



# **Blue Cross Blue Shield of Michigan and Blue Care Network** **Provider Enrollment and Change Self-Service** **User Guide**

January 2011



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

Welcome to the Provider Enrollment and Change 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 group information with BCBSM and BCN.

This Provider Enrollment and Change Self-Service User Guide has been created as a reference tool to assist new users in the application's basic functions and provide some suggestions to save time and avoid errors. Please 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 benefits you in the following ways:

- **Easy** — The self-service application is more streamlined and electronic, making it easy to keep your group records up to date.
- **Fast** — Your enrollment and change requests are processed faster, with some transactions completed within minutes.
- **Secure** — Your data remains secure since your practice group 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 group 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 making most of your group demographic and group composition changes. There are still some transactions that require our enhanced paper forms. Please check inside this guide for more detailed information regarding these transactions.

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 call the Provider Enrollment Help Desk at 1-800-822-2761 or contact your BCBSM or BCN provider representative.

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, appearing to read "Ferren Gibson".

Ferren Gibson, Manager

**Provider Enrollment and Data Management**

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# Section 1: Getting Started



## Section 1: Getting Started

### What is Provider Enrollment and Change Self-Service?

Provider Enrollment and Change Self-Service is a safe, secure electronic online application within Blue Cross Blue Shield of Michigan's Provider Secured Services portal that makes it easier for groups to keep their information up to date for both BCBSM and Blue Care Network. It offers faster service with some transactions being completed in minutes. Each transaction creates an audit trail and provides user controlled demographic changes with the ability to check the status of your change requests online anytime with a few mouse clicks.

### Self-service system requirements

Groups 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 a group or changing a tax identification number.

### What transactions can be performed with self service?

You will be able to perform the majority of your requests using the self service process, including:

- Group location maintenance: Update your practice, remit and mailing addresses
- Networks and demographics: Update your name, tax information and network participation
- Terminate groups: Terminate groups and remove them from our active rosters
- Group practitioner management: Enroll new practitioners, add and remove practitioners from your groups

### What transactions can NOT be performed with 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, including:

- Enroll a new provider group or allied provider, such as ambulance, DME, lab
- Enroll a new individual practitioner with no group relationship
- Practitioner individual demographics and network changes – see Section 13 for more details on CAQH and paper-based practitioner transactions
- Change NPI
- Enroll or change a facility provider
- Most retroactive dated transactions
- Future dated transactions – *greater than 6 months*

To process the aforementioned transactions you must complete and fax enrollment and change forms located at [www.bcbsm.com/provider/enrollment](http://www.bcbsm.com/provider/enrollment) to BCBSM - Provider Enrollment at **1-866-900-0250**.

### Retroactive dated transactions

Past dates may not be entered in self-service. However, certain transactions can accommodate retroactive effective dates through the use of the documents required to be attached to the transaction. New enrollments and group affiliations require attached documents.

New Enrollments: You can enroll a new participating practitioner with a retroactive date for the Traditional network only. Indicate the retroactive date in the signature section of the applicable Individual Signature document. Enter the current date in the self-service transaction. You can enter retroactive dates on the



attached documents up to six months from the date of the submission. For new physician assistants, a retroactive date can be requested on the *Physician Assistant Certification* form next to the supervising physician's signature. BCBSM/BCN do not allow retroactive dates for any other networks except Traditional.

**Group Affiliations:** Individual practitioners can be added to your group with a retroactive date by using the *Group Practice Agency Authorization* form and handwriting the start date for each individual next to his or her signature on the form. Enter the current date in the self-service online transaction. You can then enter retroactive dates on the *Group Practice Agency Authorization* form up to six months from the date of submission. If no date is indicated, the date entered through the self-service transaction will be used.

## Getting started with self service

**First** – All users must have access to BCBSM **Provider Secured Services**. E-Big is the department that manages all portal and electronic data interchange access. First time users who do not have this access must register at [bcbsm.com/provider/enrollment/self-service](http://bcbsm.com/provider/enrollment/self-service).

**Second** – Once you have access to Provider Secured Services, your authorized group representative must complete Addendum G to establish a practice administrator and designate users and the level of access for each user. A separate Addendum G must be completed for anyone who is the administrator for more than one group. This form is required and provides group authorization to change and update records through the portal.

**Third** – Identify the level of access for all of your group's users, either **Full** or **Basic**, and submit the form.

- Full access - allows users to maintain group demographics and composition **plus** the ability to enroll and add new practitioners to the group.
- Basic access - allows users to maintain group demographics and composition only.

## E-signature transactions

Self-service transactions will require electronic acceptance which in some instances includes legal signature for a BCBSM or BCN network agreement. Transactions and documents requiring electronic acceptance will appear on the **e-signature** page. Please be sure that your administrators are authorized to approve all self-services transactions.

## Selecting provider self service from the portal

The provider self-service application is available on the BCBSM provider portal. To access the portal, go to **bcbsm.com** and select the *I am a Provider* tab. Log in using your BCBSM portal ID. The provider self-service application is located within the Provider Enrollment and Change Self Service section. Click on **Go** to begin.

The screenshot shows a web interface with a left-hand navigation menu and a main content area. The navigation menu includes links such as 'Entire Fee Schedules', 'Provider Enrollment and Change Self-Service', 'Claim Submission', 'Clear Claim Connection', 'Provider Trading Partner Agreement (TPA)', 'PGIP - Operational Data and Collaboration Tool', 'My1HIE', 'Michigan Center for Effective IT Adoption (M-CEITA)', and 'Healthcare Advisor™'. The main content area is titled 'Resources' and lists two items: 'Entire Fee Schedules' and 'Provider Enrollment and Change Self-Service'. The 'Provider Enrollment and Change Self-Service' item has a description: 'With Provider Enrollment and Change Self-Service you can:' followed by two bullet points: 'Update data for your groups including: adding and removing practitioners, managing service locations, enroll new practitioners for your group.' and 'Check the status of tasks in progress and see the current information related to your group.' Below this description is a link 'Request access' with a 'Go' button next to it. An orange arrow points to this 'Go' button.

## Section 2: The Welcome Page and Common Navigation





## Section 2: The Welcome Page and Common Navigation

Portico™ WebLink - Microsoft Internet Explorer provided by Blue Cross Blue Shield of MI

Logout

Provider Enrollment and Change Self-Service - Welcome Page

Welcome Mark Barlow (P190001), to Provider Self Service [Help](#)

To make a change to any of the groups or providers listed below, mark **Select** and click **Next**. Click on column header to sort by column title.

	Group Name	Type 2 NPI	PIN	Tax ID	Primary Location
<input type="radio"/>	Henry	7677686553	0F38990	26-7637363	ABC Farmington, MI 48335 (Oakland)
<input type="radio"/>	AAA Physician Group	1000000178	<a href="#">Multiple Pins</a>	38-0000000	100 Oak Dr Ste 100 Southfield, MI 48034 (Oakland)
<input type="radio"/>	BBB Practitioner Group	1000000269	<a href="#">Multiple Pins</a>	38-8888888	45000 Grand Ave Detroit, MI 48224 (Wayne)
<input type="radio"/>	Michigan Clinical Labs	1000000228	<a href="#">Multiple Pins</a>	38-9999999	500 Town Hwy Novi, MI 48377 (Oakland)

1.0.2

« Prev    Next »    Close

### Welcome page

This is the first page you will see after selecting *Provider Self-Service* from the portal menu. This page displays the active groups you may access and update based on your group administrator's approval. If you cannot locate a provider group and believe you should have access to update that group's records, you must request access to additional provider groups. Your authorized group administrator must complete an Addendum G form. This form can be located by clicking this link:

[http://www.bcbsm.com/pdf/Addendum\\_G.pdf](http://www.bcbsm.com/pdf/Addendum_G.pdf)

- Click on any column heading to sort the table. Example: click on the Group Name column heading to sort the table alphabetically by group name.
- Only one group record may be selected per transaction.
- Click on the Multiple PINs link to display all active BCBSM PINs linked to the selected Type 2 NPI. The PINs are for internal use and cannot be used to bill either BCBSM or BCN.
  - Provider groups with practitioners of varying types and specialties are considered “multiple-specialty groups.” These groups will have one Type 2 NPI displayed as one record within the Provider Enrollment and Change Self Service Application, but will have multiple PINs.
  - The Multiple PINs pop-up details all provider IDs for each of the differing types and specialties. Example: Multiple Specialty Group may contain:
    - PIN 1111111 as Internal Medicine (M.D./D.O. practitioner);
    - PIN 3333333 as Nurse Practitioner;
    - PIN A444444 as Laboratory.
- Click the *Select* radio button next to your selected group record.

- 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.
- Continue using the existing paper-based process via the Provider Enrollment and Change website (<http://www.bcbsm.com/provider/enrollment/index.shtml#>) for the following scenarios:
  - Enroll a new provider group or allied provider (e.g. LAB, DME, etc.)
  - Enroll a new individual practitioner, independent of a provider group
  - Change an individual practitioner’s information (not including maintaining their group relationships)
  - Change your NPI

## Common navigation

The provider self-service application uses standard Microsoft Windows® functions and short cuts. For example, you can cut and paste text from other applications, print documents, etc.

Also, 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 *Group Name* column heading to sort the table alphabetically by group 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 prior page.
- Click *Cancel* for the option to stop this transaction, delete all information added during this transaction and return to the Welcome page. All data entered will be lost. A pop-up screen will display with the following message: “Click *Ok* if you want to cancel this transaction and return to the Welcome page – all data entered will be lost. Click *Cancel* to continue with your self-service process.”
- Click *Finish* to accept and submit changes. By clicking *Finish*, you are authorizing this change to be submitted and processed by BCBSM/BCN.

## Help

Each page will display a *Help* link [ [Help](#) ]. The help panel will display a static text of key information about the transaction/page. After reviewing the help text, if you still need assistance call the Provider Enrollment and Data Management help line at 1-800-822-2761 and follow the prompts.

## Page/panel reference


Each page has a panel reference ID in the lower left corner (see below). This page identifier should be noted if you have any issues with a particular transaction. When contacting PEDM, this page reference will assist the service representative in resolving your issue.

Enter the requested effective date for the primary address change:

1.9.1

< Prev    Next >    Finish    Cancel

## Printing from provider self service

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 inputting 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 timing 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 via the *Finish* button is also considered idle time and 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: Common Pages in Self-Service Transactions**



## Section 3: Common Pages in Self-Service Transactions

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. To avoid redundancy in those transaction sections, the common pages are presented here for your reference.

### Required documents

The *Required Documents* page will be presented only when your self-service transaction requires certain documents in order to complete your request. This page will list all the specific documents that are required. This page also allows you to browse and upload the needed attachments to your transaction.

### Office hours

Certain transactions relating to practice locations require office hours to be identified for the practitioner or provider location. This page allows you to add office hours and identify services offered at a location.

### eSignature

The *eSignature* page will be presented when your transactions require an electronic signature for one or more BCBSM/BCN group contracts. Each agreement requiring acceptance will be listed on this page. You will review each agreement separately and then check off the acceptance acknowledgement under each agreement. This is necessary for the process to continue. You will no longer submit paper-executed agreements for your group.

### Secured portal and ICT access page

Some self-service transactions will affect the relationship between your user portal IDs and the PINs authorized for the portal IDs. When this happens, the *Secured Web Portal Self-Service* page will be presented to trigger an automatic notification to BCBSM/BCN's Provider Secured Services team to update the PIN relationship for the user logged into the self-service session. This page allows you to add additional users that also need the PIN relationship update.

### Preview page

All self-service transactions, except Inquiry, will display a *Preview* page upon completion of the transaction. This page will display a summary of the changes you input during your self-service transaction for your verification before final submission to BCBSM/BCN.

### Confirmation page

All self-service transactions, except Inquiry, will provide a final *Confirmation* page after you have submitted your changes for processing. This page provides a Submission ID for tracking your request and the expected completion time for the particular transaction.

Examples of each of the common pages are found in the following pages of this section.

