

# Message This Payer User Guide

*Information in this user guide is not applicable to BlueCard® (out-of-area), Medicare Advantage, or Illinois Medicaid claims.*

**Message This Payer** allows providers to send secure messages to Blue Cross and Blue Shield of Illinois (BCBSIL) for claim management questions and follow along with the conversation history. Once a message is submitted to BCBSIL, you will receive a response in the **Messaging que** on the Availity® Essentials homepage.

*Message This Payer is accessible to existing Availity Administrators and users assigned the **Claim Status** and **Messaging App** roles in Availity.*

## **Not registered with Availity Essentials?**

Complete the online guided registration process today via [Availity](#), at no cost.

March 2024

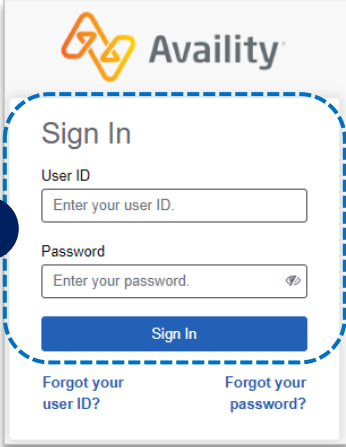


The following instructions show how users' access **Message This Payer** via Availity Essentials and how Availity Administrators and/or users will add providers information to your organization's account.



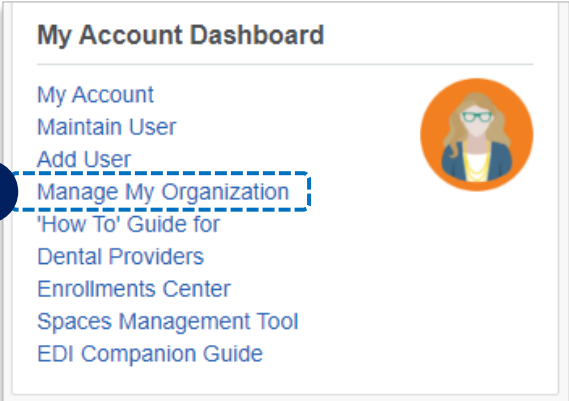
**1** Assigned users can access this tool by following the instructions below:

- ▶ Go to [Availity](#)
- ▶ Select [Availity Essentials Login](#)
- ▶ Enter User ID and Password
- ▶ Select [Log in](#)



The image shows the Availity Sign In page. A dashed blue box highlights the 'Sign In' section, which includes a 'User ID' field with the placeholder 'Enter your user ID.', a 'Password' field with the placeholder 'Enter your password.' and an eye icon, and a blue 'Sign In' button. Below the button are two links: 'Forgot your user ID?' and 'Forgot your password?'. A circled '1' is placed to the left of the dashed box.

**2** Select [Manage My Organization](#) from *My Account Dashboard* on the Availity homepage



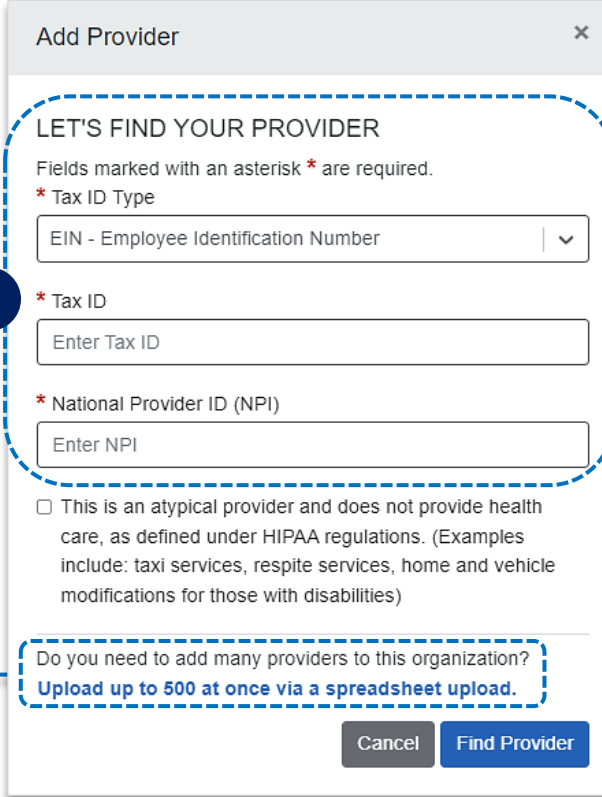
The image shows the 'My Account Dashboard' menu. A dashed blue box highlights the 'Manage My Organization' option. Other options include 'My Account', 'Maintain User', 'Add User', 'How To Guide for Dental Providers', 'Enrollments Center', 'Spaces Management Tool', and 'EDI Companion Guide'. A user profile icon is visible on the right. A circled '2' is placed to the left of the dashed box.

