



Blue Cross Blue Shield of Michigan and Blue Care Network

RBCE/MCG

Provider Self-Service User Guide



Confidence comes with every card.®



Dear Blue Cross Blue Shield of Michigan and Blue Care Network Provider:

Welcome to the RBCE/MCG Practitioner Self-Service online application. Now that you have signed up to use this tool within BCBSM's provider secured services portal, you are on your way to experiencing more efficient and electronic submissions of your requests to update RBCE/MCG affiliation information with Blue Cross Blue Shield of Michigan and Blue Care Network.

This user guide has been created as a reference tool to help new users understand the application's basic functions and provides suggestions to save time and avoid errors. Take a moment to look at the Table of Contents and skim through the sections to get acquainted with the material.

Using our online self-service tool will benefit you in the following ways:

- **Easy** — The RBCE/MCG self-service application is more streamlined and electronic, making it easy to keep your records up to date.
- **Fast** — Your enrollment and change requests are processed faster; some transactions are completed within minutes.
- **Secure** — Your data remains secure since your RBCE/MCG administrator determines its users and access levels, and the application provides an audit trail for every transaction.
- **Accurate** — You control the data entered for enrollment and change requests. You can also check your RBCE/MCG affiliation information and the status of your enrollment and change requests online anytime.
- **Green** — The need to print and fax forms is greatly reduced, which saves money and is environmentally friendly.

You can use the self-service tool for most of your RBCE/MCG practitioner affiliation changes.

If you have any technical problems signing in or using Provider Secured Services, call our Web Support Help Desk at 1-877-258-3932.

If you have questions regarding the completion of a transaction that is not covered within this user guide, please direct your inquiries as follows:

RBCEs: **Submit the inquiry using the PGIP Collaboration Issue log**

MCGs: **Contact your BCN Provider Consultant**

Thank you for supporting our efforts to better streamline your enrollment and change requests for your group practice.

Sincerely,

A handwritten signature in black ink that reads "Mina Perkins".

Mina Perkins
Manager Provider Operations & Innovation

Table of Contents

Section 1: Getting Started	1
What is the RBCE/MCG Self-Service online tool?	1
Self-service system requirements	1
What transactions can be performed with RBCE/MCG self-service?	1
What transactions <i>cannot</i> be performed with RBCE/MCG self-service?	1
Getting started with self service	2
Selecting RBCE/MCG Self-Service from the portal	3
Section 2: The Landing Page and Navigation	8
Landing page	8
Self-service navigation	9
Printing from the RBCE/MCG self-service tool.....	9
Calendar tool	9
Time limitations for completing transactions	9
Log out	9
Section 3: RBCE self-service	10
Manage RBCE Affiliation Wizard	10
PPR search.....	11
Practitioner search results.....	11
Practitioner credentialing status	11
Credentialing status requiring review.....	12
Viewing practitioner group affiliations	12
Searching by group	13
Group search results	13
View affiliated practitioners	13
Confirmation page	15
Transaction Preview page.....	16
Section 4: RBCE Affiliation Wizard	17
Affiliation Wizard	17
Menu selections	18
Submitting multiple transactions in one session	18

Section 5: Inquiry	19
Group/Practitioner Inquiry	19
Inquiry search results	20
Section 6: RBCE Affiliation Dates	21
Practitioner start dates	21
Change requests	22
Section 7: New RBCE Affiliation	23
New RBCE Affiliation — Using practitioner search	23
New RBCE Affiliation — Using group search	24
Attestation requirement	27
Transaction preview	28
Section 8: RBCE Changes	29
Section 9: RBCE Termination	30
Section 10: RBCE Physician Maintenance Roster	32
Reporting	32
Roster Fields	32
Section 11: Resources	33
Common terms	33
CAQH	33



Section 1:
Getting Started



Section 1: Getting Started

What is the RBCE/MCG Self-Service online tool?

The RBCE/ MCG Practitioner Self-Service tool is a secure electronic online application within Blue Cross Blue Shield of Michigan's Provider Secured Services portal that makes it easier for RBCEs/MCGs to keep their information up to date for both Blue Cross Blue Shield of Michigan and Blue Care Network. It offers faster service; some transactions can be completed in minutes. Each transaction creates an audit trail and provides user-controlled changes with the ability to check the status of your change requests online anytime with a few mouse clicks.

Self-service system requirements

RBCEs/MCGs that choose to participate with self-service must have the ability to scan and attach required documents into the system. Some transactions require legal documents to be attached as part of the process, for example, adding a practitioner to an RBCE/MCG.

What transactions can be performed with RBCE/MCG self-service?

You will be able to manage practitioner affiliations using the self-service process, including:

- Enrolling new practitioners with your RBCE/MCG
- Modifying practitioner PCP or specialist status within your entity
- Terminating practitioner RBCE/MCG affiliation

What transactions *cannot* be performed with RBCE/MCG self-service?

Some requests will continue to be submitted using the paper fax process. These transactions are typically more complex and require special internal processing. They include:

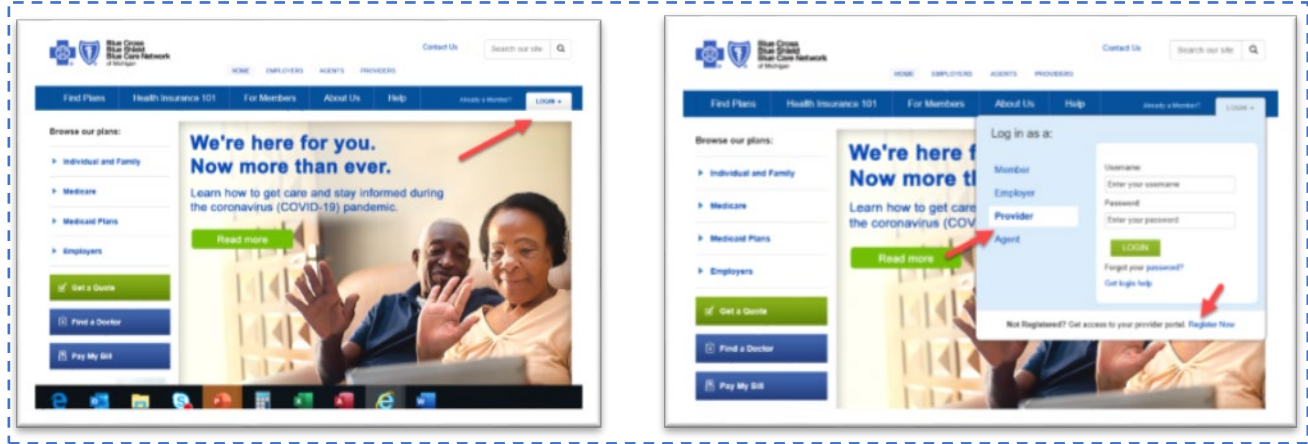
- Enrolling a new provider group or allied provider, such as ambulance, DME or lab
- Enrolling a new individual practitioner with or without a group relationship
- Making practitioner individual demographics and network changes
- Changing NPI
- Enrolling or changing a facility provider
- Completing all retroactive dated transactions
- Completing future-dated transactions — *Greater than six months*

To process the transactions noted above, you must complete and fax enrollment and change forms to our Provider Enrollment department at **1-866-900-0250**. The forms are located at **bcbsm.com/provider/enrollment**.

Section 1: Getting Started

Getting started with self service

First — All users must have access to **Provider Secured Services**. First time users must register for access at bcbsm.com/provider/enrollment/self-service.



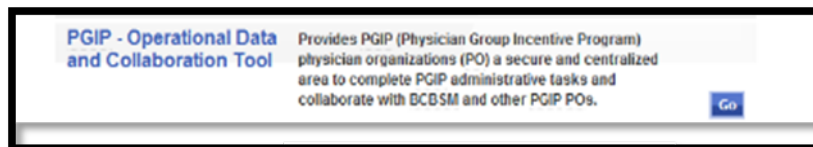
Second — Identify the level of access for your group's users, either **Full (read/write)** or **Basic (read only)**.

- **Full access** allows users to maintain RBCE/MCG affiliations plus the ability to enroll and add new practitioners to your entity.
- **Basic access** allows read-only access
- Self-service transactions will require electronic acceptance which, in some instances, includes legal signature for attestations and/or contract. Please be sure that your administrators are authorized to approve all RBCE/MCG self- service transactions.

Third — Complete the **PGIP_PO_OSC_RBCE_MCG Access** application and submit to gain user access.

- New PGIP users will get access to the RBCE Collaboration site. The RBCE Home page is located on the PGIP Collaboration site, which is accessible by clicking the link to the PGIP- Operational Data and Collaboration tool.

Users will be able to submit issues, get additional information, notices and collaborate.