## Common page - required documents

Portico™ WebLink - Microsoft Internet Explorer provided by Blue Cross Blue Shield of MI

Logout

Enroll and Add Practitioners - Required Documents

Blue Cross Blue Shield Blue Care Network of Michigan

HENRY NPI: 7677686553 Help

Open the PDF below to review all documents potentially required for this transaction.

[Click here for the documents required to Enroll a New Practitioner and Add them to the Group](#)

Click Browse and then Upload to select and attach each applicable required file. It may take a few minutes to upload the file.

Browse... Upload

These files have been uploaded successfully. Click Remove if the file is no longer needed for this transaction.

I have reviewed the PDF document above and have attached all required documents listed in the PDF applicable for this transaction. I understand processing time may be delayed if all applicable documents are not uploaded at this time.

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« Prev Next » Finish Cancel

Many self-service transactions require certain documents in order to complete the request. If your transaction requires documentation, a *Required Documents* page is presented with a list of the documents required and a check box for validation. You must have the ability to scan and attach the documents to complete the submission. Refer to the Required Documents Reference List prior to performing the functions in self-service.

The documents must be downloaded, printed, signed and scanned to your computer so you are ready to upload them during a self-service session. If you do not have scanning ability, you must use the paper-based Enrollment and Change forms found on the BCBSM Provider Enrollment web site at [www.bcbsm.com/provider/enrollment](http://www.bcbsm.com/provider/enrollment).

The *Required Documents* page allows you to locate and attach files to satisfy the document requirements. After you attach the appropriate files, click each box to confirm the required document is attached.

- Click *Browse* to locate the required document 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.

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.

## Common page – office hours

New Locations Details(Cont.)

Blue Cross Blue Shield Blue Care Network of Michigan

AAA PHYSICIAN GROUP NPI: 1000000178 Help

Enter office hours for this location.

Day	Closed	Open 24 Hours	Start Time	Closing Time	Apply hours to all unclosed days
Sunday	<input checked="" type="checkbox"/> Closed	<input type="checkbox"/> 24 Hours			Apply to all unclosed days
Monday	<input checked="" type="checkbox"/> Closed	<input type="checkbox"/> 24 Hours			Apply to all unclosed days
Tuesday	<input type="checkbox"/> Closed	<input type="checkbox"/> 24 Hours	7:00 AM	6:00 PM	Apply to all unclosed days
Wednesday	<input type="checkbox"/> Closed	<input type="checkbox"/> 24 Hours	7:00 AM	6:00 PM	Apply to all unclosed days
Thursday	<input type="checkbox"/> Closed	<input type="checkbox"/> 24 Hours	7:00 AM	6:00 PM	Apply to all unclosed days
Friday	<input checked="" type="checkbox"/> Closed	<input type="checkbox"/> 24 Hours			Apply to all unclosed days
Saturday	<input checked="" type="checkbox"/> Closed	<input type="checkbox"/> 24 Hours			Apply to all unclosed days

Select the services offered at this location. To add additional services, click the Add Location Service button. Click Remove to delete a selected service.

Location Services	Remove
Nothing to show	

Add Location Services

### Office Hours

Office hours are required for at least one day. Do not enter lunch periods. Only the day's start and closing time should be entered.

- **Closed** – select *Closed* only if the office is closed for the entire day.
- **Open 24 Hours** – select if the office is open 24 hours a day.
- **Start Time** - available from 12:00 a.m. to 11:59 p.m. in 15-minute increments; time must be selected from the drop-down menu; you may not type in this field.
- **Closing Time** - available from 12:00 a.m. to 11:59 p.m. in 15-minute increments; time must be selected from the drop-down menu; you may not type in this field.
- **Apply to all unclosed days** - if office hours are the same every day, select a start time and closing time, then click *Apply to all unclosed days*. You may also use this function if either the start and stop times are the same. Once the panel enters the times, you may change any individual day's start or closing time.

### Location Services:

This is an optional field that provides information to our members about the specific services available at this practice location. The list of services is a predefined list. Select appropriate services provided for this specific location. Multiple services may be entered.

- Click *Add Location Services* to create another row in the list of services.
- Click *Remove* to erase the newly added service before completing your submission.



## Common page – eSignature

Logout

Move Practitioners - eSignature

Blue Cross  
Blue Shield  
Blue Care Network  
of Michigan

Help

Check each box after reading and agreeing to all terms and conditions.

I have read the agreements and attest that the information submitted by me is true to the best of my knowledge.

WF 9505 JUL 09

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- Prev   Next -   Finish   Cancel

### eSignature

To reduce paperwork and improve processing efficiency, many documents are now eligible to be electronically accepted instead of providing the hard-copy paper verification. For legal compliance reasons, most documents for an individual practitioner transaction must still be manually signed, scanned and attached in order to capture the practitioner's physical signature.

Each agreement requiring electronic acceptance is listed on this page. Review each agreement separately and then check off the statement above the agreement acknowledging you have read and agree to all terms and conditions and attest that the information you submitted is true to the best of your knowledge. The process cannot continue until all presented agreements are accepted.

**NOTE:** Once the agreement is opened for viewing, it may also be printed for retention.

## Common page – secured web portal self service

Portico™ WebLink - Microsoft Internet Explorer provided by Blue Cross Blue Shield of MI

Logout

Change Primary Locations - Secured Web Portal Self Service

Blue Cross Blue Shield Blue Care Network of Michigan

AAA Physician Group NPI: 1000000178 [Help](#)

The request submitted results in a PIN or PIN relationship change for this provider. Once this work is completed, your Portal ID will automatically be updated for access to this new PIN.

**Portal Access**

To extend access to this provider to additional users, please fill in the text boxes below. If you need to extend access to additional existing web-DENIS/portal users, please click the **More Users** button.

Portal ID	First Name	Last Name	Email
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

To update more existing users click below :

**Internet Claims Tool Access**

Does the Provider currently use Internet Claims Tool (ICT)? Yes

To update your Internet Claims Tool (ICT) account for this provider with additional users, please fill in the boxes below. If you need to extend access to additional exiting web-DENIS/portal users, please click the **More Users** button.

Portal ID	First Name	Last Name	Email
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

To update more existing users click below :

Done Trusted sites 100%

### Secured portal and ICT access page

When a self-service transaction affects the relationship between your portal ID and the PINs authorized for the portal ID, BCBSM/BCN's Provider Secured Services team will be automatically notified to update the PIN relationship for the user logged into the self-service session.

The Portal Access grid allows you to identify additional existing secured portal users associated with this group that require updates. The Internet Claims Tool Access grid allows you to identify existing secured portal users that also require updates. This grid should only be completed if the users are already current BCBSM Internet Claim Tool users.

For example, Chris (P123123) changes a group's Primary Location to a new county. This transaction generates a new BCBSM PIN. Chris no longer has to contact Provider Secured Services directly – we will let them know the change took place. If Pat (P987987), who also works for the group, also needs access to this record, Chris will enter Pat's information on this screen and Provider Secured Services will make the changes for both Chris and Pat. If only Chris needs access, no entry is needed on this screen.

- Portal ID = Secured Portal ID number, 7 digits begins with a P or F.
- First Name = First name of user associated with Portal ID.
- Last Name = Last name of user associated with Portal ID.
- E-mail = E-mail address of user associated with Portal ID.
- *More Users* link = Adds a new row to the table to allow you to identify and enter additional secured portal IDs that require updating for this provider change.

## Common page – preview

Portico™ WebLink - Microsoft Internet Explorer provided by Blue Cross Blue Shield of MI

Logout

Change Primary Locations - Preview Page

Blue Cross Blue Shield Blue Care Network of Michigan

AAA Physician Group NPI: 1000000178 [Help](#)

Review the change to Primary Location information. Click Finish to accept or click Previous to make changes.

If a new PIN will be issued, BCBSM/BCN will forward the new PIN to internal departments upon processing the change request.

**Primary Change** (Effective Date: 09/26/2010)

Before Change	After Change
100 Oak Dr	6665 Clover
Ste 100	48302 Bloomfield, MI (Oakland)
48034 Southfield, MI (Oakland)	Phone: (248)-777-7770
Phone: (248)-888-8888	

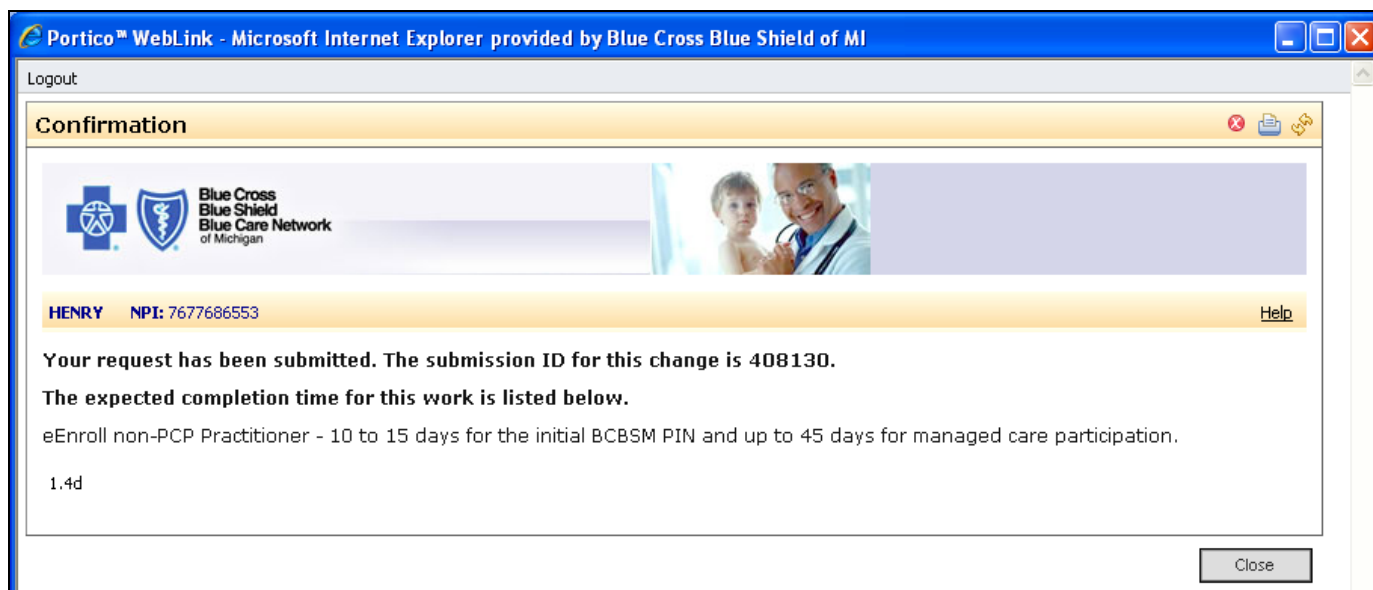
Done Trusted sites 100%

### Preview page

A *Preview* page is displayed for every transaction except Inquiry. The page displays a summary of the changes input during your self-service transaction for verification before submitting the information to BCBSM/BCN for processing. Above is an example of one transaction. Each *Preview* page will display the changes for the particular transaction to be submitted.

- Click *Previous* to make additional changes.
- Click *Finish* to accept and submit the changes. By clicking *Finish*, you are authorizing this change to be submitted and processed by BCBSM/BCN.

## Common page – confirmation



### Confirmation

This page confirms that your changes have been submitted for processing and provides the submission ID and expected completion time.

- The **submission ID** is a number used to track the self-service transaction. It displays on the *Menu and Status* page. The submission ID displays for tasks that are in process and will display for 30 days for completed tasks.
- The expected completion time displayed on the screen indicates approximately how long it will take for the transaction to be updated in the system. You may continue working on other tasks during this time. Please note the following about expected completion times:
  - Certain transactions may be completed within five minutes with an **additional 48 hours** to update claims and directory information. The additional 48 hours applies to all transactions.
  - Other transactions require BCBSM/BCN processing and may take 10-15 days to process the request.
  - PCP maintenance may take up to 45 days to process the request.
- Click *Close* to close this page and return to the *Welcome* page.

## Section 4: Menu and Status



## Section 4: Menu and Status

Once you have selected a group from the *Welcome* page, you will be on the *Menu and Status* page. This is the main page of the application.