**3** ▶ Select the **Tax ID Type**:

- ▶ **EIN** – *Employee Identification Number*
- ▶ **SSN** – *Social Security Number*

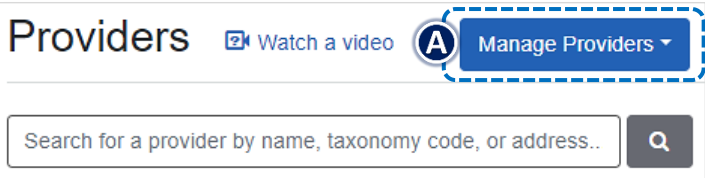
▶ Enter the **Tax ID** and **NPI number**

▶ Select **Find Provider**



The image shows the 'Add Provider' form. A dashed blue box highlights the 'LET'S FIND YOUR PROVIDER' section, which includes a dropdown for 'Tax ID Type' (set to 'EIN - Employee Identification Number'), a 'Tax ID' field with the placeholder 'Enter Tax ID', and an 'NPI' field with the placeholder 'Enter NPI'. Below these fields is a checkbox for 'This is an atypical provider...' and a question 'Do you need to add many providers to this organization?' with the option 'Upload up to 500 at once via a spreadsheet upload.' and 'Cancel' and 'Find Provider' buttons. A circled '3' is placed to the left of the dashed box.

**A** Within [Manage My Organization](#), select [Manage Providers](#), then [Add Provider\(s\)](#)



The image shows the 'Providers' search bar. A dashed blue box highlights the 'Manage Providers' dropdown menu. Below it is a search input field with the placeholder 'Search for a provider by name, taxonomy code, or address..' and a search icon.

### Quick Tips:

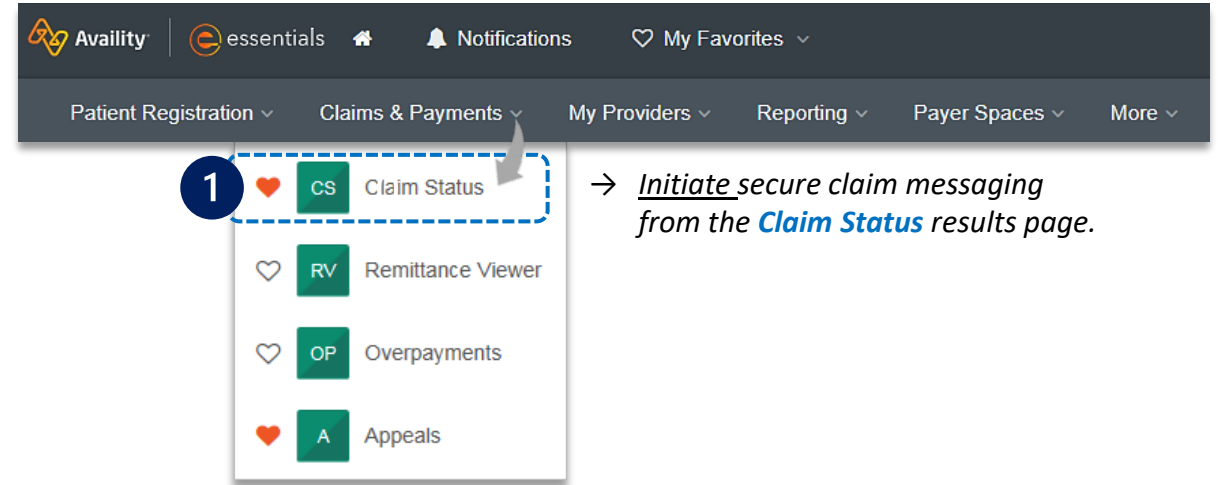
- If you have multiple providers to add to your organization, select **“Upload up to 500 at once via spreadsheet upload.”**
- For more details, refer to the [Manage My Organization User Guide](#) published in the [Provider Tools section](#) of our website.
- If you do not have access, contact our organization’s administrator to request.