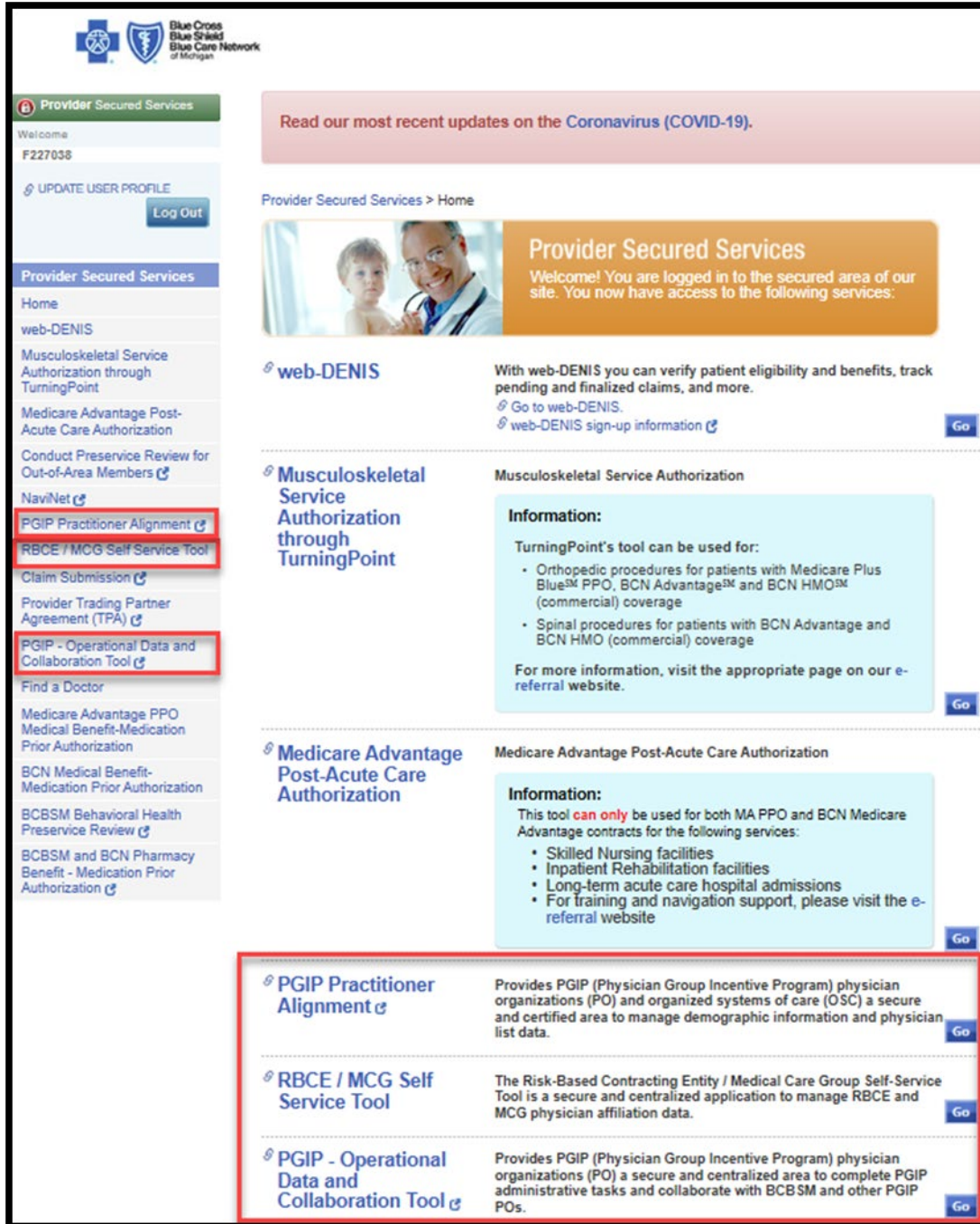


Section 1: Getting Started

Selecting RBCE/MCG Self-Service from the portal

The RBCE/MCG self-service tool is available on the Provider Secured Services page.

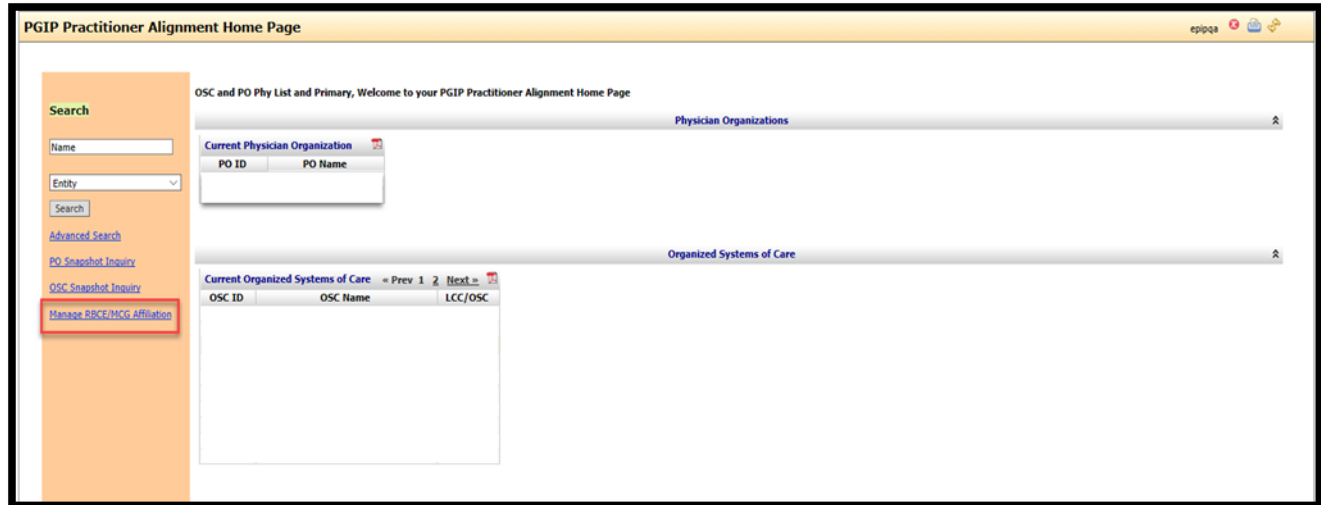
To access the portal, go to **bcbsm.com** and select *Login* and then login as a *Provider*. Log in using your Provider Secured Services ID.



The Provider Secured Services landing page will provide a link to the RBCE/ MCG Self-Service tool and the PGI Operational Data and Collaboration tool, where the RBCE Collaboration site is located, depending on the user's access.

Section 1: Getting Started

PGIP users: Select “**PGIP Practitioner Alignment**” to access the **PO/OSC practitioner alignment tool (PGIP PA)**”. This link will take you to the home page of the PGIP PA tool, which will have a link to the RBCE/MCG Self-Service tool. Users will also be able to select from the two tools with the use of a single sign-on.



Access and User IDs

New users should register for web tools or update accounts to request access to the RBCE/MCG self-service tool. When you sign up for Provider Secured Services, each person designated by the group, office or facility gets a separate ID to log in. For security and privacy purposes, users are not allowed to take their assigned ID to other practices or locations. Users are also not allowed to share IDs.

RBCE and MCG access is granted only to employed staff of a Risk Bearing Contracted Entity (RBCE) and/or Managed Care Group (MCG) to access the self-service tools and/or the Collaboration site (RBCEs only). This access allows users to get an ID to access these tools. When users sign up for the RBCE/MCG tool or RBCE Collaboration site, each person in the RBCE/MCG gets a separate log-in ID.

When registering for web access:

If user is going to be a PGIP user as well as RBCE and/or MCG user:

- Contact your PO or OSC primary contact.
- Have the user submit a **PGIP PO OSC RBCE MCG Access Application** through the PGIP PA Tool, identifying that the user will need RBCE and/or MCG access.

If RBCE and/or MCG access only is needed:

- Please fax the completed PGIP PO_OSC_RBCE_MCG Access Application to 1-800-495-0812

Deactivations

If you have an existing User ID that no one uses, it can be reassigned to a new staff member. Complete the **Provider Secured Services ID reassignment form (PDF)**. If the ID will no longer be needed, you can deactivate it using the same form.

If your existing Provider Portal ID also has PGIP access, notify your PO or OSC primary contact and have them delete the user in the PGIP PA Tool. This will remove all access for PGIP PA, SAD, and Collaboration sites.

Section 1: Getting Started

To remove *only* RBCE access, enter an issue in the RBCE Collaboration Site issue log with the category “RBCE Contact Maintenance” and include the username and Provider Portal Access ID.

Reassign ID

RBCE Provider Portal Access IDs cannot be reassigned. Please fill out a new application and fax the completed **PGIP PO_OSC_RBCE_MCG Access Application** to 1-800-495-0812.

Update ID

To update RBCE access, enter an issue in the RBCE Collaboration Site issue log with the category “RBCE Contact Maintenance” and attach an updated **PGIP PO_OSC_RBCE_MCG Access Application** to the issue. User will automatically get access to the RBCE Collaboration site when submitting their application.

Completing the New PGIP_PO_OSC_RBCE_MCG Access Application

Instructions for submitting an application


If access is for a **PO or OSC**, complete the application listing the user’s names, then do the following:

1. Scan the application and save it.
2. PGIP Primary contact must sign into the PGIP PA tool and add the contact(s) under “*Edit OSC*” or “*Edit PO*” wizard.
3. Primary contact must attach the PDF application by clicking *add document* in the transaction.
4. Once the transaction has been completed, it will take a few days for our security team to process the application.

Note: If you have issues adding the contacts through the PGIP PA tool, please enter a new issue under the “**Add or Drop user access to the PGIP Collaboration site**” in the issue log found on our external SharePoint collaboration site.

If access is for an **RBCE or MCG**, after completing the application do the following:

1. Fax the completed application to 1-800-495-0812.
2. Check the appropriate boxes for all required access.
3. *Reference the Note box which outlines what sections need to be completed for each type of access.*



Nonprofit corporations and independent licensees
of the Blue Cross and Blue Shield Association

PGIP PO / OSC / RBCE / MCG Access Application

Physician Organization (complete sections 1, 2, 5 and 6)

Organized System of Care (complete sections 1, 2, 5 and 6)

Risk Bearing Contracted Entity (complete sections 2, 3, and 6)

Medical Care Group (complete sections 2, 4, and 6)

No handwritten forms are accepted, complete electronically.

Note: If adding a contact to both a PO and OSC, you must add the contact to both the PO and OSC separately in the PGIP PA tool. If adding PGIP access AND RBCE/MCG, please add contact through PGIP PA first prior to faxing MCG/RBCE information in section 2, 3, 4 and 6.

If adding just collaboration site access for RBCE contact, please submit this form through the RBCE issue log, and complete Section 2, 3 and 6 below. If adding HEB access for a PO or OSC, additionally complete Section 5 below.

Section 1: Getting Started

Section 1

Section 1			
Physician Organization or Organized System of Care Name			
Street Address and Suite Number (address where users are located)			Primary contact person
City	State	ZIP Code	Primary contact person's telephone and extension
Tax ID			Contact Person's company issued Email address

1. If aligned to a PO or OSC, complete the Physician Organization or Organized Systems of Care section, even if just requesting RBCE access.
2. For all PGIP users, current or new, fill out Section 1.
If adding a contact to both a PO and OSC, you must add the contact to both the PO and OSC separately in the PGIP PA tool.
3. If adding PGIP access **and** RBCE/MCG, please add contact through PGIP PA first before faxing MCG/RBCE information in Section 2, 3, 4 and 6.

Section 2

Section 2										
Type the name(s), phone number(s), and if applicable the assigned Provider Portal Access ID(s) of the individual(s) requiring access. All individuals using Provider Portal Access must be included below to receive their own user Provider Portal Access ID. ID(s) may not be shared among the office staff. Note: If no Access ID exists, please leave the "Current Provider Portal Access ID" space blank. If user has had prior Access ID, please include it in the column.										
Name (type in full legal name for each user)	Email Address of individual	User's telephone # and extension	Current Provider Portal Access ID	PO	OSC	HEB	RBCE		MCG	
John Doe	jdoe@xyz.com	111-222-3333	F000000				R	RW	R	RW
				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
*R = Read Only *RW = Read & Write Access If additional space is needed, attach an additional page.										

