

Our [dedicated provider training site](#)** gives you easy access to recorded webinars, videos, eLearning modules and other training resources. Some of the resources below are located on the training site. Click [here](#) for instructions to register and log in.

Task	Training and resources	Notes
<p>Working with Blue Cross Blue Shield of Michigan and Blue Care Network: Foundation</p>	<ul style="list-style-type: none"> • Blue Cross 101 curriculum: <ul style="list-style-type: none"> ○ Access through the Blue Cross provider training website** . Type “101” in the upper right search box. Click on the course title in the results. ○ Narrated web presentations on basic topics ○ Downloadable PDF slides included • <i>New provider guide*</i> — Follow the steps below to access: <ol style="list-style-type: none"> 1. Log in to our provider portal (availability.com**). 2. Click <i>Payer Spaces</i> on the menu bar. 3. Click the BCBSM and BCN logo. 4. Click <i>Secure Provider Resources (Blue Cross and BCN)</i> under the Resources tab. 5. Find the document in the Easy Access section. 	<p>Overview of how to work with Blue Cross Blue Shield of Michigan and Blue Care Network</p>

*Requires sign on to our provider portal

**While we recommend this website and we’re responsible for the Blue Cross Blue Shield of Michigan and Blue Care Network content on it, we don’t own or control this website.

Task	Training and resources	Notes
<p>Getting enrolled, accessing our provider portal and online tools</p>	<ul style="list-style-type: none"> • <i>New provider guide*</i> (see access instructions on page 1 of this document): <ul style="list-style-type: none"> ○ Get Credentialed: Page 1 ○ Sign up for our provider portal: Page 2 • The <i>Provider Enrollment and Signing up for Online Tools</i> sections in the Blue Cross 101 curriculum: <ul style="list-style-type: none"> ○ Access through the Blue Cross provider training website** . Type “101” in the upper right search box. Click on the course title in the results. ○ Narrated web presentation on basic topics ○ Downloadable PDF slides included (see the <i>Provider enrollment and signing up for online tools</i> section) • Provider Enrollment and Change Self-Service tool training: Video series on how to use the tool: <ul style="list-style-type: none"> ○ Access through the Blue Cross provider training website** . Type “provider enrollment” in the upper right search box. Click the <i>Courses</i> tab and then click on the <i>Provider Enrollment and Change Self-service tool</i> course in the results. 	<p>Getting credentialed and applying for tools needed</p>
<p>Submitting claims electronically</p>	<ul style="list-style-type: none"> • <i>New provider guide*</i> (see access instructions on page 1 of this document) • How do I sign up for Electronic Data Interchange? 	<p>Establishing appropriate access to start submitting claims</p>

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<p>Checking benefits and eligibility</p>	<ul style="list-style-type: none"> • Training resources on our provider portal** • e-referral eLearning module 1 <ul style="list-style-type: none"> ○ Access through the Blue Cross provider training website** . Type “e-referral” in the upper right search box. Click the <i>e-referral tutorials</i> course in the results. ○ Self-paced interactive learning module 	<p>Using our provider portal to verify patient’s benefits and eligibility</p>
<p>Using the e-referral system</p>	<ul style="list-style-type: none"> • <i>New provider guide</i>* (see access instructions on page 1 of this document) • e-referral User Guide • e-referral eLearning modules – Access through the Blue Cross provider training website** . Type “e-referral” in the upper right search box. Click the <i>e-referral tutorials</i> course in the results. 	<ul style="list-style-type: none"> • BCN commercial members with PCP in Southeast and East Michigan need referrals for a specialist office visit: review e-Learning modules 1, 2, 3, 4, 5, 9, 10 • Referrals are not required for other members seeking acupuncture services • Prior authorization is not required for any member seeking acupuncture services • See the article in the December 2021 issue of <i>The Record</i>

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<p>Working with claims</p>	<ul style="list-style-type: none"> • How do I sign up for Electronic Data Interchange? • Claims Troubleshooting job aid for professional and facility providers*: Access through our provider portal following the steps below: <ol style="list-style-type: none"> 1. Log in to our provider portal (availity.com**). 2. Click <i>Payer Spaces</i> on the menu bar. 3. Click the BCBSM and BCN logo. 4. Click <i>Secure Provider Resources (Blue Cross and BCN)</i> under the Resources tab. 5. Click <i>Claims</i> on the <i>Billing and Claims</i> tab. • Claims training: Access through the Blue Cross provider training website**. Type "claims" in the upper right search box. Click the following in the results: <ul style="list-style-type: none"> ○ <i>Claims basics for professional providers</i> webinar recording and slides ○ <i>Claims troubleshooting</i> webinar recording and slides ○ <i>Claims appeals</i> training webinar recording and slides 	<p>Submitting, troubleshooting and appealing claims</p>

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Task	Training and resources	Notes
<p>Additional support</p>	<ul style="list-style-type: none"> • Online resources <ul style="list-style-type: none"> ○ Provider manuals* ○ Provider newsletters ○ Blue Cross 101 curriculum <ul style="list-style-type: none"> ○ Access through the Blue Cross provider training website** . Type “101” in the upper right search box. Click on the course in the results. ○ Narrated web presentations on basic topics ○ Downloadable PDF slides included • Blue Cross and BCN contact information • Webinar offerings throughout the year on various topics (information will be sent out in the newsletters) 	<p>Provider Inquiry information is included in the Blue Cross and BCN contact information</p>

To request access to the provider training site:

1. [Click here to register](#)**.
2. Complete the registration. We recommend using the same email you use to communicate with Blue Cross for provider-related needs. This will become your login ID.
3. Follow the [link to log in](#)**.

If you need assistance creating your login ID or navigating the site, email ProviderTraining@bcbsm.com.

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