# Step 2: Access Message This Payer

- Select **Claims & Payments** from the navigation menu
  - Select **Claim Status**

**Note:** Contact your Availity administrators if the **Claim Status** tool is not listed in the **Claims & Payments** menu.



- Check claim status by following the steps below:

- Choose the **Organization**
- Select BCBSIL from the **Payer** drop-down list
- Use the **Member** or **Claim Number** search options to obtain enhanced claim status

The screenshot shows the search form for claim status. The 'Organization' dropdown is set to 'ABC ORGANIZATION' and the 'Payer' dropdown is set to 'BCBSIL'. The 'Member' search option is selected and highlighted with a blue dashed box and a '2' in a circle. Below the search options, there are fields for 'Select a Provider', 'Provider NPI', 'Member ID', 'Group Number', and 'Service Dates'. A 'Submit' button and a 'Clear Form' button are at the bottom right.

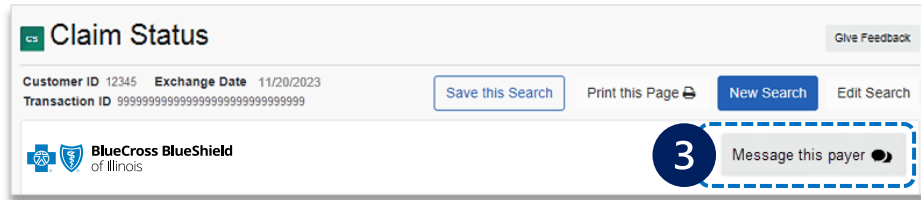
**Quick Tip:**

→ Refer to the [Claim Status Tool User Guide](#) to learn more about obtaining detailed claim status via Availity.