4. If the user has existing P of F number, input into the Current Provider Portal Access ID field.
5. Check the box for all access, including if the user will need read or read/write, see instructions on how to process based on access needed.

Section 3

Section 3			
Risk Bearing Contracted Entity Name		Contact Person	
Street Address and Suite Number		Contact Person's Phone Number and Extension	
City	State	ZIP Code	Contact Person's company issued email address
RBCE ID			
Is access to the RBCE Self Service Tool Needed? <input type="checkbox"/> Yes <input type="checkbox"/> No			
Note: Access to the RBCE Collaboration site will automatically be granted to all contacts in a RBCE when this form is completed			

6. Complete all fields and be sure to indicate that access is needed to the RBCE portion of the RBCE/MCG Self-Service tool. If RBCE Self-Service tool is indicated as NO, the user will only get access to the PGIP Collaboration site RBCE homepage.

Section 1: Getting Started

Section 4

Section 4			
Medical Care Group Name			Contact Person
Street Address and Suite Number			Contact Person's Phone Number and Extension
City	State	ZIP Code	Contact Person's company issued email address
MCG ID			
Is access to the MCG Self Service Tool Needed? <input type="checkbox"/> Yes <input type="checkbox"/> No			
Note: There is currently no MCG Collaboration site			

7. Complete all fields. Be sure to indicate that access is needed to the MCG portion of the RBCE/MCG Self-Service tool.

Section 5

Section 5	
For Health e-Blue access, fill out the section below. Please note - Requesting Health e-Blue will add additional processing time.	
BCN HMO and/or BCBSM Physicians	For individual providers, enter Michigan state license number(s)
<input type="text"/>	<input type="text"/>
BCN Physician Organization	Enter the BCN IH Code(s)
<input type="text"/>	<input type="text"/>
BCBSM Physician Organization Name/Identifier(s):	
<input type="text"/>	
Note: HEB access can only be requested with this application for Physician Organizations and Organized Systems of Care	

8. If HEB access is needed for a new PGI user, then it should be processed through the PGI PA tool.
9. If user already exists, then the application should be processed through the provider portal using the provider portal application.

Be sure to fill out both the Blue Cross and BCN information if both are needed.

Section 6

Section 6 Mandatory	
Authorization for use & access, I hereby state the information provided on this application is correct.	
Provider authorized signature (Handwritten Only) Do Not Use a Signature Stamp on the Line Above or Application will be Rejected	Date
<input type="text"/>	<input type="text"/>
Type or print name of the authorized signer	Signer's Title
<input type="text"/>	<input type="text"/>
By signing above, I represent that I am a Provider or the Authorized Representative and warrant that I have been granted full legal authority by corporate resolution, appropriate delegated signature authority, or as permitted by a signature policy, to enter into and bind the provider and/or group to contracts and agreements and intending to be legally bound have executed this agreement on the date above.	
<ol style="list-style-type: none">1. I understand that by signing above I have the designated authority to request and maintain minimum necessary web access and am responsible for complying with all terms and conditions contained within the Provider Secured Services Use and Protection Agreement (https://www.bcbsm.com/content/dam/public/Providers/Documents/help/faqs/use-and-protection-agreement-professional-facility.pdf)2. I agree to use the data obtained only in the manner specified by Blue Cross Blue Shield of Michigan (BCBSM) applicable agreements.3. I agree to certify any data obtained or submitted shall be for services performed by or under direct supervision of the Provider named above.4. I agree to assure the information obtained or transmitted shall be confidential and used only for the purpose of transacting BCBSM business.	

10. All applications must have a signature from either the Primary PO or OSC contact if in PGI.
11. Signature must be handwritten and not stamped.



Section 2:

The Landing Page and Navigation



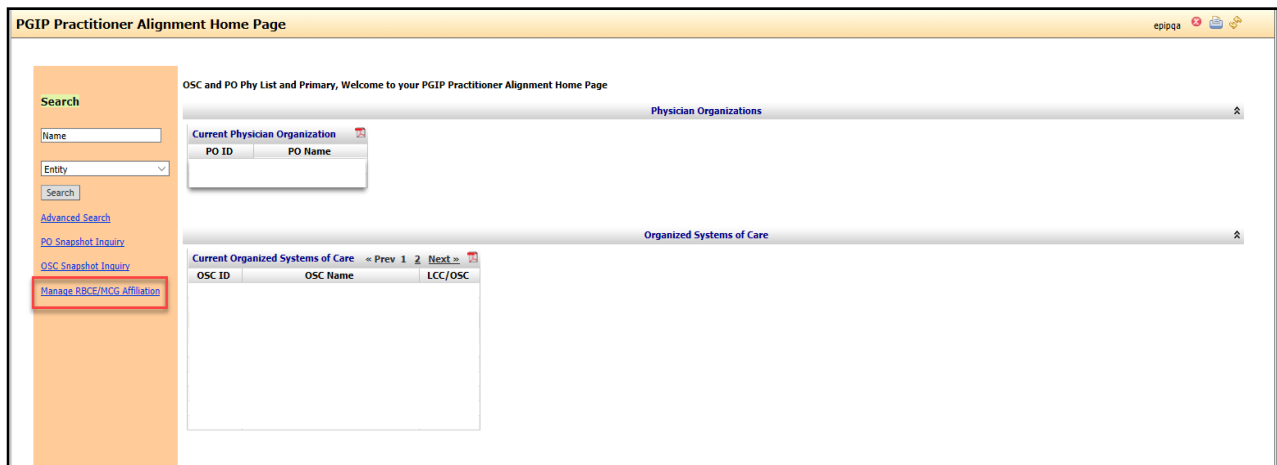
Section 2: The Landing Page and Navigation

Landing page

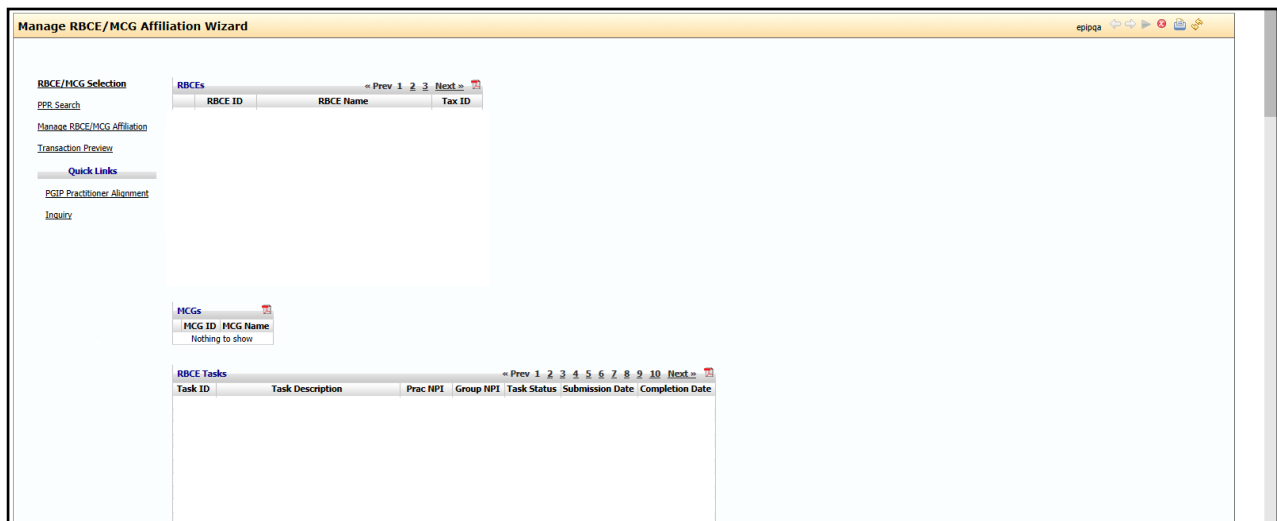
This is the first page you will see after selecting RBCE/MCG Self-Service from the portal menu.

PGIP users select **“PGIP Practitioner Alignment” to access the PO/OSC practitioner alignment tool (PGIP PA)**. This link will direct users to the home page of the PGIP PA tool, where there is a link to the RBCE/MCG self-service tool.

Select *Manage RBCE/MCG Affiliation* to enter.



PGIP PA Alignment Home Page View



RBCE/MCG Landing Page View

Section 2: The Landing Page and Navigation


Self-service navigation

The RBCE/MCG practitioner affiliation self-service tool uses standard Microsoft Windows® functions and short cuts. For example, you can cut and paste text from other applications and print documents.

Each page has common navigation elements. These actions are similar across all pages.

- Any table can be sorted by clicking on the heading of each column. Click on any column heading to sort the table. Example: Click on the *RBCE Name* column heading to sort the table alphabetically by RBCE name. Pagination is used when the table values returned exceeds ten records. Click on the page numbers to view the additional data.
- Click *Next* in the lower right corner to move to the next page.
- Click *Previous* to review the previous page.
- Click *Cancel* to stop this transaction, delete all information added during this transaction and return to the Welcome page. All data entered will be lost.
- Click *Finish* to accept and submit changes. By clicking *Finish*, you are authorizing this change to be submitted and processed by Blue Cross or BCN.
- Warning messages may display during your transactions. Pay attention to the information in these messages before proceeding with your transaction.
- Error messages display when a selection or transaction is not allowed. Users aren't permitted to proceed past errors. You must correct and revalidate the data.

Printing from the RBCE/MCG self-service tool

You can print at various stages of your transaction. Within each table, a PDF file can be generated by selecting the PDF icon []. From there, you can use standard Windows functions, such as Save and Print.

Calendar tool

When entering dates, you have the option of keying the date (DD/MM/YYYY) or using a calendar tool. The calendar tool allows you to use a graphic calendar format to select the correct date.

Time limitations for completing transactions

The self-service application has time limitations for online transaction activity as noted below.

- After 30 consecutive minutes of no keyboard activity the system will log out. Open work on a transaction will be lost. The time spent keying information without any finalized data submissions using the *Finish* button is also considered idle time; the system will log out if no submissions were made in a 30-minute timeframe.
- System logout automatically occurs four hours after initial login time even if you are in the middle of a transaction.
- There is no option to save your work in the middle of a transaction to finish it later. If the system goes down in the middle of your transaction, you will lose your work for that transaction.

Log out

To log out of the self-service application, use the *Log Out* icon in the upper left corner of the page.



Section 3:
RBCCE self-service



Section 3: RBCE self-service

There are several common pages that appear in most of the self-service transactions. Specific transactions are detailed later throughout the body of this user guide.

