

We want to keep Blue Cross and BCN's Provider Secured Services and web-DENIS open longer for several reasons:

- **We've heard you and are working to give you, our partner providers, a smooth transition to your new portal.** We know it can be challenging to learn a new tool, and sometimes you may need to check something quickly using the older methods you're familiar with. We encourage you to continue to learn and use the new portal. Extending the retirement date gives you more time to [view recorded trainings to learn how to use Availity](#)[®].* (You must have an Availity account to access these recordings.)
- **We continue to enhance the information you'll find in Availity.** We're applying the final touches to make content easy for you to find and use. In particular, we're refining the Claim Status experience to ensure you have all the information you need.
- **We want to ensure that providers continue to have access to Health e-BlueSM.** The process for requesting access to Health e-Blue in Availity requires you to complete several steps, and we must approve each request to ensure that only appropriate individuals have access. Extending the length of time you can access Health e-Blue through Provider Secured Services will ensure that you don't lose access to this important information.

When will access to Provider Secured Services and web-DENIS end?

We'll announce the retirement of functions at least one week in advance. Thank you to the many providers who are actively using our new provider portal in Availity.

We encourage you to get your Availity Essentials account, start using Availity whenever possible and reference Provider Secured Services and web-DENIS only as a backup method.



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Provider alert

Blue Cross commercial, Medicare Plus BlueSM,
BCN commercial and BCN AdvantageSM

Category: Self-service tools

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If you haven't yet registered for Availity Essentials, please [register now](#).^{*} Learn more at [Availity's Register and Get Started with Availity Essentials](#).^{*}

To learn more about requesting access to Health e-Blue, view [Availity[®] administrators: Set up Health e-BlueSM tools within Availity](#).

Thank you for your patience as we continue to enhance our online tools to make it easier for you to do business with us.

^{*}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 not responsible for its content.

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