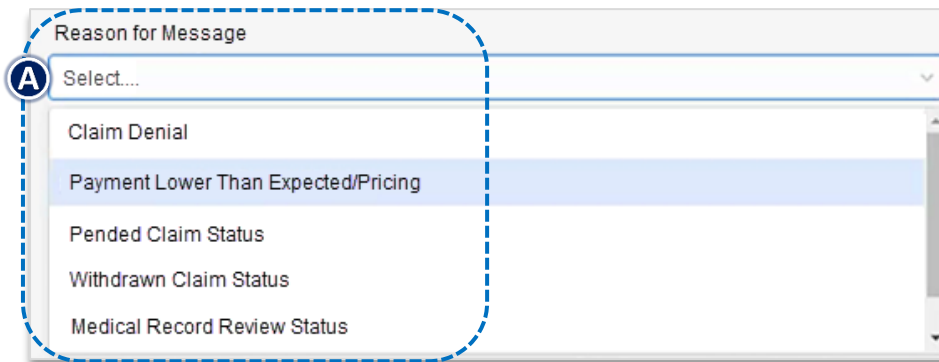


# Step 2: Message This Payer

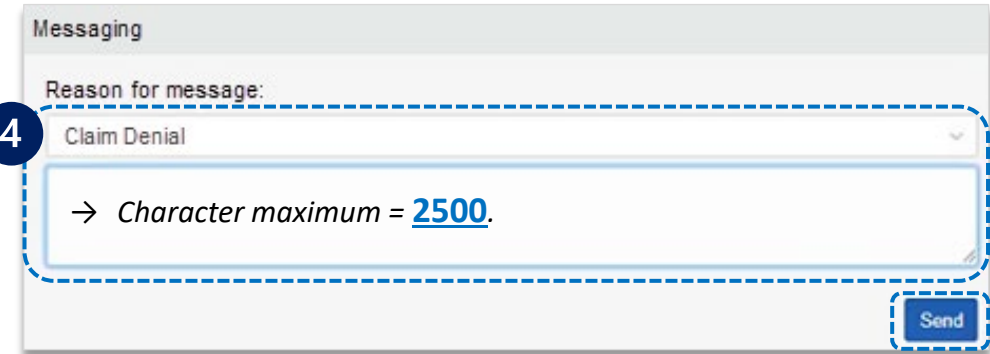
**3** On the claim status response screen, select **Message This Payer** to initiate a conversation with BCBSIL



**A** Select the appropriate **claim inquiry reason** from the drop-down listing

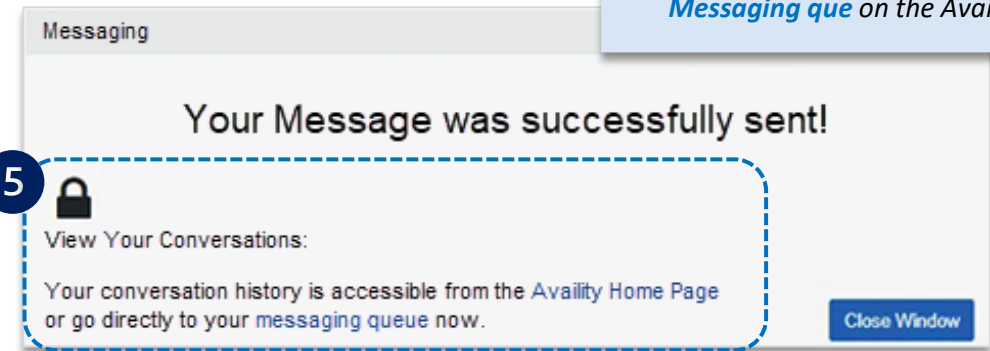


**4** Enter **detailed rationale** for the claim inquiry and select **Send**



**5** Users will receive **confirmation** of successful submission

**Quick Tip:**  
→ View conversation history via the **Messaging que** on the Availity homepage.

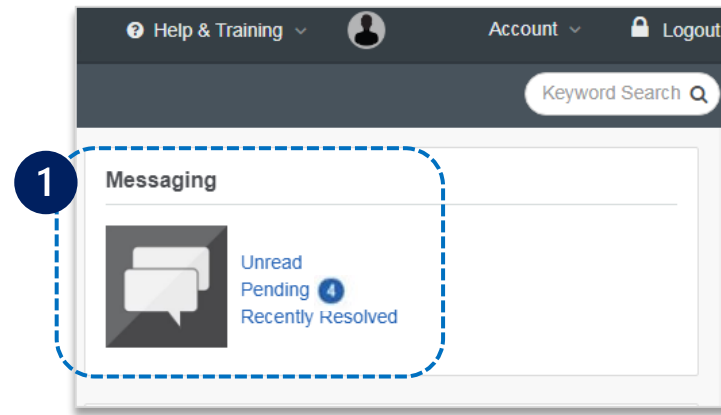




1 Access the **Messaging que** on the Availity homepage to monitor and follow the conversation history.

▶ View messages in different statuses:

- **Unread** – applies the filter of My Unread Conversations Only (Administrator only)
- **Pended** – applies to filters of New, Open, and Reopened
- **Recently Resolved** – applies to filter of My Unread Conversations Only (Administrators can only access)



### Quick Tips:

- Filter to locate conversations.
- Only Availity Administrators have access to the **My Conversations** and **Summaries** tabs.
- General users can only see assigned conversations.

2 Conversations display on the left-hand side of the page as cards.

▶ The status bar on the left side of the card indicate the status by color:

- **Blue** = New (Unread) Message
- **Yellow** = Currently Unassigned
- **Green** = Active and Open
- **Gray** = Resolved