Manage RBCE Affiliation Wizard

The Manage RBCE/MCG Affiliation Wizard page displays the active RBCE/MCGs the user may access and update based on the administrator's approval. If you cannot locate an RBCE/MCG and believe you should have access to update the records, you must request access to additional RBCEs.

The **RBCE/MCG Selection** Grid will display the RBCE ID, RBCE Name and RBCE Tax ID for each entity for which the user has access.

The screenshot shows the 'Manage RBCE/MCG Affiliation Wizard' web application. The interface includes a sidebar with navigation links: 'RBCE/MCG Selection', 'PPR Search', 'Manage RBCE/MCG Affiliation', 'Transaction Preview', 'Quick Links', 'PGIP Practitioner Alignment', and 'Inquiry'. The main content area features three data grids:

- RBCEs Grid:** A table with columns 'RBCE ID', 'RBCE Name', and 'Tax ID'. It contains one row with the value 'IRBCE000001' in the RBCE ID column. Navigation controls include '« Prev', '1', '2', '3', and 'Next »'.
- MCGs Grid:** A table with columns 'MCG ID' and 'MCG Name'. It displays 'Nothing to show'.
- RBCE Tasks Grid:** A table with columns 'Task ID', 'Task Description', 'Prac NPI', 'Group NPI', 'Task Status', 'Submission Date', and 'Completion Date'. It is currently empty.
- MCG Tasks Grid:** A table with columns 'Task ID', 'Task Description', 'Prac NPI', 'Group NPI', 'Task Status', 'Submission Date', and 'Completion Date'. It displays 'Nothing to show'.

At the bottom of the application window, there are navigation buttons: '- Prev', 'Next -', 'Finish', and 'Cancel'.

Section 3: RBCE self-service

PPR search

Practitioner Provider Search allows users to search for the practitioners that require RBCE enrollment or maintenance. Users can perform the search by group or practitioner.

- Input the NPI of the group or practitioner.

RBCE ID: **IRBCE0000001**

RBCE Name: **UNITED PHYSICIANS, INC**

Search By Group

Group NPI

Group Tax ID

Search By Practitioner

First Name

Last Name

Prac Tax ID

Prac NPI

- Click Search.

If searching for a practitioner, select the radio button next to the practitioner.

Practitioner search results

This grid will display all the practitioners who meet the search criteria input by the users.

Practitioner Search Results						
	First Name	Last Name	Prac Status	Cred Status	Type 1 NPI	RBCE Participation
<input type="radio"/>	KEVIN	FRANKEL	Active	Credentialed	1234567890	Y

Practitioner credentialing status

RBCE enrollment and maintenance are allowed on practitioners with the following status:

- Credentialed
- Hospital-based excluded
- NA

RBCE enrollment and maintenance are **not** allowed for practitioners with the following credentialing status:

- CAQH Not complete
- Credentialing denial
- Denied — 1st appeal
- Denied — 2nd appeal
- Denied — Committee
- Denied — Reconsideration
- Failed — Credentialing


Section 3: RBCE self-service

Credentialing status requiring review


Users can submit enrollment and maintenance transactions for practitioners who have a credentialing status that has not been finalized:

- Credentialed — Limited
- In-process
- Ready for committee
- Ready for medical director – Clean
- Ready for medical director – Notes

The wizard will display a *Warning* for these physicians

 **WARNING: Transaction requires additional review and Effective Dates may change (297)**

Enrollment and maintenance requests submitted for these practitioners will generate a “**RBCE Prac Credentialing Review**” task.


RBCE Tasks							« Prev	1	2	3	4	5	6	7	8	9	10	Next »	
Task ID	Task Description	Prac NPI	Group NPI	Task Status	Submission Date	Completion Date													
32452645	RBCE Prac Credentialing Review			Open	07/12/2020														


Once completed, the transactions will be reviewed by Blue Cross. The date of the credentialing decision may result in an adjustment to the affiliation dates for the practitioner(s).

Viewing practitioner group affiliations

After selecting the applicable physician, click the *View Affiliated Providers* button to return a list of affiliated practice groups for the practitioner selected.

Maintenance of RBCE affiliation is only allowed on **active** groups and practitioners.

Practitioner Search Results												
	First Name	Last Name	Prac Status	Cred Status	Type 1 NPI	RBCE Participation						
<input checked="" type="radio"/>	KEVIN	FRANKEL	Active	Credentialed	1234567890	Y						

Affiliated Providers for Practitioner									
	Provider Name	Type 2 NPI	Tax ID	Selectable PCP	PPR Status	Start Date	End Date	RBCE Participation	
<input type="radio"/>	BOTSFORD FAMILY MEDICINE DETROIT	1234567890	12-3456789	Y	Inactive	05/01/2012	12/31/2017	Y	
<input type="radio"/>	Beaumont ACO	1234567890	12-3456789	Y	Active	12/01/2019	01/01/4000	N	

Section 3: RBCE self-service

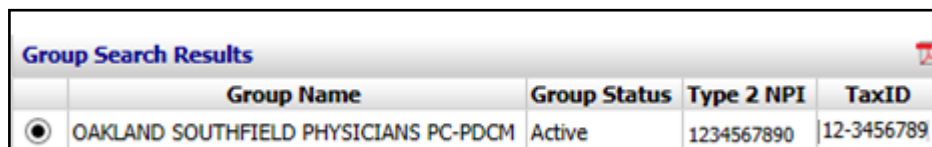
If a user selects a practitioner with an *“Inactive” PPR Status* and attempts to proceed, the wizard will display the following warning:

 **ERROR: Please select an Active record to proceed (293)**

Check your selection. If you have selected the group in error, select the radio button next to the intended group. If the group relationship you are trying to manage is *Inactive*, maintenance transactions are not allowed.

Searching by group

- Input the Group NPI2 or TIN
- Click *Search*
- Select the radio button next to the applicable group.



Group Search Results				
	Group Name	Group Status	Type 2 NPI	TaxID
<input checked="" type="radio"/>	OAKLAND SOUTHFIELD PHYSICIANS PC-PDCM	Active	1234567890	12-3456789

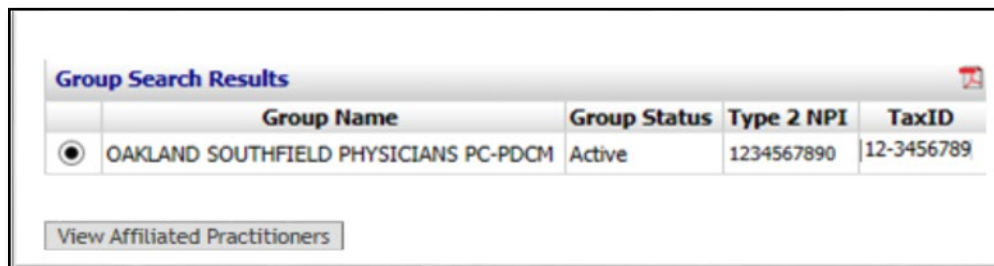
Group search results

This grid will display all the groups that meet the search criteria.

The following columns are listed:

- Group Name
- Group Status — Displays whether the group is active or inactive. Transactions are only allowed on **active** groups.
- Type 2 NPI
- Tax ID

View affiliated practitioners



Group Search Results				
	Group Name	Group Status	Type 2 NPI	TaxID
<input checked="" type="radio"/>	OAKLAND SOUTHFIELD PHYSICIANS PC-PDCM	Active	1234567890	12-3456789

The *View Affiliated Practitioners* grid will display all practitioners associated to the practice group selected; First Name, Last Name, Selectable PCP status, Type 1 NPI, Provider Type, Taxonomy, State License#, Practitioners PPR Start Date, Practitioners PPR End Date (if applicable), Practitioner status at the PPR, Credentialing Status and RBCE Participation.

Section 3: RBCE self-service

Group Search Results

Group Name	Group Status	Type 2 NPI	TaxID
<input checked="" type="radio"/> OAKLAND SOUTHFIELD PHYSICIANS PC-PDCM	Active	1234567890	12-3456789

[View Affiliated Practitioners](#)

Affiliated Practitioners for Provider

First Name	Last Name	Selectable PCP	Type 1 NPI	Provider Type	Taxonomy	State License #	Start Date	End Date	Prac Status	Cred Status	RBCE Participation
<input type="radio"/> SATINDER	AGGARWAL	Y	1234567890	Medical Doctor	9999999999	9999999999	06/01/2015	1/1/4000	Active	In-process	N
<input type="radio"/> PANCHARATHNA	ANAND	Y	1234567890	Medical Doctor	9999999999	9999999999	10/01/2014	01/31/2017	Inactive	Failed - Credentialing	N
<input type="radio"/> EMILIO	ANTUNANO	Y	1234567890	Medical Doctor	9999999999	9999999999	11/01/2015	1/1/4000	Active	Credentialed	N

Select the radio button next to the applicable physician to manage and select *Next*. Proceed to the **Manage RBCE/MCG Affiliation** section of the tool. Users may affiliate multiple practitioners to the RBCE and submit the changes in one transaction. If tasks are required, each practitioner will have a separate task generated for internal review.

The **RBCE Tasks** section will provide users information about transactions that have been submitted to Blue Cross for additional internal review.

