Agenda

• **Availity®**
  — Eligibility & Benefits
  — Claim Status
  — Payer Spaces

• **Provider Stability Act**
  — Contact Preferences
  — Documentation Viewer
  — Fee Schedule Viewer

• **Authorization Update – MCG Cite Guideline Transparency**

• **Educational Resources**

• **2019 Roadmap**

• **Contacts**
Eligibility & Benefits

Log in to Availity®
Eligibility & Benefits

To view Eligibility and Benefits:

- Select **Eligibility and Benefits Inquiry** tile.
- Select **Payer** and **Provider Information** from the drop-down menu.
- Enter **NPI**.
- Enter required **Patient Information**.
If you make an inquiry in Availity and can’t get the information you need, the system will provide you with a Fast Path phone number and a Fast Path ID to contact Provider Service for help.

For more help, contact BlueCross using Fast Path by calling 1-833-FST-PATH (1-833-378-7284) and provide transaction ID, 825000 during normal business hours.
Claim Status

To view Claim Status:

Claim Status & Payments

- Claim Status and Remittance Inquiry

Manage File Transfers

- Send and Receive EDI Files

Claim Status & Remittance Inquiry

Multi-payer Claim Status Inquiry & Remittance

- Claim Status

- Remittance Viewer

Status Types

- ALL
- DENIED
- PAID
- PENDING
- REJECTED
Payer Spaces

- Click on **Payer Spaces**.
- Click the **BlueCross BlueShield of Tennessee logo**.
Applications available in Payer Spaces:

- **Authorization Submission/Review**
  Submit & review authorizations for BlueCross BlueShield of Tennessee.

- **BlueCare PCP Member Roster**
  Review your assigned members.

- **CHOICES & ECF Claim Submission**
  Submit claims for CHOICES and ECF members.

- **Contact Preferences**
  Update your contact preferences for BlueCross contracts.

- **Fee Schedule Viewer**
  View your fee schedules for BlueCross contracts.

- **National Consumer Cost Tool Reports**
  Fall 2018 Data available!
  Review data submitted for member cost tools.
Applications available in Payer Spaces:

- **Practitioner Pattern Analysis**
  View Practitioner Practice Analysis data.

- **Print/View Your Remittance Advice**
  View your BlueCross BlueShield of Tennessee remittance advice.

- **Provider Enrollment Form**
  Are you a new provider? Enroll with BCBST today.

- **Provider Ratings Review**
  View your ratings and comments from BlueCross BlueShield Tennessee members.

- **Quality Care Rewards (QCR)**
  Review gaps and track incentives for providing quality care.

- **Real Time Claims Adjudication**
  Estimate liability and submit claims for BCBS Tennessee members.
## Applications available in Payer Spaces:

<table>
<thead>
<tr>
<th>Application</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>🎃 RxSafetyTN</td>
<td>Review your opioid prescriber reports here.</td>
</tr>
<tr>
<td>🎃 Send A Message</td>
<td>Send a message to BlueCross BlueShield of Tennessee.</td>
</tr>
<tr>
<td>🎃 THCII Reporting</td>
<td>4th Quarter 2018 Interim and Preview EOC Reports will be available November 16!</td>
</tr>
<tr>
<td>🎃 THCII TN Health Link Enrollment</td>
<td>Enroll BlueCare members eligible for THL to your organization.</td>
</tr>
<tr>
<td>🎃 View Messages</td>
<td>Review your messages from BlueCross BlueShield of Tennessee.</td>
</tr>
</tbody>
</table>
Provider Stability Act
Contact Preferences

- Launched in August 2018.
- Requires the Provider Enrollment and Contracting role.
- Currently used to collect contact emails mandated by the Provider Stability Act. [BE SURE YOU OPT IN!]
- To update your email, follow these steps:
  - Log in to Availity.
  - Click Payer Spaces | BlueCross Tennessee.
  - Click Contact Preferences.
  - Select your Organization and Provider.
  - Select your Contract.
  - Update email.
  - Review disclaimers, opt-in, and submit.
Provider Stability Act
Contact Preferences – Documentation Viewer

Documentation Viewer added 2/16/2019

- Allows users to see notifications sent to registered emails and addresses.
- Currently shows contract-level communications related to the Provider Stability Act.
- Users can view the communication and attachment (where applicable).
- Look for the View Communications button within Contact Preferences.

![Image of a printed document and a screenshot of the Documentation Viewer interface.]