The screenshot shows the Portico WebLink application in a Microsoft Internet Explorer browser window. The browser title is "Portico™ WebLink - Microsoft Internet Explorer provided by Blue Cross Blue Shield of MI". The page header displays "Henry NPI: 7677686553" and a "Help" link.

The main content area is divided into two sections:

- Menu:** A list of actions categorized into:
  - Group Location Maintenance:** Change Remit and Mailing Address, Add Practice Locations, Modify or Remove Practice Locations, Change Primary Location.
  - Networks and Demographics:** Add or Remove Networks, Change Group ID and Tax Information.
  - Terminate Group:** Terminate Group.
  - Group Practitioner Management:** Add Blue Participating Practitioners, Remove Practitioners, Move Practitioners, PCP Maintenance, Enroll and Add Practitioners, Modify Practitioner Locations.
  - Group Inquiry:** Inquiry.
- Status Summary:** A table showing the status of recent tasks.
 

Portal ID	Submission Number	Task Name	View Details	Date Submitted	Status
		Terminate Provider from all networks.			Open
		Terminate Provider from all networks.			Open
P190001	407290	eAdd or Remove Group Networks	<a href="#">View Details</a>	09/28/2010	Open
P190001	405146	eModify Practitioner Locations	<a href="#">View Details</a>	09/17/2010	Open
P190001	405150	eAdd Practitioner to Group	<a href="#">View Details</a>	09/17/2010	Open
P190001	405114	eRemove Group Practice Locations	<a href="#">View Details</a>	09/16/2010	In Process

The browser status bar at the bottom shows "Done", "Trusted sites", and "100%" zoom level.

This page allows you to select from a menu of transactions to update a group's information and to view the status of in-process requests, as well as requests completed within the last 30 days.

Select any menu item on the left column to begin your transaction. Any time you are on a page, you can select *Cancel* to return to this main menu.

### Tips before you begin a self-service transaction

Some processes require documents to be attached as part of the transaction. You must be able to scan and attach documents to complete the submission.

This includes transactions related to individual practitioners and the need to have an attached practitioner signature. Examples include:

- Adding a practitioner to a group requires a *Group Agency Authorization Form* signed by each practitioner;
- Enrolling a new physician practitioner requires an attached individual network signature document;
- Enrolling a new certified nurse practitioner requires an attached nursing certification and individual network signature document;
- Changing a tax identification number requires the IRS documentation letter.

If you do not have scanning ability for certain transactions, you must continue to use the paper-based Enrollment and Change forms found via the *I am a Provider* tab on [www.bcbsm.com](http://www.bcbsm.com).

### Tips for entering data

- Use upper/lower case letters (normal typing style) when entering text in data fields.
- Data fields outlined in red are required data fields to continue and complete a transaction.

### Menu selections

This panel displays a list of actions you may perform for the group.

- **Inquiry** – read-only view of the group’s key information including demographics, networks, locations, and affiliated practitioner relationships
- **Change Remit and Mailing Address** – Change a group’s remit and/or mailing address.
- **Add Practice Locations** – Add new practice locations.
- **Modify or Remove Practice Locations** – Remove practice locations and/or modify details of any existing locations, such as phone number, office hours and services.
- **Change Primary Location** – Select a new primary location for the group from the list of current practice locations.
- **Add or Remove Networks** – Request a change in participation status; end existing networks; request additional networks and participation status. This transaction is only for group level networks. Individual practitioners’ network updates are performed via paper using the practitioner change forms.
- **Change ID and Tax Information** – Change the group’s professional IDs including CLIA certification, DME/PTAN, Medicare number; view and make changes to the group’s tax information, including tax ID number, tax name, tax exempt status, and TIN legal name.
- **Terminate Group** – End all operations for a group including their PINs, networks, locations and all affiliated practitioner relationships. Once processed, claims will no longer be paid for dates of service rendered after the termination date.
- **Add Blue Participating Practitioners** – Search for practitioners already enrolled with the Blues and add them to the group as a specialist or BCN primary care physician; select locations at which the practitioner will practice with the group. A practitioner must already be enrolled with BCBSM/BCN in order to be added to a group.
- **Remove Practitioners** – End a practitioner’s affiliation with the group; enter “Member Move” information for any BCN PCPs that will be removed.



- **Move Practitioners** – Move practitioners from one group to another group; indicate at which locations of the new group the practitioner will practice; enter Member Move information for BCN PCPs, if applicable.
- **PCP Maintenance** – Request a change in the practitioner’s status from specialist to BCN PCP or vice versa; enter Member Move and update Medical Care Group information, as required.
- **Modify Practitioner Locations** – Remove practitioners from specific practice locations; change a practitioner's primary location; change office hours of the practitioner.
- **Enroll and Add Practitioners** – Enroll a new practitioner and add him or her to the group. This menu item is enabled based on your portal authorization.

### Status summary

This grid provides a status of your in-process requests submitted through both self service and paper. It also displays a history of requests completed within the last 30 days.

Self-service transactions have all columns populated. Requests sent by mail or fax have only the Task Name and Status populated in order to communicate that we have received the paper-based enrollment or change request.

- **Portal ID** – The unique user ID of the person who logged into self service and submitted the request.
- **Submission Number** – A unique tracking number for all requests submitted online. This number is first presented on the *Confirmation* panel displayed at the end of the self-service transaction. When contacting PEDM, the service representative will not be able to search for a transaction by submission number, but will be able to locate your task with other identifying information, such as NPI and transaction date.
- **Task Name** – a brief description of the request submitted. A complete list of all task names, both hardcopy form requests and self-service requests, is provided below.

Provider Self Service Transaction Tasks	Internal Transaction Tasks
eAdd Practitioner to Group	Portal ID PIN Maintenance
eRemove PCP from Group	ICT ID PIN Maintenance
eRemove non-PCP from Group	Practitioner Credentialing
eMove Practitioner across Groups	Manage Group Members
eEnroll New Practitioner for Group	CAQH Attestation
eChange PCP or MCG Info	Reactivate Previously Terminated Facility
eChange Group Remit or Mailing Address	Reactivate Previously Terminated Practitioner
eAdd Group Practice Locations	Reactivate Previously Terminated Provider
eRemove Group Practice Locations	BCN Review of Contracting Request
eModify Group Practice Locations	Terminate Practitioner from all networks
eChange Group Primary Location	Terminate Provider from all networks
eAdd or Remove Group Networks	
eTerminate Group Provider	
eAdd Enrolled Practitioner to Group	
eModify Practitioner Locations	
eChange Group Tax Info	
eChange Group Professional IDs	

- **View Details** – Displays a PDF document containing all the information entered during a self-service transaction.
- **Date Submitted** – Date the request was entered using the self-service application and sent to BCBSM/BCN for processing.
- **Status** – Identifies a task as in-progress or completed.

Task Status	Description
<b>Complete</b>	The primary request has been processed and is considered complete. Some transactions may be processed in multiple tasks. The original request may be marked as complete but additional tasks will be shown, such as “BCN REVIEW OF PCP TRANSACTION.” When all tasks are marked “Complete,” the entire submission is finalized.
<b>Open</b>	The task has been submitted and is awaiting assignment.
<b>In Process</b> <b>Manually assigned</b> <b>Escalated</b>	The task is currently assigned and in process.
<b>Pending</b> <b>Waiting Prior Task</b> <b>Waiting Documentation</b> <b>Documentation Received</b>	The task is currently assigned and is internally pended for follow up.
<b>Ready for Loading</b> <b>Waiting Contracting Doc</b>	The primary task was closed and a BCN contracting task is currently in process.

- **Go back to the Welcome page** – Allows the user to leave this group record and select another record from the Welcome page.

### Multiple-step transactions

Some transactions may require that you complete more than one selection from the menu.

#### Need to change a group’s primary address to a new location?

**Required documents:** There are no required documents for this transaction.

1. Select *Add Practice Location* if the new location doesn’t already exist for the group.
2. Select *Change Primary Location* to make this new location primary for the group
3. Select *Change Remit and Mailing Address* if the new location should also be the Remit or Mailing address for the group.

**Need to change a practitioner's locations for their group relationship?**

**Required documents:** There are no required documents for this transaction.

1. Select *Add Practice Location* if the new location doesn't already exist for the group.
2. Select *Modify Practitioner Locations* to add a group location to the practitioner or change primary location for the practitioner at the group.

## **Section 5: Inquiry – View a Group’s Current Information**



## Section 5: Inquiry – View a Group’s Current Information

Portico™ Weblink - Microsoft Internet Explorer provided by Blue Cross Blue Shield of MI

Henry NPI: 7677686553 Help

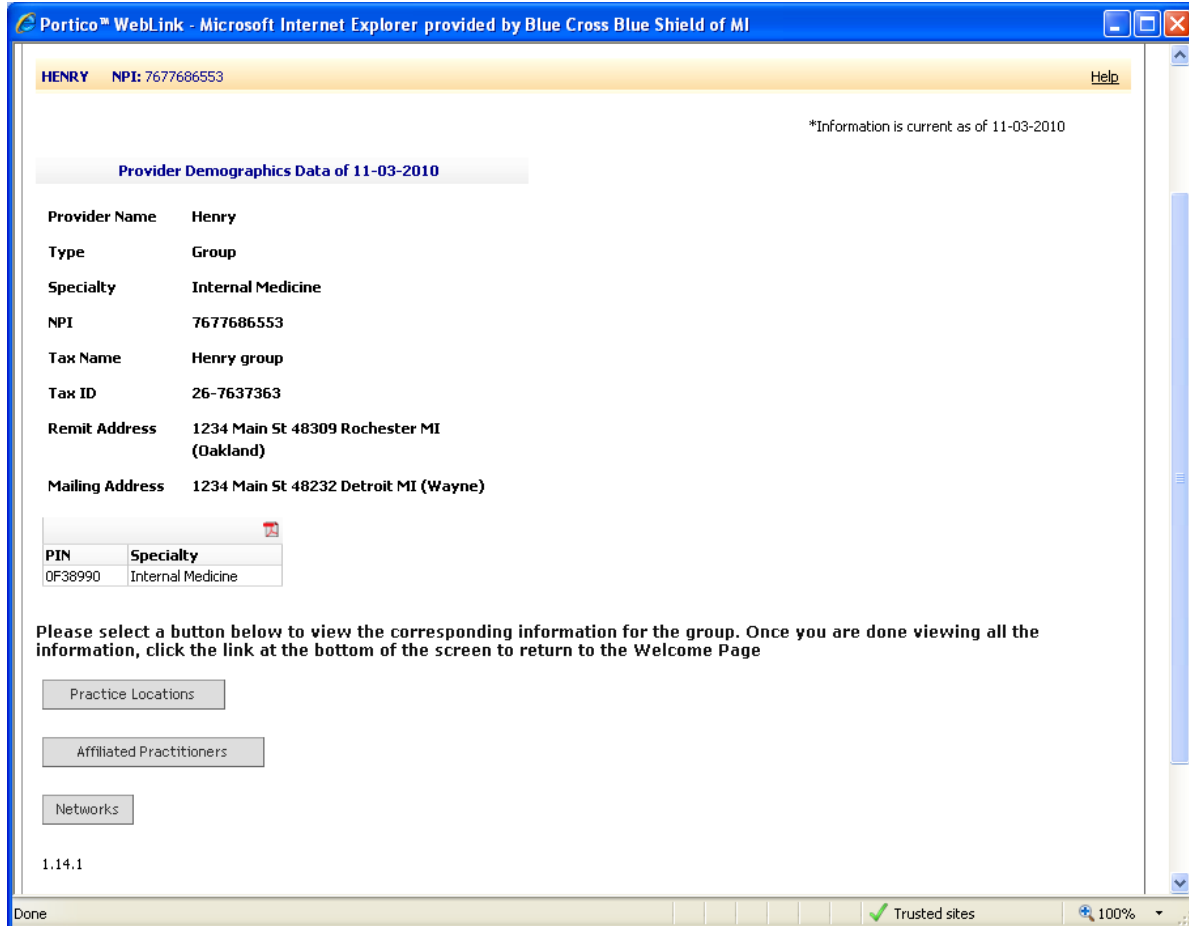
The Menu gives you a list of actions you can take on this Group. The Status Summary gives you the status of the tasks recently requested or performed for this Group. If you would like to see additional demographics on this Group, select the menu item you would use to make a change. If no change is needed, you can select cancel to come back to this page.