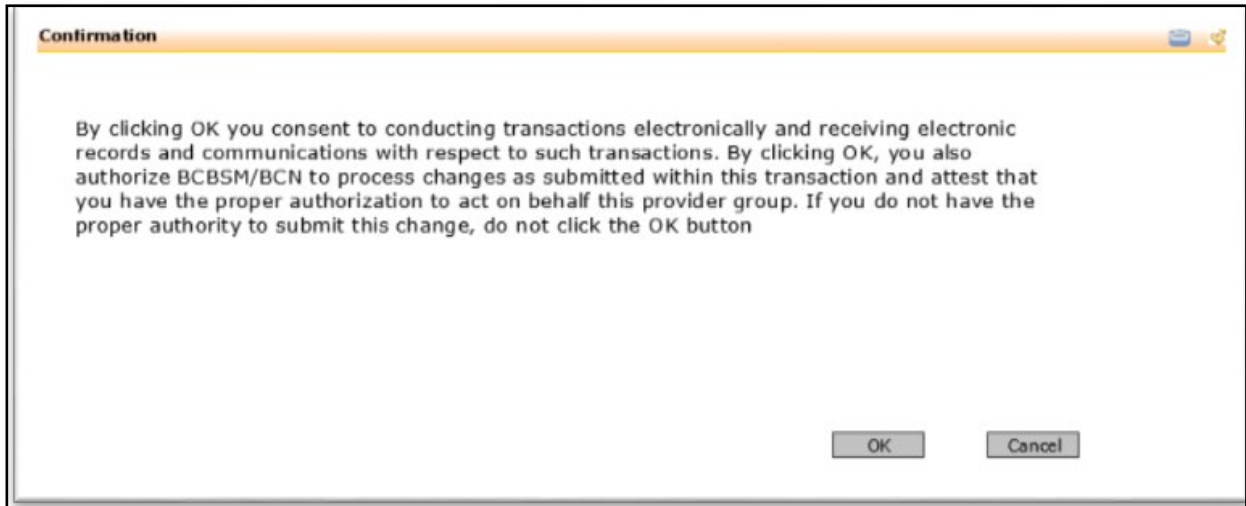
RBCE Tasks

Task ID	Task Description	Prac NPI	Group NPI	Task Status	Submission Date	Completion Date
---------	------------------	----------	-----------	-------------	-----------------	-----------------

Each task will have the following:

- **Task ID** — A unique identifier for each internal review task submitted
- **Task description** — This name identifies the type of task submitted
- **Practitioner NPI** — Type 1 NPI of the practitioner
- **Group NPI** — Type 2 NPI of the group the practitioner affiliation request is linked to
- **Task status** — Displays the current status of the task
 - **Open** — *Task has been submitted to the plan and is current awaiting review*
 - **In Process** — *Task has been submitted to the plan and is currently being reviewed*
 - **Complete** — *Task updates are finalized*
 - **Rejected** — *Task could not be completed; users should follow the inquiry process to determine the reason for rejection*
- **Submission date** — Date the task was submitted in self service
- **Completion date** — The date the task was complete
 - Select the applicable RBCE and click *Next* to begin your self-service transactions.
 - To log out of the application completely, click on the logout button in the upper left corner of the page.

Confirmation page



Before submitting transactions, users must confirm acknowledgement of the changes. The confirmation dialog box will display the message of consent for electronic transactions submitted in the tool. If users select *Cancel*, the transactions in the session will not be submitted.

Section 3: RBCE self-service

Transaction preview page

All RBCE/MCG self-service transactions will display a Transaction *Preview* page prior to completion. This page will display a summary of the current data and ask you to verify your requested changes before final submission to Blue Cross/BCN.

To submit changes listed, click *Finish*. Affiliation requests that require a task will be routed to the plan for review and resolution.

Logout

Manage RBCE Affiliation-Transaction Preview epipqa

[RBCE/MCG Selection](#) RBCE ID: **IRBCE0000002**
RBCE Name:

[PPR Search](#)

[Manage RBCE/MCG Affiliation](#)

[Transaction Preview](#)

Current Information

Practitioner NPI	Practitioner Name	LOB	Withhold Type	Withhold %	Group NPI	Group Name	RBCE Affil. Start Date	RBCE Affil. End Date	Termination Reason
Nothing to show									

New Information

Practitioner NPI	Practitioner Name	LOB	Withhold Type	Withhold %	Group NPI	Group Name	RBCE Affil. Start Date	RBCE Affil. End Date	Termination Reason
------------------	-------------------	-----	---------------	------------	-----------	------------	------------------------	----------------------	--------------------



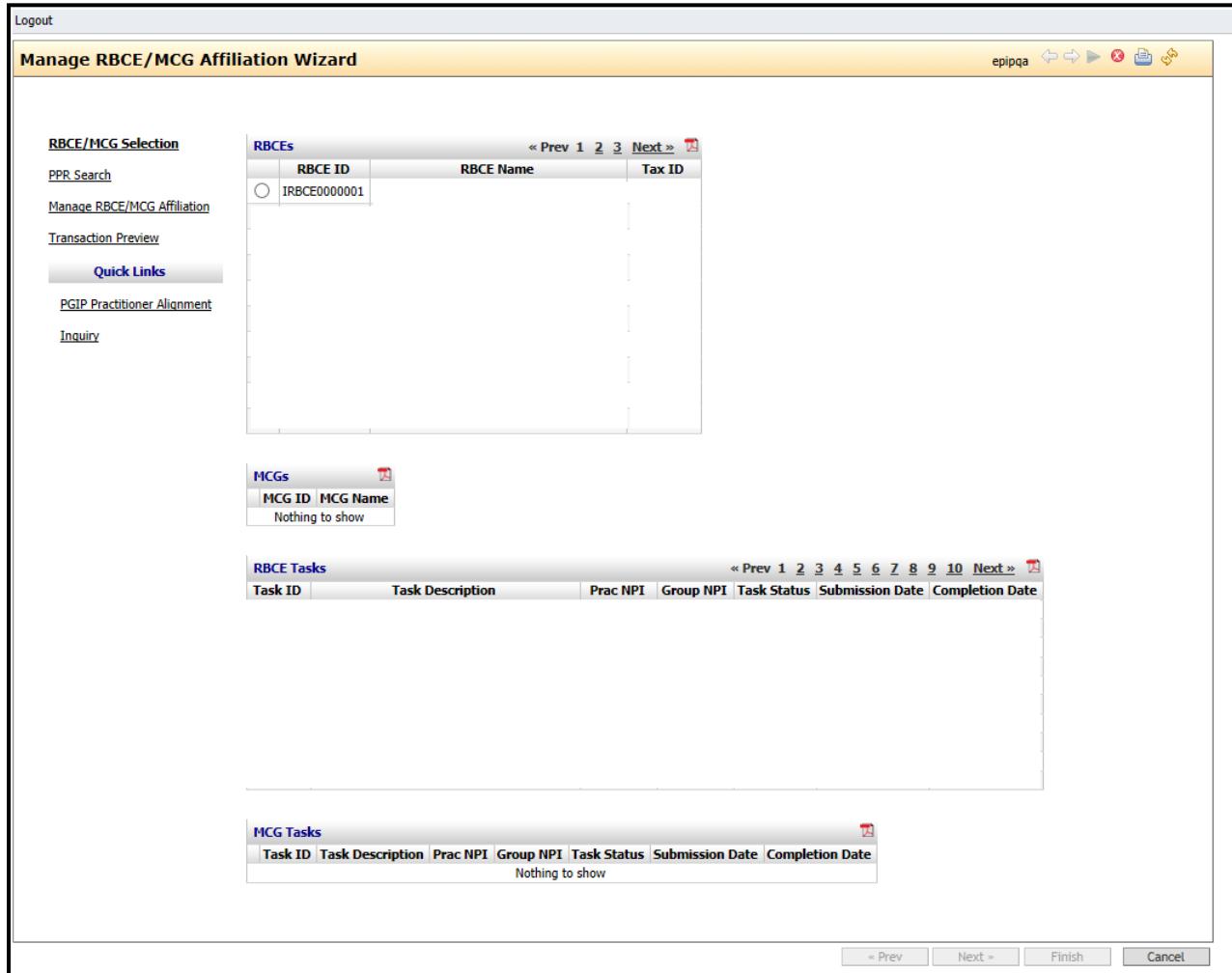
Section 4: RBCE Affiliation Wizard



Section 4: RBCE Affiliation Wizard

Affiliation Wizard

The Manage RBCE/MCG Affiliation Wizard is the starting point for all transactions.



Select the appropriate RBCE to begin your transaction. Users can select *Cancel* at any time to return to the RBCE Self-Service Home page.

Section 4: RBCE Affiliation Wizard

Menu selections

This panel displays a list of actions you may perform for the RBCE/MCG.

RBCE/MCG selection — This is the landing page for RBCE/MCG.

- *RBCE* — List all the RBCEs the user has access to view or manage
- *MCG* — List all the MCGs the user has access to view or manage
- *RBCE/MCG Tasks* — Each grid allows users to view the status of in-process requests, as well as tasks completed within the last 30 days.

Practitioner Provider Relationship Search — Allows users to search the applicable practice groups and/or practitioners to manage the RBCE/MCG affiliations.

Manage RBCE/MCG Affiliation — Allows users to add, modify or terminate the practitioner RBCE/MCG affiliation.

Transaction Preview — Provides a preview of the changes submitted during a session. This screen allows users to verify the changes made prior to submission.

RBCE Tasks — There are transactions that will require additional review by BCBSM. Tasks that require additional review will be listed on the landing page with a task status of “In Process”.

Listed below is a description of each task:

- *RBCE Practitioner Attestation Validation* — Task to review new RBCE affiliation request that requires attestation.
- *RBCE Practitioner Change Attestation Validation* — Task to review for changes to an existing RBCE affiliation that requires attestation.
- *RBCE Practitioner Credentialing Review* — Task for practitioners who have not completed credentialing review needed in order to approve affiliation.

Submitting multiple transactions in one session

Users can submit multiple transactions for each RBCE during a session: Each transaction will be captured in the *Transaction Preview*. If the RBCE requires attestations and the user performs multiple transactions, an attestation will be required for each pertinent submission.

Practitioner status change requests; PCP to SCP and SCP to PCP within the same RBCE do not require a new attestation.



Section 5: Inquiry



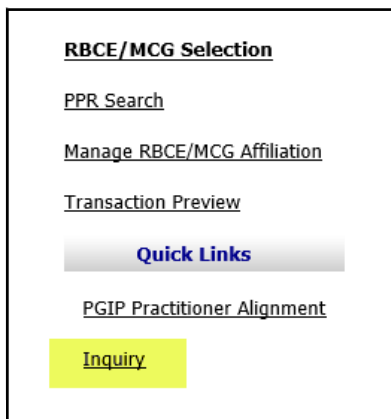
Section 5: Inquiry

Group/Practitioner Inquiry

The Inquiry page allows a review of current information in the Blue Cross system regarding the RBCE's practitioner and group affiliations. **This page is "view" only.** No changes can be made during this inquiry.

- The RBCE *Affiliations for this Practitioners* section includes Group name, Group NPI, RBCE Name, Withhold Type, Withhold percentage, Affiliation date start/end dates and Termination reason
- The RBCE *Affiliations for this Group* section includes Practitioner's name, Practitioner's NPI, RBCE Name, Withhold Type, Withhold percentage, Affiliation date start/end dates and Termination reason
- **PGIP USERS-** Click PGIP Practitioner Alignment to return to the PGIP PA tool.
- To return to the landing page, Select "close" from the inquiry screen.

Select the *Inquiry* Quick link to view all information for your group or practitioner.



