

PROVIDER QUICK POINTS

PROVIDER INFORMATION



March 25, 2020

New Claims Status Online Messaging Available on Availity

On March 21, 2020 a new feature was added to the Availity® Provider Portal that enables providers to quickly message Blue Cross and Blue Shield of Minnesota through online messaging. This new online option will enable you to electronically submit questions regarding a Claims Status Inquiry for Blue Cross members. The messaging capability has been and continues to be available through an Eligibility and Benefits Inquiry.

This new feature is accessible for lines of business managed by Blue Cross and Blue Shield of Minnesota and Blue Plus (Blue Cross) and Blue Card claim questions. For Medicaid, MinnesotaCare and MSHO providers can use the tools Amerigroup offers for managing claims questions.

To access this new feature for Claim Status Inquiries:

1. Log in at **Availity.com**
2. Select **Claim Status**, under Claims & Payment options
3. Submit a Claim Status Inquiry on the claim in question
4. Receive a valid **Claim Status Response**
5. Review details returned
6. If there are still questions, use the button labeled “**Message this payer**”

To access the existing feature for Eligibility and Benefits Inquiries:

1. Log in at **Availity.com**
2. Select **Eligibility and Benefits Inquiry request**, under Patient Registration options
3. Submit an Eligibility Inquiry on the member in question
4. Receive a valid **Eligibility and Benefits Response**
5. Review details returned
6. If there are still questions, use the button labeled “**Message this payer**”

Training Opportunities:

Providers can access the Blue Cross Messaging a Payer – Training Program training demo and common question training guides from the Availity portal:

1. Click **Help & Training | Get Trained** (Availity Learning Center (ALC) opens a new tab)
2. Go to the very top of the ALC screen, search with the keyword “**Messaging a Payer**”
3. Click on the training document you want to access **or** click on the course title you want to enroll in **and**
4. Click **Enroll** in the top right corner and confirm that you want to enroll
5. Click **Start** to view the training

Questions?

If you have any questions, please contact provider services at **(651) 662-5200** or **1-800-262-0820**.

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Distribution: Available online at: <https://www.bluecrossmn.com/healthy/public/personal/home/providers/forms-and-publications>

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