Menu		Status Summary					
		Portal ID	Submission Number	Task Name	View Details	Date Submitted	Status
<b>Group Location Maintenance</b>				Terminate Provider from all networks.			Open
<a href="#">Change Remit and Mailing Address</a>				Terminate Provider from all networks.			Open
<a href="#">Add Practice Locations</a>		P190001	407290	eAdd or Remove Group Networks	<a href="#">View Details</a>	09/28/2010	Open
<a href="#">Modify or Remove Practice Locations</a>		P190001	405146	eModify Practitioner Locations	<a href="#">View Details</a>	09/17/2010	Open
<a href="#">Change Primary Location</a>		P190001	405150	eAdd Practitioner to Group	<a href="#">View Details</a>	09/17/2010	Open
<b>Networks and Demographics</b>		P190001	405114	eRemove Group Practice Locations	<a href="#">View Details</a>	09/16/2010	In Process
<a href="#">Add or Remove Networks</a>							
<a href="#">Change Group ID and Tax Information</a>							
<b>Terminate Group</b>							
<a href="#">Terminate Group</a>							
<b>Group Practitioner Management</b>							
<a href="#">Add Blue Participating Practitioners</a>							
<a href="#">Remove Practitioners</a>							
<a href="#">Move Practitioners</a>							
<a href="#">PCP Maintenance</a>							
<a href="#">Enroll and Add Practitioners</a>							
<a href="#">Modify Practitioner Locations</a>							
<b>Group Inquiry</b>							
<a href="#">Inquiry</a>							

Done Trusted sites 100%

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

## Inquiry



### Inquiry page

This page allows you to review current information in BCBSM/BCN’s system regarding your group’s demographics, locations, practitioners and networks. This page is view only. No changes can be made during this inquiry.

If you need to change information, return to the *Welcome* page and select the appropriate transaction.

Information displayed on this page is current as of the date noted in the upper right corner of the page.

- The *Practice Locations* section includes primary and additional addresses, phone, fax, office hours and practitioners by location.
- The *Affiliated Practitioners* section includes BCN PCP status, practice locations and network information for each practitioner.
- The *Networks* section indicates the provider’s network participating status.
- Click *Return to Welcome Page* to begin a new transaction.

## Practice locations

Portico™ Weblink - Microsoft Internet Explorer provided by Blue Cross Blue Shield of MI

**Provider Name** Henry  
**Type** Group  
**Specialty** Internal Medicine  
**NPI** 7677686553  
**Tax Name** Henry group  
**Tax ID** 26-7637363  
**Remit Address** 1234 Main St 48309 Rochester MI (Oakland)  
**Mailing Address** 1234 Main St 48232 Detroit MI (Wayne)

PIN	Specialty
0F38990	Internal Medicine

Please select a button below to view the corresponding information for the group. Once you are done viewing all the information, click the link at the bottom of the screen to return to the Welcome Page

[Practice Locations](#)

Primary	Address	Phone Number	Fax	Start Date	End Date	Office hours	Practitioners at the Location
No	555 Fifth St Ste 5 48307 Rochester MI (Oakland)	(111)-248-2222	(248)-248-2480	09/16/2010		<a href="#">View</a>	<a href="#">View</a>
No	1234 Main St 48034 Southfield MI (Oakland)	(248)-123-4567		09/27/2010		<a href="#">View</a>	<a href="#">View</a>
Yes	ABC 48335 Farmington MI (Oakland)	(231)-231-2412		09/15/2010		<a href="#">View</a>	<a href="#">View</a>

[Affiliated Practitioners](#)

[Networks](#)



1.14.1

Done Trusted sites 100%

Click on the *Practice Locations* button and the page will display the primary and additional addresses, phone and fax numbers, office hours and practitioners by location. Click on *View* to see the office hours or practitioners for a particular location.

Hours of Operation Pop-up - Microsoft Internet Explorer provided by Blue Cross Blue Shield of MI

**Hours of Operation Page**

**HENRY** NPI: 7677686553 [Help](#)

\*Information is current as of 11-03-2010

**Hours of Operation at 555 Fifth St Ste 5 48307 Rochester MI (Oakland) as of 11-03-2010**

Day	Start Time	Closing Time
Monday	7:00 AM	4:00 PM
Tuesday	7:00 AM	4:00 PM
Wednesday	7:00 AM	4:00 PM
Thursday	7:00 AM	4:00 PM
Friday	7:00 AM	4:00 PM
Saturday	9:00 AM	3:00 PM

1.14.1a



## Affiliated practitioners

**Tax ID** 26-7637363

**Remit Address** 1234 Main St 48309 Rochester MI (Oakland)

**Mailing Address** 1234 Main St 48232 Detroit MI (Wayne)

PIN	Specialty
0F38990	Internal Medicine

Please select a button below to view the corresponding information for the group. Once you are done viewing all the information, click the link at the bottom of the screen to return to the Welcome Page

[Practice Locations](#)

Primary	Address	Phone Number	Fax	Start Date	End Date	Office hours	Practitioners at the Location
No	555 Fifth St Ste 5 48307 Rochester MI (Oakland)	(111)-248-2222	(248)-248-2480	09/16/2010		<a href="#">View</a>	<a href="#">View</a>
No	1234 Main St 48034 Southfield MI (Oakland)	(248)-123-4567		09/27/2010		<a href="#">View</a>	<a href="#">View</a>
Yes	ABC 48335 Farmington MI (Oakland)	(231)-231-2412		09/15/2010		<a href="#">View</a>	<a href="#">View</a>

[Affiliated Practitioners](#)

Practitioner Name	Type	PCP Status	MI State License	Type 1 NPI	Relationship Dates, Practice Locations and Networks
Diwakar, Sandeep	Medical Doctor	No	3456765678	3738373885	<a href="#">View</a>

[Networks](#)

1.14.1

Done Trusted sites 100%

Click on the *Affiliated Practitioners* button and the page will display all the practitioners affiliated with this group and their BCN PCP status. Click on the *View* button for an affiliated practitioner to see additional details relating to practice locations, relationship dates and networks.

**HENRY** NPI: 7677686553 [Help](#)

\*Information is current as of 11-03-2010

**Diwakar, Sandeep (NPI:3738373885)**

Start Date at the Group **09/15/2010**

End date at the Group

**Networks at the Group relationship**

Network	Participating Status	In Process
Traditional (10)	PAR	No
BCN Commercial (36)	N/A	No

**Practice locations at the Group relationship**

Primary	Address	Phone Number	Fax	Start Date	End Date
Nothing to show					

1.14.2

## Networks

Portico™ Weblink - Microsoft Internet Explorer provided by Blue Cross Blue Shield of MI

**Tax ID** 26-7637363

**Remit Address** 1234 Main St 48309 Rochester MI (Oakland)

**Mailing Address** 1234 Main St 48232 Detroit MI (Wayne)

PIN	Specialty
0F38990	Internal Medicine

Please select a button below to view the corresponding information for the group. Once you are done viewing all the information, click the link at the bottom of the screen to return to the Welcome Page

Practice Locations

Primary	Address	Phone Number	Fax	Start Date	End Date	Office hours	Practitioners at the Location
No	555 Fifth St Ste 5 48307 Rochester MI (Oakland)	(111)-248-2222	(248)-248-2480	09/16/2010		View	View
No	1234 Main St 48034 Southfield MI (Oakland)	(248)-123-4567		09/27/2010		View	View
Yes	ABC 48335 Farmington MI (Oakland)	(231)-231-2412		09/15/2010		View	View

Affiliated Practitioners

Practitioner Name	Type	PCP Status	MI State License	Type 1 NPI	Relationship Dates, Practice Locations and Networks
Diwakar, Sandeep	Medical Doctor	No	3456765678	3738373885	View

Networks

Network	Participating Status	In Process
BCN Commercial (36)	N/A	No
Traditional (10)	PAR	No

1.14.1

Done Trusted sites 100%

Click on the *Networks* button and the page will display the provider’s current networks and participating status.

## **Section 6: Maintaining Addresses for a Group**



## Section 6: Maintaining Addresses for a Group

### Add a new practice location to your group

Portico™ WebLink - Microsoft Internet Explorer provided by Blue Cross Blue Shield of MI

Menu & Status Page

Blue Cross Blue Shield Blue Care Network of Michigan

AAA Physician Group NPI: 1000000178 [Help](#)

The Menu gives you a list of actions you can take on this Group. The Status Summary gives you the status of the tasks recently requested or performed for this Group. If you would like to see additional demographics on this Group, select the menu item you would use to make a change. If no change is needed, you can select cancel to come back to this page.

Menu		Status Summary				
Portal ID	Submission Number	Task Name	View Details	Date Submitted	Status	
P190001	406850	eAdd Practitioner to Group	<a href="#">View Details</a>	09/25/2010	Complete	

**Group Location Maintenance**

- [Change Remit and Mailing Address](#)
- [Add Practice Locations](#)
- [Modify or Remove Practice Locations](#)
- [Change Primary Location](#)

**Networks and Demographics**

- [Add or Remove Networks](#)
- [Change Group ID and Tax Information](#)

**Terminate Group**

- [Terminate Group](#)

**Group Practitioner Management**

- [Add Blue Participating Practitioners](#)
- [Remove Practitioners](#)
- [Move Practitioners](#)

Done Trusted sites 100%

Select the *Add Practice Locations* link to add a new practice location to your group.

Primary and additional practice locations are addresses where patients are seen. These addresses may be published in BCBSM/BCN provider directories.

## Current practice locations

Portico™ WebLink - Microsoft Internet Explorer provided by Blue Cross Blue Shield of MI

Logout

Current Practice Locations

Blue Cross Blue Shield Blue Care Network of Michigan

AAA PHYSICIAN GROUP NPI: 1000000178 [Help](#)

The provider practice locations are displayed below. To add a new practice location, click Add New Location.

Primary	Address 1	Address 2	Zip City, State (County)	Phone Number	Future Start Date	Future End Date
Yes	100 Oak Dr	Ste 100	48034 Southfield, MI (Oakland)	(248)-888-8888		
No	6665 Clover		48302 Bloomfield, MI (Oakland)	(248)-777-7770		
No	47601 Grand River Ave	Ste B223	48374 Novi, MI (Oakland)	(248)-111-1111		
No	200 Elm St		48088 Warren, MI (Macomb)	(586)-999-9999		

Practice locations you have just added are displayed below. To fix an address Click Edit. To delete a location click Remove. Click Next to accept the changes.

Address 1	Address 2	Zip City, State (County)	Phone Number	Edit	Remove
Nothing to show					

1.7.1

This page allows you to add new practice locations. Telephone numbers are considered part of an address. If the same physical location has multiple phone numbers, multiple practice locations will be necessary. The current practice locations are shown for reference.

**Required documents:** There are no required documents for this transaction.

- Locations with a Future Start Date represent addresses previously added, but not yet activated. Locations with a Future End Date represent addresses previously removed, but not yet inactivated.
- You may have only one primary location at one time. You may have multiple non-primary locations.  
**NOTE:** This group may have multiple locations displayed with identical address information. Please end duplicate locations by selecting *Modify or Remove Practice Locations* from the *Menu & Status* page.
- Click *Add New Location* to add a new practice location. The new location is displayed at the bottom of the screen.
- Click *Edit* to correct a newly added location before completing your submission.
- Click *Remove* to delete the newly added location before completing your submission. This will erase all information entered for that location.

## New location details

Portico™ WebLink - Microsoft Internet Explorer provided by Blue Cross Blue Shield of MI

New Locations Details

Blue Cross Blue Shield Blue Care Network of Michigan

AAA PHYSICIAN GROUP NPI: 1000000178 Help

Enter the new location details in the section below. Red boxes indicate required information.