RBCE/MCG Selection

[PPR Search](#)

[Manage RBCE/MCG Affiliation](#)

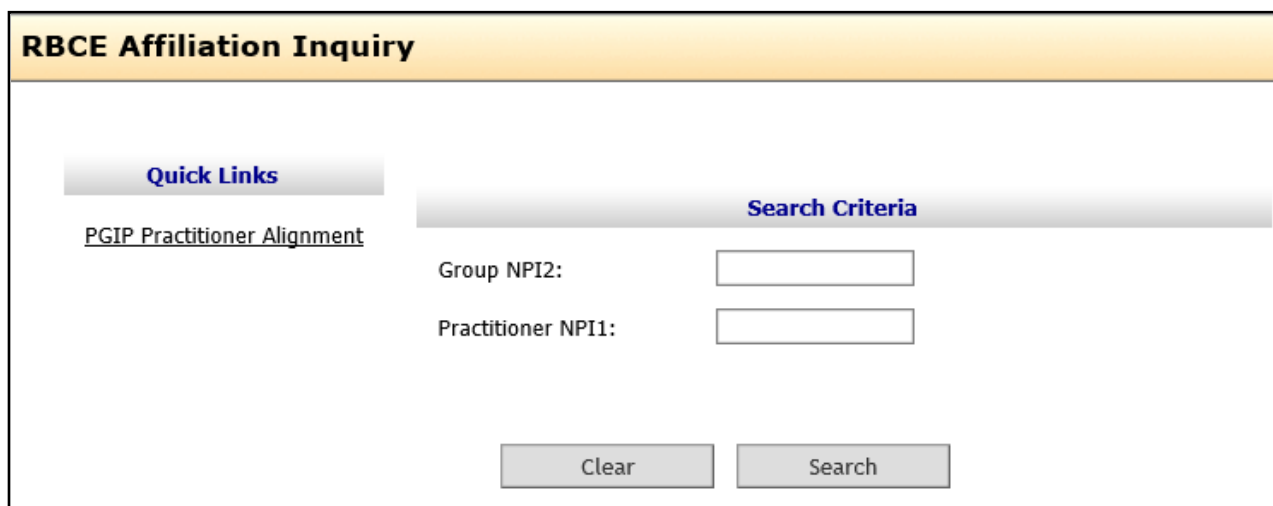
[Transaction Preview](#)

Quick Links

[PGIP Practitioner Alignment](#)

Inquiry

Input the *Group NP2* or *Practitioner NPI1* and click *Search*



RBCE Affiliation Inquiry

Quick Links

[PGIP Practitioner Alignment](#)

Search Criteria

Group NPI2:

Practitioner NPI1:

Section 5: Inquiry

Inquiry search results

The search results will display based upon the criteria entered.

Search by Group — Displays all practitioners currently in the practice group. The following data fields are listed: Practitioner NPI, Name of RBCE (if active at the group affiliation), LOB of the RBCE Affiliation, Withhold Type, Withhold %, Practitioner Affiliation Start Date, Practitioner Affiliation End Date, Termination Reason and PGIP Override (if applicable).

RBCE Affiliation Inquiry

[Quick Links](#) [Search Criteria](#)

[PGIP Practitioner Alignment](#)

Group NPI2:

Practitioner NPI1:

Group Name: UNITED PHYSICANS INC - PDCM

RBCE Affiliations for this Group

Practitioner Name	Practitioner NPI	RBCE Name	LOB	Withhold Type	Withhold %	Affil. Start Date	Affil. End Date	Termination Reason	PGIP Override
BLUM, GEORGE L		BCN MCGs RBCE	BCN	PCP	0	03/01/2020	01/01/4000		N
BLUM, GEORGE L		BCNA MCGs RBCE	BCNA	PCP	0	03/01/2020	01/01/4000		N
MCDONALD, JOYCE A		NPO-CIN	MAPPO	SCP	4	09/01/2020	01/01/4000		N
ZAWAIDEH, MEGAN C		NPO-CIN	MAPPO	PCP	0	08/01/2020	09/30/2020	Requested Termination	N
ZAWAIDEH, MEGAN C		NPO-CIN	MAPPO	PCP	0	10/01/2020	01/01/4000		N
ABDULRAZZAQ, AMEER		IHA	MAPPO	SCP	0	08/01/2020	01/01/4000		N
CARBAJO, ALAN L		IHA	MAPPO	SCP	0	08/01/2020	01/01/4000		N
MANSOUR, YOUSIF S		IHA	MAPPO	PCP	0	09/01/2020	09/01/2020	Record Setup In Error	N
OSTRO-BROWN, HELEN		HOLLAND PHYSICIAN HOSP ORG	MAPPO	SCP	2	06/12/2020	01/01/4000		N
SHILLING, CHRISTA ARNOLD		HENRY FORD MEDICAL GROUP	MAPPO	PCP	0	07/01/2020	01/01/4000		N

Search by Practitioner — Displays all the practitioner group affiliations. The following data fields are listed; Practitioner NPI, Name of RBCE (if active at the group affiliation), LOB of the RBCE Affiliation, Withhold Type, Withhold %, Practitioner Affiliation Start Date, Practitioner Affiliation End Date, Termination Reason and PGIP Override (if applicable).

RBCE Affiliation Inquiry

[Quick Links](#) [Search Criteria](#)

[PGIP Practitioner Alignment](#)

Group NPI2:

Practitioner NPI1:

Practitioner Name: PATEL, SUDHANSHU H

RBCE Affiliations for this Practitioner

Group Name	Group NPI	RBCE Name	LOB	Withhold Type	Withhold %	Affil. Start Date	Affil. End Date	Termination Reason	PGIP Override
G I MEDICINE ASSOC PC	123456789	ST. JOHN PROVIDENCE PARTNERS IN CARE	MAPPO	SCP	0	01/01/2020	01/01/4000		N
G I MEDICINE ASSOC PC	123456789	ST. JOHN PROVIDENCE PARTNERS IN CARE	IPO	SCP	0	01/01/2020	01/01/4000		N
G I MEDICINE ASSOCIATES PC	123456789								
GI MEDICINE ASSOCIATES PC	123456789								

Selecting *Close* will return the user to the RBCE/MCG Affiliation Wizard.



Section 6: RBCCE Affiliation Dates



Section 6: RBCE Affiliation Dates

Practitioner start dates

The RBCE Affiliation start dates are determined based upon submission and whether the affiliation is a new affiliation or a change.

Retro dated affiliations and terminations are not allowed in the self-service tool.

If you have a request about a retro date, submit an inquiry via the *PGIP Issue Log* for review and response.

When users select the RBCE affiliation start date, the tool will automatically adjust the start date based on the date of submission and type of request.

New Affiliation Effective Dates

Submission date	Effective date
March 1st-15th	4/1/2020
March 16th-31st	5/1/2020
April 1st-15th	5/1/2020
April 16th-30th	6/1/2020
May 1st-15th	6/1/2020
May 16-31st	7/1/2020
June 1st-15th	7/1/2020
June 16th-30th	8/1/2020
July 1st-15th	8/1/2020
July 16th-31st	9/1/2020
August 1st-15th	9/1/2020
August 16th-31st	10/1/2020
September 1st-15th	10/1/2020
September 16th-30th	11/1/2020
October 1st-15th	11/1/2020
October 16th-31st	12/1/2020
November 1st-15th	12/1/2020
November 16th-30th	1/1/2021
December 1st-15th	1/1/2021
December 16th-31st	2/1/2021

Section 6: RBCE Affiliation Dates

Change requests

All changes require a 60-day notice.

Change transaction types

- Moving and existing RBCE affiliation from one group relationship to another
- Changing the practitioner status from *PCP* to *SCP* or *SCP* to *PCP*
- Termination requests (except death)

Change Transaction Effective Dates

Submission date	Effective date
March 1st-15th	5/1/2020
March 16th-31st	6/1/2020
April 1st-15th	6/1/2020
April 16th-30th	7/1/2020
May 1st-15th	7/1/2020
May 16th-31st	8/1/2020
June 1st-15th	8/1/2020
June 16th-30th	9/1/2020
July 1st-15th	9/1/2020
July 16th-31st	10/1/2020
August 1st-15th	10/1/2020
August 16th-31st	11/1/2020
September 1st-15th	11/1/2020
September 16th-30th	12/1/2020
October 1st-15th	12/1/2020
October 16th-31st	1/1/2021
November 1st-15th	1/1/2021
November 16th-30th	2/1/2021
December 1st-15th	2/1/2021



Section 7:
New RBCCE Affiliation



Section 7: New RBCE Affiliation

New RBCE Affiliation — Using practitioner search

Select the radio button next to the *RBCE* for the affiliation you would like to manage and click *Next*.

RBCEs			« Prev 1 2 3 Next »
RBCE ID	RBCE Name	Tax ID	
<input type="radio"/> IRBCE0000001	UNITED PHYSICIANS, INC		

- Enter the NPI1 into the applicable field and click *Search*.

RBCE ID: **IRBCE0000001**

RBCE Name: **UNITED PHYSICIANS, INC**

Search By Group

Group NPI

Group Tax ID

Search By Practitioner

First Name

Last Name

Prac Tax ID

Prac NPI

Practitioner Search Results						
	First Name	Last Name	Prac Status	Cred Status	Type 1 NPI	RBCE Participation
<input checked="" type="radio"/>	KEVIN	FRANKEL	Active	Credentialed	1234567890	Y

- Click the *View Affiliated Providers* button to display the PPRs for the physician. Select the appropriate PPR to manage. Click *Next*.
- Select the radio button next to the applicable practitioner.

Practitioner Search Results

	First Name	Last Name	Prac Status	Cred Status	Type 1 NPI	RBCE Participation
<input checked="" type="radio"/>	KEVIN	FRANKEL	Active	Credentialed	1234567890	Y

Affiliated Providers for Practitioner

	Provider Name	Type 2 NPI	Tax ID	Selectable PCP	PPR Status	Start Date	End Date	RBCE Participation
<input type="radio"/>	BOTSFORD FAMILY MEDICINE DETROIT	1234567890	12-3456789	Y	Inactive	05/01/2012	12/31/2017	Y
<input checked="" type="radio"/>	OAKLAND SOUTHFIELD PHYSICIANS PC-PDCM	1234567890	12-3456789	Y	Active	04/20/2012	01/01/4000	N

Section 7: New RBCE Affiliation

New RBCE Affiliation — Using group search

- Select the radio button next to the *RBCE* for the affiliation you would like to manage and click *Next*.

RBCEs			« Prev 1 2 3 Next »
	RBCE ID	RBCE Name	Tax ID
<input type="radio"/>	IRBCE0000001	UNITED PHYSICIANS, INC	

- Input the NPI2 into the applicable field and click *Search*.