Communication Document Viewer

<table>
<thead>
<tr>
<th>Communication Name</th>
<th>Delivery Channel</th>
<th>Sort Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fee Schedule Change Notice</td>
<td>Mail</td>
<td>2019-01-23</td>
</tr>
<tr>
<td>Fee Schedule Change Notice</td>
<td>Email</td>
<td>2018-12-28</td>
</tr>
<tr>
<td>Fee Schedule Change Notice</td>
<td>Email</td>
<td>2018-12-28</td>
</tr>
</tbody>
</table>

December 17, 2018
Dear Provider:
We’re writing to tell you about changes we’re making to your fee schedule, which will go into effect February 1, 2019. Please go to the documentation viewer at Availity® for more details about the changes. As of the effective date, you can also access the full fee schedule on Availity.

If you have questions about Availity, please contact Availity at 1-800-AVAILITY (283-1514) or our business technical support team at 1-800-555-5177, option 2 or ebusinesstechnicalsupport@avt.ca.com.

For any other questions, call Provider Network Services at 1-800-956-7104 and follow the prompts for Networks and Contracting or send an email to contacts_availity@avt.ca.com. You can also contact your Provider Network Manager for help.

Thank you for the care you provide to our members and your patients.

Sincerely,

Marc Barlow
Vice President, Provider Networks and Contracting
Provider Stability Act

Fee Schedule Viewer

- Launched 1/2/2019
- Requires the **Provider Enrollment and Contracting** role
- Displays Commercial Fee Schedule data for Professional & Dental agreements
- Facility fee schedule capabilities under development
- Data refreshed directly from the claims system to stay current
- Displays schedules as of the current date
Authorization Updates
New Guideline Transparency Tool

MCG Cite Guideline Transparency (CGT)
• Snapshot of the medical necessity of specific MCG guidelines to assist with prior authorizations.
• Available in the Prior Authorization Tool.

To access CGT, follow these steps:
• Log in to Availity.
• Click Payer Spaces | BlueCross Tennessee.
• Click on the Resources tab.
• Click on the MCG Cite Guideline Transparency tile.
2019 Roadmap
Coming in 2019!

2019 - Q1
- eBusiness Messaging Pilot Planning
- E&B/CS/Remit Messaging Research
- E&B: Allergy Benefits
- E&B: Add Plan Year Info
- E&B: Add Specialty Rx Benefits
- Fee Schedule Viewer: PDF Download
- E&B: Dental COB Update Status
- Contact Prefs: Documentation Viewer

2019 – Q2
- eBusiness Messaging Pilot*
- Medical Record Upload Planning
- E&B: Benefit-specific Exclusions
- E&B: Limitations by procedure code
- Fast Path: Fast Path Code on Error Transactions

2019 – Q3
- Remit/Claim Status Messaging Pilot*
- E&B / CS / Remit Messaging Pilot*

2019 – Q4
- E&B / CS / Remit Messaging General Availability*
- New Remit Viewer Rollout*
- Medical Record Upload General Availability*

*Dates subject to change
Provider Relations Consultants
Network Managers

Tri-Cities:
• Sonia Stine
  Phone: (423) 854-6027
  Email: Sonia_Stine@bcbst.com

• Michelle Calhoun
  Phone: (423) 854-6028
  Email: Michelle_Calhoun@bcbst.com

Knoxville:
• Dee Dee Allen
  Phone: (865) 588-4658
  Email: Dolores_Allen@bcbst.com

• Jeanine Warren
  Phone: (865) 588-4647
  Email: Jeanine_Warren@bcbst.com

Nashville:
• Tanya White-Anderson
  Phone: (615) 386-8656
  Email: Tanya_White@bcbst.com

• Kari Clark
  Phone: (615) 760-8703
  Email: Kari_Clark@bcbst.com

• Robin Williams
  Phone: (615) 386-8632
  Email: Robin_Williams@bcbst.com

• Jackie Doss
  Phone: (615) 386-8633
  Email: Jackie_Doss@bcbst.com
eBusiness Solutions & Availity
We’re here to help!

• eBusiness Service Center
  • Phone: (423) 535-5717, opt. 2
    Hours: M – Th, 8 a.m. – 6 p.m. and F, 9 a.m. – 6 p.m.
  • Email: ebusiness_service@bcbst.com
  • Chat: Chat with Payer on BlueCross Payer Space

• eBusiness Regional Marketing Consultants
  • Faith Daniel, East TN
    Phone: (423) 535-6796
    Email: Faith_Daniel@bcbst.com
  • Faye Mangold, Middle TN
    Phone: (423) 535-2750
    Email: Faye_Mangold@bcbst.com
  • Debbie Angner, West TN
    Phone: (901) 544-2285
    Email: Debbie_Angner@bcbst.com

• Availity Portal Support
  Phone: 1-800-282-4548
  Online: Open a support ticket via your Provider Engagement Portal Account (Click My Account | Open a Ticket)
Thank You