Location Data	Contact
Start Date: 11/03/2010	First Name: John
	Middle Name:
	Last Name: Doe
	Phone: (248)-777-7771
	Fax: (248)-777-7772
	Email: jmd@aol.com
	We currently have limited communication by E-mail. We are collecting E-mail addresses in preparation for expanded use.
	Preferred Method of Contact: U.S. Mail
	<b>Accessibility Information</b>
	<input checked="" type="checkbox"/> Handicap Accessible?
	<input type="checkbox"/> Accessible by train?
	<input checked="" type="checkbox"/> Accessible by bus?

### New locations details

This page allows you to enter specific address information for the new location.

- **Start Date** is the effective date for the location. This date may not be more than six (6) months in the future. Enter the Start Date directly as MM/DD/YYYY or use the calendar tool to select a start date.
- The only special characters allowed in an **Address** field are dash ( - ) and forward slash ( / ). All others are invalid (e.g. & % " ( ) @ # etc.). Do not use "." when abbreviating.
- Practice addresses must be physical street addresses and cannot be names or PO boxes.
  - The street address is always entered on the **Address 1** field. Please follow standard postal abbreviations when entering street information (St., Rd., Ave., : N, S, E, W). See guidelines at: [http://www.usps.com/ncsc/lookups/usps\\_abbreviations.html](http://www.usps.com/ncsc/lookups/usps_abbreviations.html)
  - Suite numbers, floor numbers/letters, etc are always entered on **Address 2**. When entering suite numbers, please follow standard postal abbreviations when entering information (e.g. Ste, Fl)
- **Zip, City, State (County)** data cannot be entered directly into this field. You must select the magnifying glass icon to search by zip code, or by state and city. Click on the drop-down of values to select the proper value, as multiple results may be returned.
- **Contact** information should be the name of a person we can reach during normal business hours if we have questions about this practice location.

- The only special character allowed in the *First Name*, *Middle Name* or *Last Name* field is dash (–). All others are invalid (e.g. & % “ / ( ) @ # etc.). Do not use “commas” in any name field.
- The only special characters allowed in the *Email* field are the ‘at’ sign ( @ ) an underline ( \_ ) and the period ( . ). All others are invalid (e.g. & % “ / ( ) # etc.)

Refer to Section 3 for specific information on how to update Office Hours and Location Services for your practice location.

**AAA PHYSICIAN GROUP** NPI: 1000000178 [Help](#)

Enter office hours for this location.

Day	Closed	Open 24 Hours	Start Time	Closing Time	Apply hours to all unclosed days
Sunday	<input checked="" type="checkbox"/> Closed	<input type="checkbox"/> 24 Hours			Apply to all unclosed days
Monday	<input checked="" type="checkbox"/> Closed	<input type="checkbox"/> 24 Hours			Apply to all unclosed days
Tuesday	<input type="checkbox"/> Closed	<input type="checkbox"/> 24 Hours	7:00 AM	6:00 PM	Apply to all unclosed days
Wednesday	<input type="checkbox"/> Closed	<input type="checkbox"/> 24 Hours	7:00 AM	6:00 PM	Apply to all unclosed days
Thursday	<input type="checkbox"/> Closed	<input type="checkbox"/> 24 Hours	7:00 AM	6:00 PM	Apply to all unclosed days
Friday	<input checked="" type="checkbox"/> Closed	<input type="checkbox"/> 24 Hours			Apply to all unclosed days
Saturday	<input checked="" type="checkbox"/> Closed	<input type="checkbox"/> 24 Hours			Apply to all unclosed days

Select the services offered at this location. To add additional services, click the **Add Location Service** button. Click **Remove** to delete a selected service.

Location Services	Remove
Nothing to show	

[Add Location Services](#)

### Current practice locations (review)

**AAA PHYSICIAN GROUP** NPI: 1000000178 [Help](#)

The provider practice locations are displayed below. To add a new practice location, click **Add New Location**.

Primary	Address 1	Address 2	Zip City, State (County)	Phone Number	Future Start Date	Future End Date
Yes	100 Oak Dr	Ste 100	48034 Southfield, MI (Oakland)	(248)-888-8888		
No	6665 Clover		48302 Bloomfield, MI (Oakland)	(248)-777-7770		
No	47601 Grand River Ave	Ste B223	48374 Novi, MI (Oakland)	(248)-111-1111		
No	200 Elm St		48088 Warren, MI (Macomb)	(586)-999-9999		

[Add New Location](#)

Practice locations you have just added are displayed below. To fix an address Click **Edit**. To delete a location click **Remove**. Click **Next** to accept the changes.

Address 1	Address 2	Zip City, State (County)	Phone Number	Edit	Remove
3344 Wayland Ave		48302 Bloomfield, MI (Oakland)	(248)-777-7771	<a href="#">Edit</a>	<a href="#">Remove</a>

This page allows you to view the group’s existing practice locations and to view the new practice location added before final submission. You may continue to add new practice locations from this page by selecting *Add New Location*.

Finalize your transaction using the common navigation functions and common pages described at the beginning of this guide.

## Change group's primary address

**Menu & Status Page**

Blue Cross Blue Shield Blue Care Network of Michigan

AAA Physician Group NPI: 1000000178 [Help](#)

The Menu gives you a list of actions you can take on this Group. The Status Summary gives you the status of the tasks recently requested or performed for this Group. If you would like to see additional demographics on this Group, select the menu item you would use to make a change. If no change is needed, you can select cancel to come back to this page.

Menu		Status Summary					
<b>Group Location Maintenance</b>		<b>Portal ID</b>	<b>Submission Number</b>	<b>Task Name</b>	<b>View Details</b>	<b>Date Submitted</b>	<b>Status</b>
<a href="#">Change Remit and Mailing Address</a>		P190001	406850	eAdd Practitioner to Group	<a href="#">View Details</a>	09/25/2010	Complete
<a href="#">Add Practice Locations</a>		P190001	407110	eAdd Group Practice Locations	<a href="#">View Details</a>	09/26/2010	Complete
<a href="#">Modify or Remove Practice Locations</a>							
<a href="#">Change Primary Location</a>							
<b>Networks and Demographics</b>							
<a href="#">Add or Remove Networks</a>							

Select the *Change Primary Location* link to change the primary address for your group.

**Change Primary Locations - Group Practice Locations**

Blue Cross Blue Shield Blue Care Network of Michigan

AAA Physician Group NPI: 1000000178 [Help](#)

Select the group's new primary location from the list of active locations below. A change of Primary Location to a different county will result in a new PIN.

Primary	Address 1	Address 2	Zip City, State (County)	Phone Number	Future Start Date	Future End Date
<input type="radio"/>	100 Oak Dr	Ste 100	48034 Southfield, MI (Oakland)	(248)-888-8888		
<input type="radio"/>	200 Elm St		48088 Warren, MI (Macomb)	(586)-999-9999		
<input type="radio"/>	47601 Grand River Ave	Ste B223	48374 Novi, MI (Oakland)	(248)-111-1111		
<input checked="" type="radio"/>	6665 Clover		48302 Bloomfield, MI (Oakland)	(248)-777-7770	09/26/2010	

Enter the requested effective date for the primary address change:

1.9.1

[« Prev](#) [Next »](#) [Finish](#) [Cancel](#)

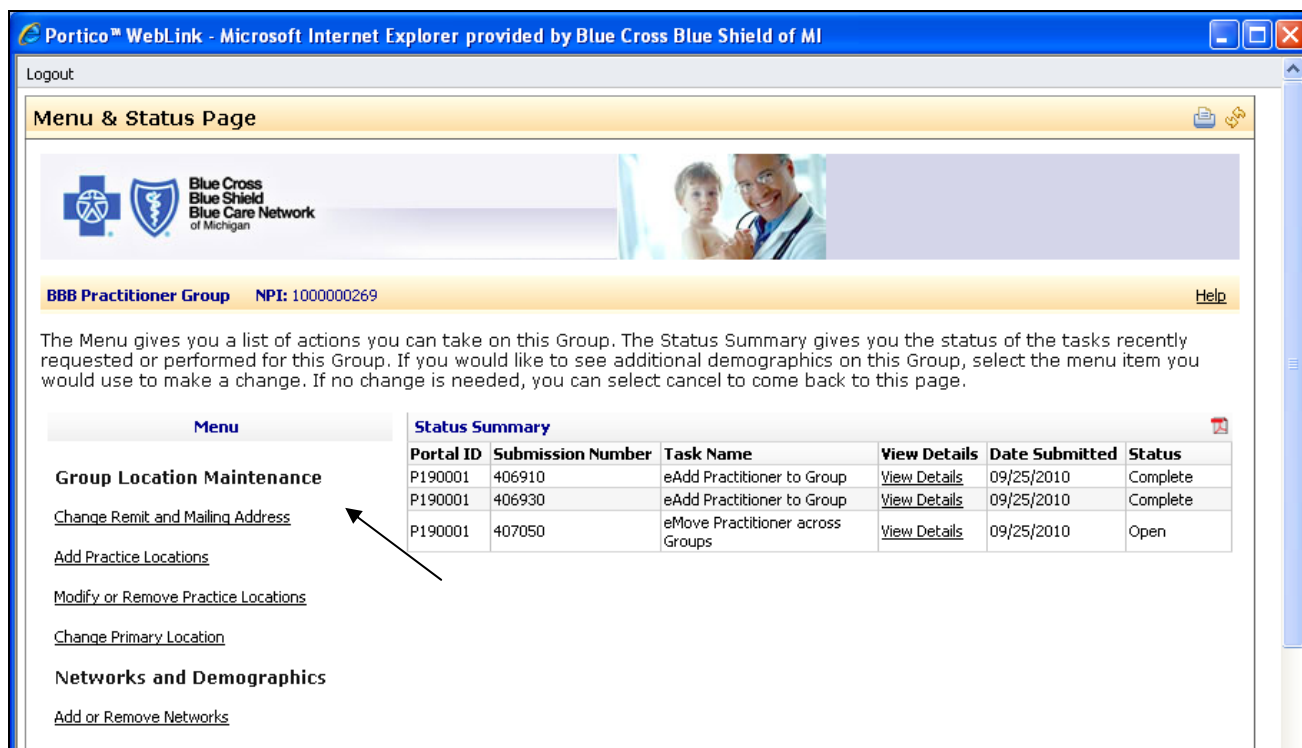
This panel displays the group's practice locations which can be designated as the group's primary location. If the new address is not displayed on this screen, you must go back to the welcome menu and select *Add Practice Locations* to first enter the new practice location.



Select the radio button for the new primary address and click *Next*.

Finalize your transaction using the common navigation functions and common pages described at the beginning of this guide.

## Change group remit or mailing address



Logout

Menu & Status Page

Blue Cross Blue Shield Blue Care Network of Michigan

BBB Practitioner Group NPI: 1000000269 Help

The Menu gives you a list of actions you can take on this Group. The Status Summary gives you the status of the tasks recently requested or performed for this Group. If you would like to see additional demographics on this Group, select the menu item you would use to make a change. If no change is needed, you can select cancel to come back to this page.

Menu		Status Summary					
		Portal ID	Submission Number	Task Name	View Details	Date Submitted	Status
<b>Group Location Maintenance</b>		P190001	406910	eAdd Practitioner to Group	<a href="#">View Details</a>	09/25/2010	Complete
<a href="#">Change Remit and Mailing Address</a>		P190001	406930	eAdd Practitioner to Group	<a href="#">View Details</a>	09/25/2010	Complete
<a href="#">Add Practice Locations</a>		P190001	407050	eMove Practitioner across Groups	<a href="#">View Details</a>	09/25/2010	Open
<a href="#">Modify or Remove Practice Locations</a>							
<a href="#">Change Primary Location</a>							
<b>Networks and Demographics</b>							
<a href="#">Add or Remove Networks</a>							

Select the *Change Remit and Mailing Address* link to change the mailing address for your group.

## Change remit and mailing address

Portico™ WebLink - Microsoft Internet Explorer provided by Blue Cross Blue Shield of MI

BBB PRACTITIONER GROUP NPI: 100000269 Help

Click on the drop down menu to change your remit or mailing address, or enter a new address. Click Reset to undo changes.