RBCE ID: IRBCEI
RBCE Name: OAKLAND SOUTHFIELD PHYSICIANS PC

Search By Group		Search By Practitioner	
Group NPI	<input type="text" value="123456789"/>	First Name	<input type="text"/>
Group Tax ID	<input type="text" value="##-#####"/>	Last Name	<input type="text"/>
<input type="button" value="Clear Search"/>	<input type="button" value="Search"/>	Prac Tax ID	<input type="text"/>
		Prac NPI	<input type="text"/>
		<input type="button" value="Clear Search"/>	<input type="button" value="Search"/>

Group Search Results

	Group Name	Group Status	Type 2 NPI	TaxID
<input type="radio"/>	OAKLAND SOUTHFIELD PHYSICIANS PC-PDCM	Active	123456789	123456789

- Select the radio button next to the applicable group.

Group Search Results

	Group Name	Group Status	Type 2 NPI	TaxID
<input checked="" type="radio"/>	OAKLAND SOUTHFIELD PHYSICIANS PC-PDCM	Active	1234567890	12-3456789

- Click the *View Affiliated Practitioners* button to display the practitioners in the group. Select the appropriate physician to manage. Click *Next*.
- Click on the *Add* button to input the RBCE affiliation data for the practitioner. Select the applicable lines of business (PPO, MAPPO)

RBCE Affiliation Management

RBCE ID	RBCE Name	
IRBCE0000002	OAKLAND SOUTHFIELD PHYSICIANS PC	<input type="button" value="MAPPO"/> <input type="button" value="PPO"/>

- Select the appropriate **Withhold Type** for the practitioner (PCP, SCP)

Section 7: New RBCE Affiliation

The Selectable PCP/SCP Grid displays for each practitioner. Use this grid to determine if the practitioner is eligible to be a PCP.

Selectable PCP/SCP Information		
Selectable PCP	Start Date	End Date
Yes	11/06/2019	01/01/4000
Yes	10/24/2013	11/05/2019

The PGIP History grid will also be helpful in determining PGIP participation status. Practitioners must participate in PGIP in order to join an RBCE.

PGIP History		
PGIP Status	Start Date	End Date
Currently In PGIP	10/24/2013	01/01/4000
Not In PGIP	10/08/2012	10/23/2013
Recently In PGIP	07/01/2012	10/07/2012
Currently In PGIP	07/01/2010	06/30/2012

PCP Selectable must be=Yes for practitioner in order to select PCP Withhold type.

RBCE Affiliation Management			
RBCE ID	RBCE Name	LOB	Withhold Type
IRBCE0000002	OAKLAND SOUTHFIELD PHYSICIANS PC	PPO	<div style="border: 1px solid black; padding: 2px;">PCP SCP</div>

Section 7: New RBCE Affiliation

- Select the **Start Date** of the RBCE affiliation. In most instances, users will select the current date as the start date. Based on that selection the system will auto adjust the affiliation start dates.

RBCE ID	RBCE Name	LOB	Withhold Type
IRBCE0000002	OAKLAND SOUTHFIELD PHYSICIANS PC	PPO	PCP

- If there is an error in the data selected, Click the *Remove* button at the end of the row to remove the information entered.

RBCE ID	RBCE Name	LOB	Withhold Type	RBCE Affil. Start Date	RBCE Affil. End Date	Termination Reason	PGIP Override	Withhold %	
IRBCE0000002	OAKLAND SOUTHFIELD PHYSICIANS PC	PPO	PCP	07/01/2020			<input type="checkbox"/>		Remove

After the affiliation has been added, click *Validate*. This will prompt the system to verify the data input. The system will display the following messages if all data input is valid:

INFO: Validation Successful (278)
INFO: Practitioner RBCE Affiliation start and end dates have been adjusted based on participation rules (296)

After the validation, if the RBCE is scheduled for a withhold % change, there will be a span added for each affiliation. If changes are made to the affiliation before the new span, the dates will be adjusted according to the change in affiliation. Withhold changes cannot be modified by RBCE self-service users. If you have questions concerning the RBCE withhold, submit your inquiry via the RBCE Issue Log.

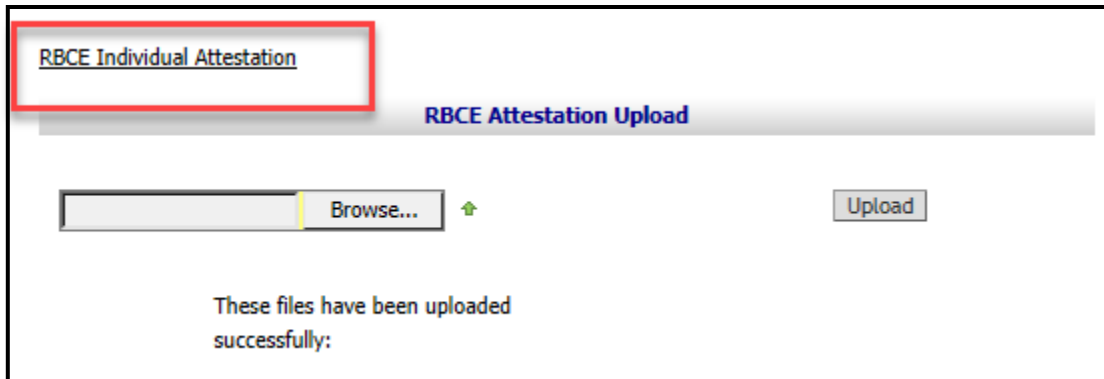
RBCE ID	RBCE Name	LOB	Withhold Type	RBCE Affil. Start Date	RBCE Affil. End Date	Termination Reason	PGIP Override	Withhold %	
IRBCE0000002	OAKLAND SOUTHFIELD PHYSICIANS PC	PPO	PCP	09/01/2020	06/30/2021	Requested Termination	<input type="checkbox"/>	0	Remove
IRBCE0000002	OAKLAND SOUTHFIELD PHYSICIANS PC	PPO	PCP	07/01/2021			<input type="checkbox"/>	2	Remove

Section 7: New RBCE Affiliation

Attestation requirement

Many transactions require attestations in order to complete the request. Attestation requirements differ by RBCE. If your transaction requires an attestation, the *RBCE Individual Attestation* link is presented for validation. You must have the ability to scan and attach the documents to complete the submission.

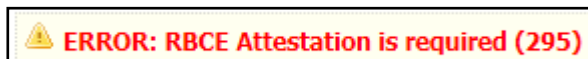
The documents must be downloaded, printed, signed and scanned to your computer. The saved documents will be uploaded during the self-service session.



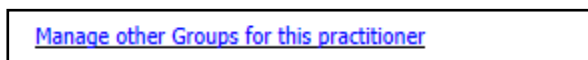
- Click *Browse* to locate the saved attestations on your personal computer and insert it on the page. Click *Upload* to upload the selected file as an attachment. You must select *Upload*, or the document will not be included in the transaction.
- **Note:** Do not attach documents in a Zip file format. Zip files contain one or more files compressed to reduce file size.
- Click *Remove* if a document was uploaded in error.
- Click *Validate* to secure the attestation upload and proceed.

Each attached file will be passed through our virus scan software to ensure only validated files are received and stored. You may receive a message to try again later in the event the virus scan software is not available.

Users attempting to proceed with their transaction without attaching the required attestation will receive the following error.



- Upload the required document in order to proceed.
- To manage the RBCE affiliation for the same practitioner at a different relationship, click the *Manage other Groups for this practitioner* hyperlink.



- Perform the enrollment or maintenance steps and select *Next* when complete

Section 7: New RBCE Affiliation

Transaction preview

After all the data has been added to the practitioners, the Transaction Preview screen will display all the *Current Practitioner Information* (if practitioner did not have a prior RBCE Affiliation, the grid displaying current Information will be blank) and *New Information*.

Manage RBCE Affiliation-Transaction Preview

[RBCE/MCG Selection](#) RBCE ID: **IRBCE0000002**

[PPR Search](#) RBCE Name: **OAKLAND SOUTHFIELD PHYSICIANS PC**

[Manage RBCE/MCG Affiliation](#)

[Transaction Preview](#)

Current Information

Practitioner NPI	Practitioner Name	LOB	Withhold Type	Withhold %	Group NPI	Group Name	RBCE Affil. Start Date	RBCE Affil. End Date	Termination Reason
Nothing to show									

New Information

Practitioner NPI	Practitioner Name	LOB	Withhold Type	Withhold %	Group NPI	Group Name	RBCE Affil. Start Date	RBCE Affil. End Date	Termination Reason
1234567890	KEVIN I FRANKEL	PPO	PCP	0	1234567890	OAKLAND SOUTHFIELD PHYSICIANS PC-PDCM	09/01/2020	06/30/2021	Requested Termination
1234567890	KEVIN I FRANKEL	PPO	PCP	2	1234567890	OAKLAND SOUTHFIELD PHYSICIANS PC-PDCM	07/01/2021	01/01/4000	
1234567890	KEVIN I FRANKEL	PPO	SCP	0	1234567890	Oakwood Ambulatory LLC	09/01/2020	06/30/2021	Requested Termination
1234567890	KEVIN I FRANKEL	PPO	SCP	2	1234567890	Oakwood Ambulatory LLC	07/01/2021	01/01/4000	

Validate the information listed. If the data is correct, click *Finish*. Before finalizing the transaction, electronic acceptance of the requested updates is required. Click *OK*. If the submission requires additional review, a task will generate for internal review and can be tracked on the RBCE landing page.

Confirmation

By clicking OK you consent to conducting transactions electronically and receiving electronic records and communications with respect to such transactions. By clicking OK, you also authorize BCBSM/BCN to process changes as submitted within this transaction and attest that you have the proper authorization to act on behalf this provider group. If you do not have the proper authority to submit this change, do not click the OK button

Section 8: RBCE Changes

Section 8: RBCE Changes

Changes in the RBCE Self-Service Tool require 60 days' notice. The start and termination dates are auto adjusted according to the date of submission.


Change Transaction Types

- Moving an existing RBCE Affiliation from one group relationship to another
- Changing the practitioner status from *PCP* to *SCP* or *SCP* to *PCP*
- Practitioner RBCE termination requests (except death)

A practitioner can only be a PCP with one RBCE at one group affiliation at a time. However, PCPs can affiliate to different RBCEs as an SCP at other group relationships. A practitioner can have multiple SCP RBCE affiliations across his or her group relationships.

