

Availity[®] administrators: Set up Health e-BlueSM tools within Availity

On Aug. 19, we added information to further clarify the provider types that are eligible for access to Health e-Blue. For information about earlier updates, see the “Revision history” section at the end of this document.

If your organization uses one of Blue Cross and BCN’s Health e-Blue tools, your Availity administrator must take action to ensure users can access Health e-Blue through Availity Essentials.

Our Health e-Blue tools provide patient health reporting on conditions, treatment opportunities, pharmacy claims, diagnosis gaps and more.

For all plans, access to Health e-Blue is available to physicians with the following provider specialties who are identified as primary care providers, unless otherwise stated. For BCN commercial and BCN Advantage plans only, nurse practitioners who are identified as PCPs are also eligible.

Tool and plans	Provider specialties	
BCN Health e-Blue, for BCN commercial and BCN Advantage SM	<ul style="list-style-type: none"> • Family medicine • General practice • Geriatric medicine • Internal medicine • Nephrology • Nurse practitioners • Pediatrics • Medical care group administrators 	
<ul style="list-style-type: none"> • BCBSM Health e-Blue, for Blue Cross commercial • BCBSM Medicare Advantage Health e-Blue, for Medicare Plus BlueSM 	<ul style="list-style-type: none"> • Addiction medicine and addiction medicine – family practice • Adolescent medicine and adolescent medicine – pediatrics • Allergy/immunology and allergy/immunology – internal medicine • Cardiology • Critical care medicine, critical care – internal medicine and critical care – pediatrics • Cardiovascular disease • Endocrinology, diabetes/metabolism endocrinology • Family practice • Gastroenterology • General practice • Geriatric medicine – family practice and geriatric medicine – internal medicine • Hematology – internal medicine and hematology/oncology • Interventional cardiology • Infectious disease • Internal medicine and internal medicine pediatrics • Nephrology neuromusculoskeletal medicine oncology • Pediatrics and pediatric allergy/immunology, cardiology, endocrinology, gastroenterology hematology/oncology, infectious disease, nephrology, pulmonology preventive medicine and rheumatology • Public health/general preventive medicine • Pulmonary disease • Rheumatology • Sports medicine – family practice, sports medicine – internal medicine and sports medicine – pediatric 	

Important! Only the provider specialties listed above are eligible for access to Health e-Blue.

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

After registering your organization for Availity, your Availity administrator must complete the following three tasks. This document contains step-by-step instructions for each task.

1. [Task 1: Assign each Health e-Blue user the clinician role in Availity](#)
2. [Task 2: Identify the physicians for whom reporting will be available in Health e-Blue](#)
3. [Task 3: Request access to Health e-Blue through the Blue Cross and BCN payer space in Availity](#)

These tasks must be completed by your organization's Availity administrator, not by each Health e-Blue 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: Assign each Health e-Blue user the clinician role in Availity

1. Log in to Availity. On the upper-right side of the screen, click on your account.
2. Select *Maintain user*.
3. Do one of the following:
 - If you're the Availity administrator for a single business (organization), skip to step 4.
 - If you're the Availity administrator for multiple businesses (organizations), select the organization to which the user who needs access is assigned whose account you want to manage.
4. Click the user's name.
5. Click *View/edit* under the "Roles" column for the organization to which the user is assigned whose account you want to manage.
6. Select the "Clinician" role.
7. Scroll to the bottom and click *Save*.

Task 2: Identify the physicians for whom reporting will be available in Health e-Blue

Do one of the following.

- **For physician practices only:** To use Health e-Blue for a physician, you need to give the organization access to each physician's NPI through Availity. (See the instructions below if your organization is a physician organization or a medical care group.)
 1. Click *My Providers* on the Availity menu bar.
 2. Click *Express Entry*.
 3. Click *Add Provider*.
 4. Do one of the following:
 - If you're the Availity administrator for a single business (organization), skip to step 5.
 - If you're the Availity administrator for 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, and then click *Add Provider*.
- **For physician organizations and medical care groups only:**
 1. Click *My Providers* on the Availity menu bar.
 2. Click *Express Entry*.
 3. Click *Add Provider*.
 4. Click the *This provider is not required to have an NPI* link.



5. Select *Group/Facility* as the provider type and complete the fields.

Tips:

- If you're adding multiple groups/facilities that have similar names, be sure to add text to help identify each group or facility in drop-down lists throughout Availity. For example, you could append a number or other unique identifier to each facility name, such as Medical Care Group 1, Medical Care Group 2.
 - Select any taxonomy code. It doesn't matter which one you choose.
6. If your organization is associated with multiple payers, select *BCBS Michigan and Blue Care Network* in the *Payer Assigned* drop-down list.

7. In the *Payer Assigned Provider Identifier* field, do the following so both the PO number and IH code, as appropriate, appear in the additional identifiers area for the provider.

Important: See [this document](#) to look up your PO number and IH code.

- a. **For BCBSM Health e-Blue and/or BCBSM Medicare Advantage Health e-Blue:** Enter the six-digit PO number and click Save.
 - b. Click the *Add Additional Identifier(s)* button.
 - c. **For BCN Health e-Blue:** Enter the 12-digit IH code and click Save.
8. Click *Save Provider*.

Task 3: Request access to Health e-Blue through the Blue Cross and BCN payer space in Availity

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 *Health e-Blue Provisioning* option.
5. Mark the checkboxes for each version of Health e-Blue to which the selected providers need access. These include:
 - BCBS Michigan
 - Medicare Plus Blue PPO
 - BCN (Commercial HMO & BCN Advantage)
6. Select *BCBS Michigan and Blue Care Network* from the *Organization* drop-down list.
7. Select the providers associated with the PO number or the IH code that is needed for Health e-Blue from the *Select Provider(s)* drop-down list.
8. Click *Submit Request*.

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, log in to Availity, follow the first three steps listed under “Task 3” above and then 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.

If you have questions about a denied request, send them to HEBapplications@bcbsm.com or call 248-486-2308.



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).

Revision history

- On June 15, 2022, we updated the turnaround times for Health e-Blue access requests and provided a different method for looking up IH and PO numbers.
- On May 26, 2022, we updated the steps physician organizations and medical care groups need to complete as part of task 2 and we updated two of the steps within task 3.
- On May 10, 2022, we updated the steps physician organizations and medical care groups need to complete as part of task 2.
- On April 11, 2022, we clarified the provider specialties that are eligible for access to Health e-Blue.