**Primary Address**

Address Line1: 45000 Grand Ave  
 Address Line2:  
 Zip, City, State (County): 48224 Detroit, MI (Wayne)

**Remit Address**

Default Remit Address from: Primary Address [Reset]

Address Line1: 45000 Grand Ave  
 Address Line2:  
 Zip, City, State (County): 48224 Detroit, MI (Wayne) [Magnifying Glass Icon]  
 Effective Date: 11/04/2010 [Calendar Icon]

**Mailing Address**

Default Mailing Address from: [Reset]

Address Line1: 33543 South Lyndenchester Rd  
 Address Line2:  
 Zip, City, State (County): 48213 Detroit, MI (Wayne) [Magnifying Glass Icon]  
 Effective Date: 11/04/2010 [Calendar Icon]

1.6.1  
 Done Trusted sites 100%

## Change remit or mailing address

This page allows you to view and make changes to the group's current mailing and remit addresses.

- **Primary Address** is where the majority of your patients receive services.
  - If you need to change your primary address, you need to change that address first. Return to the *Menu and Status* screen and click on *Change Primary Location*.
- **Remit Address** is where vouchers and checks are mailed. If the tax identification number is also changing, it is suggested to perform the tax identification change before updating the remit address. From the *Menu and Status* page, select *Change ID and Tax Information*.
- **Mailing Address** is where correspondence may be mailed.
- Entering address information
  - Use the drop down arrow to match the primary, remit or mailing address or;
  - Enter a new address and leave the drop down blank.
  - The only special characters allowed in an *Address* field are dash ( – ) and forward slash ( / ). All others are invalid (e.g. & % “ ( ) @ # etc.).
  - **Zip, City, State (County)** data cannot be entered directly into this field. You must select the magnifying glass icon to search by zip code or by state and city. Click on the drop-down of values to select the proper value, as multiple results may be returned.

- **Effective Date** is the date you are requesting the new address to begin. The Effective Date may not exceed six (6) months past the current date.
  - The Effective Date will default to the earliest date available. The date cannot be set earlier than the latest effective date entered. Enter the Effective Date directly as MM/DD/YYYY or use the calendar tool icon to select a start date.
- Click *Reset* to erase any changes entered during this session and revert to the original address.
- If you change your primary address in the future, it will not automatically update the mailing using the primary address. You will need to update the addresses using the *Change Remit and Mailing Address* menu selection on the *Menu and Status* screen.

## Abbreviated address page

Portico™ WebLink - Microsoft Internet Explorer provided by Blue Cross Blue Shield of MI

Abbreviated Remit and Mailing Addresses

Blue Cross Blue Shield Blue Care Network of Michigan

BBB PRACTITIONER GROUP NPI: 1000000269 Help

Address lines must be abbreviated to 22 characters to accommodate internal system needs. For cities outside of Michigan abbreviate to 13 characters. Red boxes indicate required information.

Clear

Remit Address		Abbreviated Remit Address	
Address Line1:	45000 Grand Ave	Address Line1:	45000 Grand Ave
Address Line2:		Address Line2:	
Zip, City, State (County):	48224 Detroit, MI (Wayne)	City:	Detroit
Mailing Address		Abbreviated Mailing Address	
Address Line1:	33543 South Lyndenchester Rd	Address Line1:	33543 South Lyndenches
Address Line2:		Address Line2:	
Zip, City, State (County):	48213 Detroit, MI (Wayne)	City:	Detroit

1.6.2

### Abbreviated remit and mailing addresses

BCBSM/BCN maintains provider data in various formats. Addresses are held in both full and abbreviated versions. In order to ensure all mailings reach the proper location, this page allows the ability for the user to enter the proper limited address information.

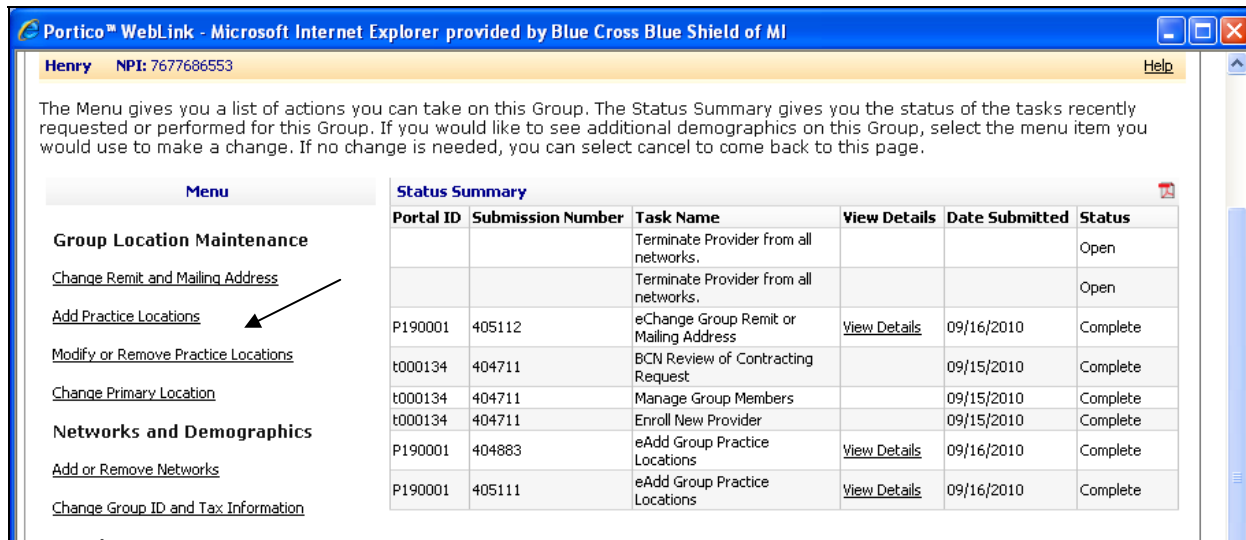
This page appears when the address or city entered exceeds the character length requiring an abbreviated address. The *Abbreviated Address* fields will be pre-populated but truncated at the 22nd character.

- *Address Line 1* must be abbreviated (limited to) to 22 characters, but still be deliverable by the United States Postal Service. Both *Address Line 1* and *Address Line 2* may be used to contain the entire address information, limited to 22 characters each. Please reference the USPS standard postal abbreviations for addresses at [http://www.usps.com/ncsc/lookups/usps\\_abbreviations.html](http://www.usps.com/ncsc/lookups/usps_abbreviations.html).

- The only special characters allowed in an *Address* field are dash ( – ) and forward slash ( / ). All others are invalid (e.g. & % “ ( ) @ # etc.).
- Michigan cities will default to an abbreviated (limited to) city value. No changes are needed.
- Cities outside of Michigan must be abbreviated (limited to) to 13 characters.

Finalize your transaction using the common navigation functions and common pages described at the beginning of this guide.

## Update or modify an existing address



Henry NPI: 7677686553 Help

The Menu gives you a list of actions you can take on this Group. The Status Summary gives you the status of the tasks recently requested or performed for this Group. If you would like to see additional demographics on this Group, select the menu item you would use to make a change. If no change is needed, you can select cancel to come back to this page.

Menu		Status Summary				
Portal ID	Submission Number	Task Name	View Details	Date Submitted	Status	
<b>Group Location Maintenance</b>						
<a href="#">Change Remit and Mailing Address</a>						
<a href="#">Add Practice Locations</a>						
<a href="#">Modify or Remove Practice Locations</a>						
<a href="#">Change Primary Location</a>						
<b>Networks and Demographics</b>						
<a href="#">Add or Remove Networks</a>						
<a href="#">Change Group ID and Tax Information</a>						
<a href="#">Terminate Group</a>						
		Terminate Provider from all networks.			Open	
		Terminate Provider from all networks.			Open	
P190001	405112	eChange Group Remit or Mailing Address	<a href="#">View Details</a>	09/16/2010	Complete	
t000134	404711	BCN Review of Contracting Request		09/15/2010	Complete	
t000134	404711	Manage Group Members		09/15/2010	Complete	
t000134	404711	Enroll New Provider		09/15/2010	Complete	
P190001	404883	eAdd Group Practice Locations	<a href="#">View Details</a>	09/16/2010	Complete	
P190001	405111	eAdd Group Practice Locations	<a href="#">View Details</a>	09/16/2010	Complete	

Select the *Modify or Remove Practice Locations* link to change the data in an existing practice location. This transaction should be used to perform any of the following:

- Correct a suite number or street number
- Correct a typographical error in the address
- Change the contact person
- Update a telephone or fax number
- Update the office hours for the location
- Add or remove services offered at the location
- Remove a location that is no longer used

Do not use this transaction to add a completely new location.

## Current practice locations

Portico™ WebLink - Microsoft Internet Explorer provided by Blue Cross Blue Shield of MI

Logout

Modify/Remove Practice Location - Current Practice Locations

Blue Cross Blue Shield Blue Care Network of Michigan

HENRY NPI: 7677686553 [Help](#)

The following practice locations are active. Click **Modify** to change or remove a location.

Primary	Address 1	Address 2	City, State, Zip (County)	Phone Number	Future Start Date	Future End Date	Modify
Yes	ABC		Farmington, MI, 48335 (Oakland)	(231)-231-2412			<input type="button" value="Modify"/>
No	1234 Main St		Southfield, MI, 48034 (Oakland)	(248)-123-4567			<input type="button" value="Modify"/>
No	555 Fifth St	Ste 5	Rochester, MI, 48307 (Oakland)	(111)-248-2222			<input type="button" value="Modify"/>

Modified Locations

Address	Action Performed	Undo Modification	Modify Again
		Nothing to show	

1.8.1

< Prev Next > Finish Cancel

This page allows you to view existing active locations for your group and select the address for update. If you need to make a total change to your group's primary address or add a new location, click on *Cancel* to return to the *Welcome* page and select the appropriate transaction.

Click on the *Modify* button for the address you want to update.

HENRY NPI: 7677686553 [Help](#)

**Warning - Any practitioners who has the location you are removing as their primary service location for this group, the group's new primary location will become these practitioners' primary service location.**

Do you want to modify or remove this location?

555 Fifth St  
Ste 5  
48307 Rochester, MI (Oakland)

Please enter the end date to remove this location

Select *Modify Location* from the drop down if you want to update any information on the address you selected. Then click *Next*.

## Location details

**HENRY** NPI: 7677686553 Help

Make corrections and updates to an existing location's details below. To change a physical location, use Add Location link from the welcome page.

Address		Contact	
Address 1:	<input type="text" value="555 Fifth St"/>	First Name:	<input type="text" value="Sue"/>
Address 2:	<input type="text" value="Ste 5"/>	Middle Name:	<input type="text"/>
Zip City, State (County):	<input type="text" value="48307 Rochester, MI (Oakland)"/>	Last Name:	<input type="text" value="Zee"/>
Phone:	<input type="text" value="(248)-222-1111"/>	Phone:	<input type="text" value="(248)-222-1111"/>
Fax:	<input type="text" value="(248)-222-1110"/>	Fax:	<input type="text" value="(248)-222-1110"/>
		Email:	<input type="text" value="sz@aol.com"/>
Accessibility Information		We currently have limited communication by E-mail. We are collecting E-mail addresses in preparation for expanded use.	
<input checked="" type="checkbox"/>	Handicap Accessible?	Preferred Method of Contact: <input type="text" value="U.S. Mail"/>	
<input type="checkbox"/>	Accessible by train?		
<input checked="" type="checkbox"/>	Accessible by bus?		

## Modify location details

This page allows you to make corrections or updates to an existing location's detailed information.

- Update address information as needed. You may not change counties as they appear on the addresses.
- Update contact information as needed. The contact should be the person responsible for this location. BCBSM/BCN currently has limited communication by e-mail. We are collecting e-mail addresses in preparation for expanded use.
- Update accessibility information as needed.

Click *Next* to continue with new location details.

Refer to Section 3 for specific information on how to update Office Hours and Location Services for your practice location.