If the physician is changing the RBCE affiliation, an attestation may be required. Changes within the same RBCE will not require a new attestation to be submitted.

PCP changes — If a practitioner is a current RBCE PCP at one group practice and an RBCE submits a request through self-service to make that physician a PCP under a new RBCE, the tool will display the following *Warning* message after data validation. Selecting *Next* and confirming the changes will end the PCP affiliation with the current RBCE and the new RBCE PCP affiliation will begin.

 **WARNING [Row 2 of Grid RBCE Affiliation Management]: Practitioner is already a selectable PCP in another affiliation. Proceeding will end the current affiliation (279)**

All new affiliations, changes, and terminations will display on the RBCE Physician Maintenance Roster for each RBCE that has an applicable transaction.

Section 9: RBCCE Termination

Section 9: RBCE Termination

- RBCE practitioner terminations can be processed using the self-service tool.
- Perform the search by Group or Practitioner
- Select the appropriate practitioners that require termination.

Input termination date using MMDDYYYY or select the date from the calendar on the applicable rows.

RBCE ID	RBCE Name	LOB	Withhold Type	RBCE Affil. Start Date	RBCE Affil. End Date	Termination Reason	PGIP Override	Withhold %
IRBCE0000008	UNIVERSITY OF MICHIGAN HEALTH SYSTEM	PPO	SCP	01/01/2020	09/30/2020		<input type="checkbox"/>	0
IRBCE0000008	UNIVERSITY OF MICHIGAN HEALTH SYSTEM	MAPPO	SCP	01/01/2020			<input type="checkbox"/>	0

The termination dates will be adjusted based on the submission date.

Select the appropriate *Termination Reason* from the drop-down list.

RBCE ID	RBCE Name	LOB	Withhold Type	RBCE Affil. Start Date	RBCE Affil. End Date	Termination Reason	PGIP Override	Withhold %
IRBCE0000008	UNIVERSITY OF MICHIGAN HEALTH SYSTEM	PPO	SCP	01/01/2020	09/30/2020	Deceased	<input type="checkbox"/>	0
IRBCE0000008	UNIVERSITY OF MICHIGAN HEALTH SYSTEM	MAPPO	SCP	01/01/2020		Moved Out of State	<input type="checkbox"/>	0

If no termination reason is selected, the application will display the following error;

ERROR [Row 1 of Grid RBCE Affiliation Management]: Termination Reason is required (256)

Select the applicable termination reason to proceed.

Click the *Validate* button to continue with the termination. Upon successful validation, select *Next*

Manage RBCE/MCG Affiliation-Manage RBCE Affiliation

INFO: Validation Successful (278)
INFO: Practitioner RBCE Affiliation start and end dates have been adjusted based on participation rules (296)

RBCE/MCG Selection
 PPR Search
Manage RBCE/MCG Affiliation
 Transaction Preview

Provider Information
 Provider Name: UMHS PSYCHIATRY
 Specialty: Multiple Specialty Group
 Type 2 NPI:
 Tax ID:

Selectable PCP/SCP Information
 Selectable PCP/SCP Information

Selectable PCP	Start Date	End Date
No	07/26/2013	01/01/4000
No	01/01/2013	07/25/2013

Practitioner Information
 Practitioner Name: LISA SEYFRIED
 Provider Type: Medical Doctor
 State License #:
 Type 1 NPI:
 Taxonomy: : Psychiatry

PGIP History
 PGIP History

PGIP Status	Start Date	End Date
Currently In PGIP	07/01/2011	01/01/4000

RBCE ID	RBCE Name	LOB	Withhold Type	RBCE Affil. Start Date	RBCE Affil. End Date	Termination Reason	PGIP Override	Withhold %
IRBCE0000008	UNIVERSITY OF MICHIGAN HEALTH SYSTEM	PPO	SCP	01/01/2020	09/30/2020	Requested Termination	<input type="checkbox"/>	0
IRBCE0000008	UNIVERSITY OF MICHIGAN HEALTH SYSTEM	MAPPO	SCP	01/01/2020	09/30/2020	Requested Termination	<input type="checkbox"/>	0

Section 9: RBCE Termination

The transaction preview will display all the changes requested in the session.

RBCE/MCG Selection	RBCE ID: IRBCE								
PPR Search	RBCE Name: UNIVERSITY OF MICHIGAN HEALTH SYSTEM								
Manage RBCE/MCG Affiliation									
Transaction Preview									
Current Information									
Practitioner NPI	Practitioner Name	LOB	Withhold Type	Withhold %	Group NPI	Group Name	RBCE Affil. Start Date	RBCE Affil. End Date	Termination Reason
1234567890	LISA SEYFRIED	MAPP0	SCP	0	1234567890	UMHS PSYCHIATRY	01/01/2020	01/01/4000	
1234567890	LISA SEYFRIED	PPO	SCP	0	1234567890	UMHS PSYCHIATRY	01/01/2020	01/01/4000	
New Information									
Practitioner NPI	Practitioner Name	LOB	Withhold Type	Withhold %	Group NPI	Group Name	RBCE Affil. Start Date	RBCE Affil. End Date	Termination Reason
1234567890	LISA SEYFRIED	PPO	SCP	0	1234567890	UMHS PSYCHIATRY	01/01/2020	09/30/2020	Requested Termination
1234567890	LISA SEYFRIED	MAPP0	SCP	0	1234567890	UMHS PSYCHIATRY	01/01/2020	09/30/2020	Requested Termination

Select *Finish* to proceed to the electronic confirmation.

Select *OK* to finalize the changes.

Reporting a deceased practitioner — Selection of the *Deceased* termination reason will prompt a display of the following error

 ERROR [Row 1 of Grid RBCE Affiliation Management]: Please contact Provider Enrollment at 800.822.2761 to process this termination request (284).

To properly terminate the practitioner record, all deaths should be reported to our Provider Enrollment and Data Management department. Contact PEDM at 1-800-822-2761.

PGIP termination — PGIP participation is required for practitioners who request affiliation to an RBCE. If a practitioner is no longer aligned with a PGIP PO, all RBCE affiliations on the practitioner record will be terminated.

Section 10:
RBCCE Physician Maintenance Roster

Section 10: RBCE Physician Maintenance Roster

Reporting

Physician Maintenance Roster — The physician maintenance roster will provide each RBCE with the names of physicians affiliated with the RBCE. This roster is generated monthly, approximately two weeks after the last day of each month, and is delivered via the EDDI mailbox.

The roster will provide the following information:

- All physicians currently active with the RBCE
- All physicians who have terminated from the RBCE since the last generation of the roster
- The physician status with the RBCE (*PCP or SCP*)
- The physician’s start date with the RBCE at the practice group
- The termination date of physicians whose RBCE affiliations have ended.

Transaction Completion Date	RBCE Name	Practitioner NPI1	Practitioner PORTICO ID	Practitioner Last Name	Practitioner First Name	Practitioner Status	Group Practice Name	Group Portico ID	Group NPI2
6/26/2020	IRBCE00000ID- RBCE ABC	1234567890	123456789	DOE	JANE	PCP	Blue Medical Group	Gxxxxxxx	1234567890

Sub-RBCE ID	Network	Withhold %	Practitioner RBCE Affiliation Start Date	Practitioner RBCE Affiliation End Date	Termination Reason	Task ID
SRBCE0002020	PPO	0	1/1/2020	7/31/2020	Requested Termination	32451960

Roster Fields

- **Transaction completion date** — The date the transaction listed was completed
- **RBCE Name** — The name and ID of the RBCE the roster belongs to
- **Practitioner NPI1** — The type 1 NPI of the practitioner in the transaction
- **Practitioner PORTICO ID** — The Blue Cross-specific ID used to reference the location of the practitioner’s affiliation to the RBCE
- **Practitioner Last Name**
- **Practitioner Middle Name**
- **Practitioner First Name**
- **Practitioner Status** — Physician status with the RBCE during the transaction
- **Group Practice Name** — Name of the group where the practitioner RBCE affiliation is found
- **Group Portico ID** — The Blue Cross-specific ID used to reference the practice group
- **Group NPI2** — The type 2 NPI of the practice group
- **Sub-RBCE ID** — Blue Cross ID used to identify the RBCE
- **Network** — Network the practitioner RBCE affiliation is applied to
- **Withhold Type** — The physician status with the RBCE (*PCP or SCP*)
- **Withhold %** — Applicable RBCE withhold for the affiliation
- **Practitioner RBCE Affiliation Start Date** — Start date for the RBCE affiliation
- **Practitioner RBCE Affiliation End Date** — End date for the RBCE affiliation
- **Termination Reason** — If the practitioner RBCE affiliation has a termination date, the reason will be listed in this field
- **Task ID** — ID assigned to the task listed

Section 11: Resources

Section 11: Resources

Common terms

The following are common terms used throughout the Provider Self-Service application.

- **RBCE** is the Risk Bearing Contracted Entity
- **Practitioners** are individuals who provide health care services. They obtain Type 1 national provider identifiers.
- **Providers** may be either a group of health care practitioners (for example, a clinic) or building based services (such as lab and durable medical equipment suppliers). They obtain Type 2 NPIs.
- **Practice locations** are all physical street addresses where health care services are provided. Providers may have multiple practice locations. Practice locations appear in member directories.
- **Practitioner Group** represents a group of professional providers who pay to the same Tax ID, for example, a practice group.
- **Secured services portal** is the web-based platform used by providers to securely log into Blue Cross applications.
- **Electronic Business Interchange Group (eBIG)** is the Blue Cross department that authorizes portal users to access various secured applications.
- **Practitioner/provider relationship (PPR)** is the affiliation between a practitioner and a provider group.
- **Attestation** is the contracting document that may be required in order to approve practitioner affiliation to an RBCE.

CAQH

Blue Cross and BCN require practitioners to register with CAQH, The Council for Affordable Quality Healthcare, and complete the Universal Provider Datasource credentialing application. This single database provides information to numerous health plans and eliminates the need for practitioners to complete multiple applications. Blue Cross receives the initial enrollment data and ongoing changes directly from CAQH for updating our provider systems.

The data elements that Blue Cross takes from CAQH:

- Practitioner name
- Birth date
- Social Security number
- Provider type
- Gender
- Professional license
- Specialties and board status
- Office contact information
- Primary practice address and phone
- Practice location accessibility
- Office hours
- Hospital affiliation

Contact Numbers

Provider Enrollment and Data Management

Provider Enrollment Help Desk 1-800-822-2761

Web Support (for technical assistance)

Web Support Help Desk 1-877-258-3932



bcbsm.com