Quick Overview of Electronic Options for Behavioral Health Providers

Blue Cross and Blue Shield of Illinois (BCBSIL) offers and supports electronic options to help you streamline administrative functions in your office. **Several examples are listed below, with links for more details.** To access these online options, you must be a registered Availity® Provider Portal user. Go to Availity to sign up now at no cost. If you're already registered, check with your Availity administrator to gain access to resources in your account. **Would you like an online tour?** Join us for a Back to Basics 'Availity 101' webinar. For dates, times and online registration, go to the Webinars and Workshops page. **To request customized training,** email our Provider Education Consultants.

"Select A Provider"	Attention Availity Administrators: Look for this option in the My Providers menu, once you log in to Availity. Select A Provider allows you to add/manage provider information in your organization's account. You can complete all fields in one step on most transactions.
Patient ID Finder	This tool allows you to quickly obtain a BCBSIL patient's insurance ID and group numbers after entering patient-specific data elements.
Eligibility and Benefits	Confirm patient coverage and check benefit details in real-time, 24 hours a day (except Sundays from 8 a.m. to noon). You'll also get details on prior authorization requirements and vendors, if applicable.
Prior Authorization	If the service requires prior authorization through BCBSIL, you may use the Availity Authorizations tool for inpatient admissions and select outpatient services. (*Note: This does **not** apply to HMO plans.*)
Electronic Claim Submission	For greater security and accuracy of data, with faster processing and payment, submit electronic claims. one at a time or in batch and get confirmation upon acceptance. Advantages include
Claim Status Tool	This tool offers enhanced claim status information for **commercial and government programs** (Medicare Advantage and Illinois Medicaid) claims.
Electronic Claim Payment and Remittance – Online Enrollment	You can enroll online to receive claim payments via 835 Electronic Funds Transfer (835 EFT) along with 835 Electronic Remittance Advice (835 ERA) files from BCBSIL.
Remittance Viewer	This tool offers providers and billing services a convenient way to view and help reconcile claim data provided by BCBSIL in the 835 ERA.
Reporting On-Demand	Use Reporting On-Demand to view, download or print duplicate copies of the provider claim summary.
Claim Inquiry Resolution*	Use this tool to request claim review for certain finalized **commercial** claims. (*Note: This tool should **not** be used for appeals.*)
Electronic Refund Management*	Receive and respond online to overpayment recovery requests on **commercial** claims. Receive and respond online to overpayment recovery requests on **commercial** claims.
Online Submission of Medical Records	Receive and respond to quality and risk adjustment medical record requests electronically via Availity's Medical Attachments application.

*These tools are not applicable for government programs claims.

If you don't have online access, we have other user-friendly options, too. To check eligibility and benefits **for commercial members**, use our interactive voice response (IVR) phone system. You'll get a confirmation number with your results. You can choose to receive benefit details via fax. See our IVR caller guides for phone numbers and details: 1.) Claims; 2.) Eligibility and Benefits; and 3.) Behavioral Health Preauthorization. **For government programs members**, call the number on the member's ID card to check eligibility and benefits.

Checking eligibility and/or benefit information and/or the fact that a service has been prior authorized is not a guarantee of payment. Benefits will be determined once a claim is received and will be based upon, among other things, the member's eligibility and the terms of the member's certificate of coverage applicable on the date services were rendered. If you have any questions, please call the number on the member's ID card.

Availity is a trademark of Availity, LLC, a separate company that operates a health information network to provide electronic information exchange services to medical professionals. BCBSIL makes no endorsement, representations or warranties regarding any products or services provided by third-party vendors such as Availity. If you have any questions about the products or services provided by such vendors, you should contact the vendor(s) directly.

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