

# Message This Payer User Guide

Information in this user guide is not applicable to BlueCard<sup>®</sup> (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<sup>®</sup> Essentials homepage.

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

### Not registered with Availity Essentials?

Complete the online guided registration process today via <u>Availity</u>, at no cost.

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Blue Cross and Blue Shield of Illinois, a Division of Health Care Service Corporation, a Mutual Legal Reserve Company, an Independent Licensee of the Blue Cross and Blue Shield Association Blue Cross<sup>®</sup>, Blue Shield<sup>®</sup> and the Cross and Shield Symbols are registered service marks of the Blue Cross and Blue Shield Association, an association of independent Blue Cross and Blue Shield Plans. 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.



# Step 1: Availity Login & MMO Setup

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

Go to Availity

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- Select Availity Essentials Login
- Enter User ID and Password
- Select Log in

Within Manage My

**Organization**, select

then Add Provider(s)

Manage Providers,



3

- Select the Tax ID Type:
- EIN Employee Identification Number
- SSN Social Security Number
- Enter the Tax ID and NPI number
- Select Find Provider

	Add Provider
,	LET'S FIND YOUR PROVIDER
	Fields marked with an asterisk * are required. * Tax ID Type
	EIN - Employee Identification Number
	* Tax ID
	Enter Tax ID
	* National Provider ID (NPI)
	Enter NPI
	This is an atypical provider and does not provide health care, as defined under HIPAA regulations. (Examples include: taxi services, respite services, home and vehicle modifications for those with disabilities)
	Do you need to add many providers to this organization? Upload up to 500 at once via a spreadsheet upload.
	Cancel Find Provider

### 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 <u>Manage My Organization User Guide</u> published in the <u>Provider Tools section</u> of our website.
- $\rightarrow$  If you do not have access, contact our organization's administrator to request.

Select Manage My Organization from My Account Dashboard on the Availity homepage



My Account Dashboard



# Step 2: Access Message This Payer

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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

Organization				Payer 🥹				
ABC ORGANIZATION				BCBSIL				
Member	Claim Numbe	er HIPAA Standard	1		View Sa	aved Searches		
Fields mar	Fields marked with an asterisk * are required.							
* Select a	Provider 😢		* Provider NPI 😮	* Member ID 😢				
ABC Clini	c - 1234567890 -		1234567890	ABC123456789				
* Group Number * Service Dates ?								
999999		From Date	-	To Date				
					Submit	Clear Form		

#### Quick Tip:

→ Refer to the <u>Claim Status Tool User Guide</u> to learn more about obtaining detailed claim status via Availity. 3

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



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

Select	~
Claim Denial	
Payment Lower Than Expected/Pricing	
Pended Claim Status	
Withdrawn Claim Status	
Medical Record Review Status	

Enter detailed rationale for the claim inquiry and select Send

Mes	essaging	
Re	leason for message:	
4	Claim Denial	~
	$\rightarrow$ Character maximum = 2500.	
		Send



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Users will receive **confirmation** of successful submission

#### Quick Tip:

→ View conversation history via the Messaging que on the Availity homepage.

Close Window

Messaging

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### Your Message was successfully sent!

# View Your Conversations:

Your conversation history is accessible from the Availity Home Page or go directly to your messaging queue now.

# Step 3: Access the Message Queue Monitor & Review Response

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

View messages in different statuses:

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- **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)
- 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



### Quick Tips:

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

Availity <sup>.</sup>	ntials 🚓 🌲 🗢 M	y Favorites 🗸		🕑 Help & T	Training v	Account 🗸 🧂 Logou	
Patient Registration ~	Claims & Payments ~	My Providers	<ul> <li>Reporting ~</li> </ul>	Payer Spaces 🗸 🛛 Mo	re ~	Keyword Search Q	
Home > Messaging							
Messaging							
All Conversations My	Conversations Summarie	es				Give Feedback	
Ashley Availity	► Feb 21, 2024 12:34 pm	Still pend JANE DOE	ng	Transaction ID 4776 2214 Transaction Type Cla	72841049945 Created on: F aim	Status: New Feb 21, 2024 12:34 pm	
JANE DOE ABC1234567 HealthPlan - Claim Still pending	89	Claim Number 987654321	Billed \$500.00	Service Dates 04/1/2019 - 04/1/2019	9		
Claim Number 98765432100 Billed Amount \$500.00 Provider NPI 3234567899		Patient Member II Relations	Information DABC123456789 hip to Subscriber 18	Subscriber Info Name JANE DOE Member ID ABC1234	rmation Provider I Name ABC CI 456789 NPI 32345678	Provider Information Name ABC Clinic NPI 3234567899	
			Wedn	esday, Feb 21, 2024 4:34 pn	n		
🚨 Me	Feb 3, 2024 9:15 am	Me	This claim is still p	pending, but i sent in the ne	eeded documentation 2		
PAUL PINEAPPLE CBA	123456789 , th	, \varkappa	processed now?			Ų	



# Step 3: Access the Message Queue Monitor & Review Response (continued)

Click the card you 3 All Conversations My Conversations Summaries wish to review 17 Most Recently Updated ▼ Filter Claim Denial Status: Devolved Organization JANE DOE Transaction Type Claim Created on: Feb 21, 2024, 12:34 pm ABC ORGANIZATION **Review** response Claim Number Billed Paid Check Number Service Dates Q Search By Q Search from BCBSII 9999999999999X \$135.00 E9999999 01/03/2024 - 01/03/2024 Member ID Line of Business NM Submit Patient Information Subscriber Information Provider Information Member ID ABC123456789 Name JANE DOE Name ABC Organization JANE DOE ABC123456789 DOB Sep 27, 1979 Member ID ABC123456789 NPI 1234567890 B Reopen and Send, BCBSIL - Claim Gender F Claim Denial Account Number 999999 if necessarv Line of Business II 3 Account 999999 Wednesday, Feb 21, 2024, 12:34 pm Claim Number 999999999998 Laverne R. Please review this claim and explain why this service is not covered, as these services were paid in Billed Amount \$135.00 December 2023 **(M**) Paid Amount Check / EFT # E9999999 A Provider NPI 1234567890 Thursday, Feb 28, 2024, 9:10 am Thank you for your inquiry. This claim was reprocessed today. A provider claim summary or electronic Debra V. remittance advice has been sent as confirmation. Reference ID: 199999999 B Reopen and Send

Have questions or need additional education? Education or training, contact <u>BCBSIL Provider Education Consultants</u> Be sure to include your name, direct contact information & Tax ID and/or billing NPI. Technical Availity support, contact Availity Client Services at 800-282-4548

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