Day	Closed	Open 24 Hours	Start Time	Closing Time	Apply hours to all unclosed days
Sunday	<input type="checkbox"/> Closed	<input type="checkbox"/> 24 Hours	<input type="text"/>	<input type="text"/>	<input type="button" value="Apply to all unclosed days"/>
Monday	<input type="checkbox"/> Closed	<input type="checkbox"/> 24 Hours	<input type="text" value="7:00 AM"/>	<input type="text" value="4:00 PM"/>	<input type="button" value="Apply to all unclosed days"/>
Tuesday	<input type="checkbox"/> Closed	<input type="checkbox"/> 24 Hours	<input type="text" value="7:00 AM"/>	<input type="text" value="4:00 PM"/>	<input type="button" value="Apply to all unclosed days"/>
Wednesday	<input type="checkbox"/> Closed	<input type="checkbox"/> 24 Hours	<input type="text" value="7:00 AM"/>	<input type="text" value="4:00 PM"/>	<input type="button" value="Apply to all unclosed days"/>
Thursday	<input type="checkbox"/> Closed	<input type="checkbox"/> 24 Hours	<input type="text" value="7:00 AM"/>	<input type="text" value="4:00 PM"/>	<input type="button" value="Apply to all unclosed days"/>
Friday	<input type="checkbox"/> Closed	<input type="checkbox"/> 24 Hours	<input type="text" value="7:00 AM"/>	<input type="text" value="4:00 PM"/>	<input type="button" value="Apply to all unclosed days"/>
Saturday	<input type="checkbox"/> Closed	<input type="checkbox"/> 24 Hours	<input type="text" value="9:00 AM"/>	<input type="text" value="3:00 PM"/>	<input type="button" value="Apply to all unclosed days"/>

Select the services offered at this location. If you need additional boxes for services, click the Add Location Service button. Click Remove to delete a selected service.

Location Services	Remove
Nothing to show	

## Option to modify again or undo modification

Portico™ WebLink - Microsoft Internet Explorer provided by Blue Cross Blue Shield of MI

Logout

Modify/Remove Practice Location - Current Practice Locations

Blue Cross Blue Shield Blue Care Network of Michigan

Henry NPI: 7677686553 [Help](#)

The following practice locations are active. Click **Modify** to change or remove a location.

Primary	Address 1	Address 2	City, State, Zip (County)	Phone Number	Future Start Date	Future End Date	Modify
Yes	ABC		Farmington, MI, 48335 (Oakland)	(231)-231-2412			<input type="button" value="Modify"/>
	1234 Main St		Southfield, MI, 48034 (Oakland)	(248)-123-4567	09/27/2010		<input type="button" value="Modify"/>
No	555 Fifth St		Rochester, MI, 48307 (Oakland)	(248)-248-2488			<input type="button" value="Modify"/>

**Modified Locations**

Address	Action Performed	Undo Modification	Modify Again
555 Fifth St Ste 5 Rochester, MI, 48307 (Oakland)	Modified Location	<input type="button" value="Undo"/>	<input type="button" value="Modify Again"/>

1.8.1

Done Trusted sites 100%

This page allows you the option of clicking on the *Undo* button to cancel the information you just modified or to *Modify Again* if you need to go back and change something you missed entering.

Finalize your transaction using the common navigation functions and common pages described at the beginning of this guide.

## Terminate an address

Logout

Menu & Status Page

Blue Cross Blue Shield Blue Care Network of Michigan

Henry NPI: 7677686553 Help

The Menu gives you a list of actions you can take on this Group. The Status Summary gives you the status of the tasks recently requested or performed for this Group. If you would like to see additional demographics on this Group, select the menu item you would use to make a change. If no change is needed, you can select cancel to come back to this page.

Menu		Status Summary					
		Portal ID	Submission Number	Task Name	View Details	Date Submitted	Status
<b>Group Location Maintenance</b>				Terminate Provider from all networks.			Open
<a href="#">Change Remit and Mailing Address</a>				Terminate Provider from all networks.			Open
<a href="#">Add Practice Locations</a>		P190001	405112	eChange Group Remit or Mailing Address	<a href="#">View Details</a>	09/16/2010	Complete
<a href="#">Modify or Remove Practice Locations</a>		P190001	405113	eModify Group Practice Locations	<a href="#">View Details</a>	09/16/2010	Complete
<a href="#">Change Primary Location</a>		t000134	404711	BCN Review of Contracting Request		09/15/2010	Complete
<b>Networks and Demographics</b>		t000134	404711	Manage Group Members		09/15/2010	Complete
<a href="#">Add or Remove Networks</a>		t000134	404711	Enroll New Provider		09/15/2010	Complete

Click on *Modify or Remove Practice Locations* to terminate an address for your group.

Logout

Modify/Remove Practice Location - Current Practice Locations

Blue Cross Blue Shield Blue Care Network of Michigan

Henry NPI: 7677686553 Help

The following practice locations are active. Click Modify to change or remove a location.

Primary	Address 1	Address 2	City, State, Zip (County)	Phone Number	Future Start Date	Future End Date	Modify
Yes	ABC		Farmington, MI, 48335 (Oakland)	(231)-231-2412			<input type="button" value="Modify"/>
	1234 Main St		Southfield, MI, 48034 (Oakland)	(248)-123-4567	09/27/2010		<input type="button" value="Modify"/>
No	555 Fifth St	Ste 5	Rochester, MI, 48307 (Oakland)	(111)-248-2222			<input type="button" value="Modify"/>

Modified Locations

Address	Action Performed	Undo Modification	Modify Again
		Nothing to show	

1.8.1

Click on the *Modify* button for the address you want to terminate. Then click *Next*.



Portico™ WebLink - Microsoft Internet Explorer provided by Blue Cross Blue Shield of MI

Logout

Modify/Remove Practice Location - Select the action to performed on this Location Page

Blue Cross Blue Shield Blue Care Network of Michigan

Henry NPI: 7677686553 [Help](#)

**Warning - Any practitioners' who has the location you are removing as their primary service location for this group, the group's new primary location will become these practitioners' primary service location.**

Do you want to modify or remove this location?

Remove Location

555 Fifth St  
Ste 5  
48307 Rochester, MI (Oakland)

Please enter the end date to remove this location: 09/17/2010

1.8.2

« Prev Next » Finish Cancel

Select *Remove this Location* from the drop down only if you want to terminate the practice address. You must enter an End Date for terminating the address.

#### IMPORTANT NOTE:

- Any practitioner who is affiliated with this group who has the terminated location as their Primary location automatically will have their primary practice location changed to the group's primary practice location. To change individual practitioners' primary location, use the *Modify Practitioner Locations* transaction from the Main Menu.
- Any practitioner who is affiliated with this group who has the terminated location as one of his or her additional practice locations automatically will have the address. No further action is needed.
- Any practitioner who has this location registered at CAQH will need to ensure that the CAQH location information is properly updated.

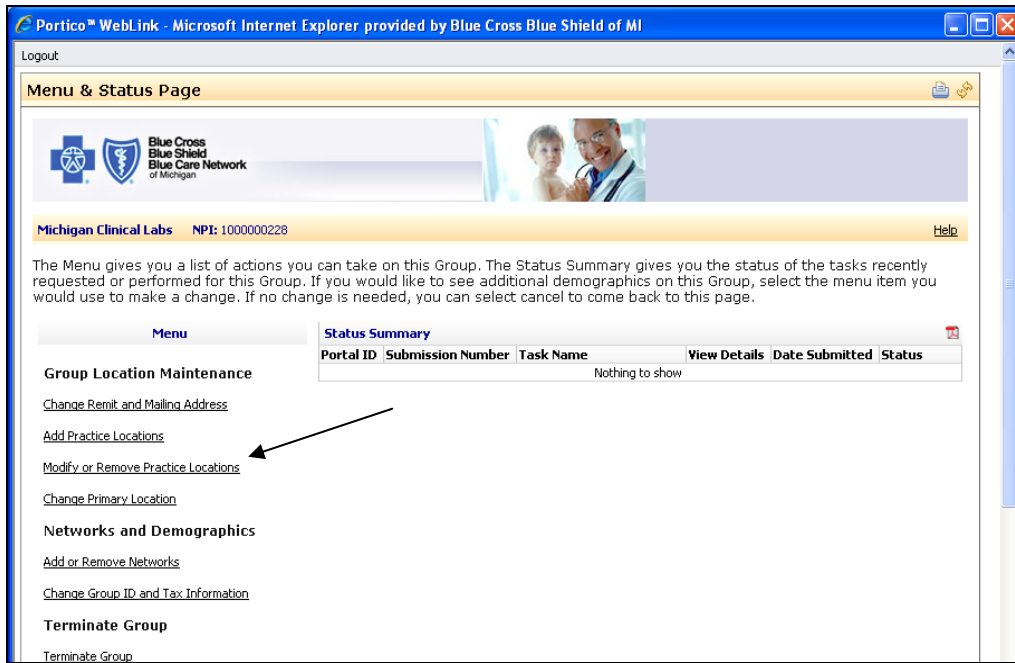
Click *Next* to proceed.

Finalize your transaction using the common navigation functions and common pages described at the beginning of this guide.

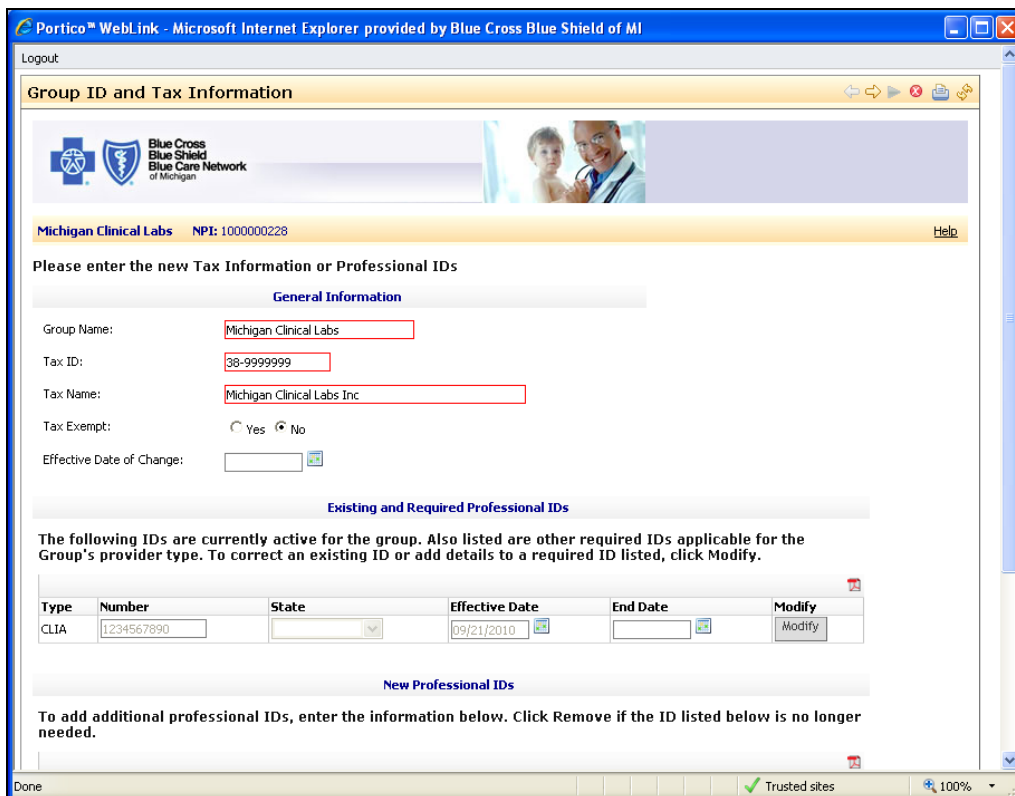
# Section 7: Changing Group Tax ID Information and Other Professional IDs



## Section 7: Changing Group Tax ID Information and Other Professional IDs



Select the *Change Group ID and Tax Information* link to change the tax ID for your group.



