PROVIDER QUICK POINTS
PROVIDER INFORMATION

BlueCross BlueShield
Minnesota

March 6, 2014

What's New on the Availity Web Portal?

Your provider feedback enables us to take action to refine Availity's Web Portal. Check out these enhanced changes for providers by logging into **Availity.com** to find all the latest announcements and communication releases.

Coverage term dates now available

Providers can now access term dates of coverage (when coverage starts and ends) for Blue Cross and Blue Shield of Minnesota and Blue Plus (Blue Cross) subscribers. This feature allows providers to identify immediately if a patient's insurance is current and the terms of coverage. To access this information, go to the Eligibility & Benefits Summary Results page under Plan/Product Information.

Enhanced eligibility and benefits inquiry form

Availity now provides an enhanced eligibility and benefits inquiry form for Blue Cross providers. The form will no longer require a single as-of-date field for the patient's date of service. Instead, providers can now enter a date range.

To access the Eligibility and Benefits Inquiry Form from the Availity Web Portal menu, follow these steps:
1. Click Eligibility and Benefits | Eligibility and Benefits Inquiry.
2. In the **Payer field**, select the appropriate option for this health plan.

Eligibility and benefits search option enhancements

Availity is now providing additional eligibility and benefits for Blue Cross providers. If a provider initially selects the search option of **Patient Name & DOB**, Availity displays the following message:
Do not use this search option for out-of-state Blue Plan members.

In addition, if a provider initially selects the search option of Patient Name & DOB for Eligibility and Benefits and Blue Cross cannot verify the subscriber, Availity will display this error:
Unique member was unable to be determined, please resend inquiry with Patient ID.

And —instead of having to re-key the information, Availity pre-populates the Eligibility and Benefits page and displays the **Patient ID** field for you to complete for resubmission of the inquiry. **No more re-keying!**

To access Eligibility and Benefits on the Availity Web Portal, follow these steps:
1. In the Availity menu, click Eligibility and Benefits | Eligibility and Benefits Inquiry.
2. On the Eligibility and Benefits page, **select BCBSMN in the Payer field.**

Tip: Use the **Search Option** and **Patient ID** blue question marks to learn more.

Enhanced extended benefits display

Availity now displays qualified Blue Cross subscribers' extended network benefits on the Eligibility and Benefits Results page. To access this feature in the Availity Web Portal, follow these steps:
1. Click Eligibility and Benefits | Eligibility and Benefits Inquiry, then complete and submit the request.
2. On the Eligibility and Benefits Results page, click **View Additional Benefits** in the Service Type section to view a list of the **In Network**, **Extended Network**, and **Out of Network** types of service.
3. Click any available network type (link) in the list, to display the relevant details for each patient's policy.

Questions?

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