## Group ID and tax information

This page displays the current tax ID and tax name for your group. It allows you to change your existing tax information or existing professional IDs. Additional new professional IDs may also be added, if required.

**Required Documents:** You must attach a copy of the documentation from the IRS identifying your new TIN and associated tax name. Scan this document to your computer so you will be ready to upload during this self-service session.

**Important Note:** When adding a new tax ID, you must change the tax ID for all groups individually. You cannot change a tax ID globally. Each group must be changed separately.

### General information section

- **Group Name** – This field shows the information on file; you may modify your name in this field.
- **Tax ID** – This field shows the information on file; you may modify your tax ID in this field.
- **Tax Name** – This field shows the information on file; you may modify your tax name in this field.
- **Tax Exempt** – This field shows the information on file; you may modify your tax exempt status by selecting the *Yes* or *No* radio buttons.
- **Effective Date of change** – This field is enabled only if any of the data in the fields of the *General Information* section was changed. If enabled, enter the effective date of change as MM/DD/YYYY or use the calendar tool icon to select a start date. The start date may be between today's date and six months in the future. You may not retroactively change the group name or tax information using the self-service tools. If you would like a retro effective date (date in the past) for the tax ID change, please submit your request using the hardcopy Provider Change form located at [www.bcbsm.com/provider/enrollment](http://www.bcbsm.com/provider/enrollment).

### Existing & required professional IDs section

The IDs listed are currently active for the group. This section allows you to correct an existing ID or add details to a required ID listed for your group's provider type.

- **Modify** – Click *Modify* to correct an existing ID or to add details to a required ID listed. This button is only available for rows with existing information.
- **Number** – This field shows the information on file; you may modify your number in this field or add information to a blank field.
- **State** - This field shows the information on file; you may modify the information in this field or add information to a blank field using the drop-down arrow.
- **Effective Date** - This field shows the information on file; you may modify the date or add the date to a blank field. Enter the effective date as MM/DD/YYYY or use the calendar tool icon.
- **End Date** - This field shows the information on file; you may modify the date in this field or add the date to a blank field. Enter the end date as MM/DD/YYYY or use the calendar tool icon.

### New professional IDs section

You may enter additional professional IDs in this section.

- **Type** – Click the drop-down arrow to select the professional ID type to add.
- **Number** – Enter the professional ID number in this field.
- **State** – Click the drop-down arrow to select the state for this professional ID.
- **Effective Date** – Enter the effective date as MM/DD/YYYY or use the calendar tool icon.

- **End Date** – Enter the end date as MM/DD/YYYY or use the calendar tool icon.
- **Remove** – Click *Remove* to delete the entire row from the table.
- **Add another Professional ID** – click the *Add another Professional ID* button to add a blank row to the table to enter another professional ID.

### Warning message

The screenshot shows a web browser window titled "Portico™ WebLink - Microsoft Internet Explorer provided by Blue Cross Blue Shield of MI". The page content includes a "Logout" link, a "Group ID and Tax Information" header, and two warning messages in red text:

- ⚠ **WARNING: Changing the Tax ID will generate a new BCBSM PIN (115)**
- ⚠ **WARNING: Changing the Tax Name and/or indicators here will change them for all records using this Tax ID (116)**

Below the warnings is a banner for "Blue Cross Blue Shield Blue Care Network of Michigan" featuring a doctor and a child. The user's information is displayed as "Michigan Clinical Labs" with NPI: 100000228 and a "Help" link. The main section is titled "Please enter the new Tax Information or Professional IDs" and contains a "General Information" form with the following fields:

Group Name:	Michigan Clinical Labs
Tax ID:	38-777999
Tax Name:	Michigan Progressive Clinical Labs Inc
Tax Exempt:	<input type="radio"/> Yes <input checked="" type="radio"/> No
Effective Date of Change:	09/28/2010

When changing your tax ID, a new BCBSM PIN will be generated. This warning message will appear to remind you that this transaction will generate a new BCBSM/BCN PIN.

The message also reminds you that when changing the existing tax information, the information will be updated on all records sharing the same tax ID.

Finalize your transaction using the common navigation functions and common pages described at the beginning of this guide.

# Section 8: Add or Remove Networks for a Group



## Section 8: Add or Remove Networks for a Group

Portico™ WebLink - Microsoft Internet Explorer provided by Blue Cross Blue Shield of MI

Logout

**Menu & Status Page**

Blue Cross Blue Shield Blue Care Network of Michigan

Henry NPI: 7677686553 [Help](#)

The Menu gives you a list of actions you can take on this Group. The Status Summary gives you the status of the tasks recently requested or performed for this Group. If you would like to see additional demographics on this Group, select the menu item you would use to make a change. If no change is needed, you can select cancel to come back to this page.

Menu		Status Summary				
Portal ID	Submission Number	Task Name	View Details	Date Submitted	Status	
<b>Group Location Maintenance</b>						
<a href="#">Change Remit and Mailing Address</a>		Terminate Provider from all networks. Open				
<a href="#">Add Practice Locations</a>		Terminate Provider from all networks. Open				
<a href="#">Modify or Remove Practice Locations</a>						
<a href="#">Change Primary Location</a>						
<b>Networks and Demographics</b>						
<a href="#">Add or Remove Networks</a>		P190001 405112 eChange Group Remit or Mailing Address <a href="#">View Details</a> 09/16/2010 Complete				
<a href="#">Change Group ID and Tax Information</a>		P190001 405113 eModify Group Practice Locations <a href="#">View Details</a> 09/16/2010 Complete				
		t000134 404711 BCN Review of Contracting Request 09/15/2010 Complete				
		t000134 404711 Manage Group Members 09/15/2010 Complete				
		t000134 404711 Enroll New Provider 09/15/2010 Complete				
		P190001 404883 eAdd Group Practice Locations <a href="#">View Details</a> 09/16/2010 Complete				
		eAdd Group Practice				

Select the *Add or Remove Networks* link to add a new network or end an existing network for your group.

Portico™ WebLink - Microsoft Internet Explorer provided by Blue Cross Blue Shield of MI

Logout

**Select Networks for the Group**

Blue Cross Blue Shield Blue Care Network of Michigan

Henry NPI: 7677686553 [Help](#)

These are the networks that are currently active for the group. Use the drop down to change the participating status and the date field to end a network

Networks	Current Participating Status	Requested Participating Status	In Process	Requested End Date	Reason
BCN Commercial (36)	N/A	<input type="text"/>	No	<input type="text"/>	<input type="text"/>
Traditional (10)	Par	<input type="text"/>	No	<input type="text"/>	<input type="text"/>

The group is eligible for the following networks. Select the networks you are requesting for the group. Enter the effective and end dates for the Networks along with the Participating status, if applicable.

select	Networks	Requested Participating Status	Requested Effective Date
<input checked="" type="checkbox"/>	BCN Advantage (Medicare) (36)	PAR	09/25/2010
<input type="checkbox"/>	Blue Preferred Plus (BPP) (46)	PAR	
<input type="checkbox"/>	Medicare Plus Blue PPO (61)	PAR	

1.11.1

## Select networks for the group

This page allows you to view the networks that are currently active for your group and their participation status. It also identifies if there are any networks “In-Process” for your group. You may request an end date for an existing active network or request a new network for your group. If you are terminating all networks, return to the *Menu and Status* page and click on *Terminate Group*.



You will be presented with the applicable networks for which the group is eligible. Typically, professional groups are *only* allowed to apply for the Traditional, Vision/Hearing networks. Ancillary groups may be eligible for additional BCN or MAPPO networks. There are existing exceptions to this rule and your group should already be aware if an exception applies.

Individual practitioners are typically contracted directly for the PPO TRUST, BCN and MAPPO networks. For changes to individual practitioners' network status, you must submit a hardcopy Practitioner Change form found at [www.bcbsm.com/provider/](http://www.bcbsm.com/provider/)

The upper portion of this page displays the group's current networks and participation status and allows you to change or end a network and Par status. The lower portion of the page allows you to select new networks. The following transactions can be processed from this page:

- Changing an existing PAR status for the group only
- Ending an existing network
- Adding a PAR status for BCBSM Traditional or Vision/Hearing
- Adding a new network

If you are requesting to change to nonparticipating for any network, your request will be held for 60 days from receipt of your request to accommodate contractual requirements for prior notification.

### Currently Active Networks

- **Requested Participation Status** – Click the drop-down arrow to change the participating status.
- **Requested End Date** – Enter the requested end date as MM/DD/YYYY or use the calendar tool icon. The end date must be between today's date and six months in the future. You may not retroactively end your network participation status.
- **Reason** – If you entered a requested end date, use free-form text to enter the reason you are ending your network participation.

### Request for New Network Participation

- **Select** – Click the *Select* box for the networks you are eligible for and that you are requesting to be participating for your group.
- **Requested Participation Status** – Click the drop-down arrow to change the participating status.
- **Requested Effective Date** – Enter the requested effective date as MM/DD/YYYY or use the calendar tool icon. The effective date must be between today's date and six months in the future. You may not retroactively add your network participation status.

Finalize your transaction using the common navigation functions and common pages described at the beginning of this guide.

## Section 9: Enroll a New Practitioner



## Section 9: Enroll a New Practitioner

The screenshot shows the Portico WebLink interface in Microsoft Internet Explorer. The user is logged in as Henry (NPI: 7677686553). The page displays a 'Menu' on the left and a 'Status Summary' table on the right. An arrow points to the 'Remove Practitioners' link in the 'Group Practitioner Management' section.

Portal ID	Submission Number	Task Name	View Details	Date Submitted	Status
P190001	405112	eChange Group Remit or Mailing Address	<a href="#">View Details</a>	09/16/2010	Complete
P190001	405113	eModify Group Practice Locations	<a href="#">View Details</a>	09/16/2010	Complete
P190001	405146	eModify Practitioner Locations	<a href="#">View Details</a>	09/17/2010	Open
P190001	405150	eAdd Practitioner to Group	<a href="#">View Details</a>	09/17/2010	Open
P190001	404883	eAdd Group Practice Locations	<a href="#">View Details</a>	09/16/2010	Complete
P190001	405111	eAdd Group Practice Locations	<a href="#">View Details</a>	09/16/2010	Complete
P190001	405114	eRemove Group Practice Locations	<a href="#">View Details</a>	09/16/2010	In Process

Select the *Enroll and Add Practitioners* link to begin the process to enroll a new practitioner who has not previously registered with BCBSM/BCN.

The screenshot shows the 'Instructions and License Check Panel' in the Portico WebLink interface. The page includes the Blue Cross Blue Shield of Michigan logo and a 'Logout' link. The main content area contains a large empty box for instructions and two input fields for license information.

Enter Practitioner's full Michigan license number:

Enter the requested effective date for the Practitioner's enrollment:

1.4.1

Navigation buttons: < Prev, Next >, Finish, Cancel

Use this page to enroll a new practitioner to Blue Cross Blue Shield of Michigan and add the practitioner to an existing group for which you have administrative authority. If you are adding a practitioner to the group and requesting an effective date in the past, please refer to Section 1 of this guide for instructions regarding retroactive dates.

**Required Documents:** Refer to the Required Document Reference List prior to performing this function in self service. Download, print, obtain required signatures and scan to your computer so you will be ready to upload during this self-service session.

To proceed:

- You must be able to scan and attach all completed required documents.
- You must finish your transaction within 30 minutes. At this time, there is no option to save your data if your session is longer than 30 minutes.

Before you begin, make sure you have the following information available:

- Practitioner's NPI
- State of Michigan professional license number, start date and expiration date
- Please enter the practitioner's name exactly as it appears on the professional license
- Social security number
- Date of birth
- Specialty and board status
- CAQH # - If the practitioner has an existing CAQH ID
- Primary practice location
- Remit and mailing addresses
- Office hours
- If applying as a PCP, BCN MCG affiliation
- Applicable signature documents for any network participation request
- Signed *Group Practice Agency Authorization* form if group is participating

The practitioner must sign and complete signature documents for any networks for which the practitioner is applying. These signature documents can be found at <http://www.bcbsm.com/provider/enrollment/index.shtml>. You will need to scan and attach a copy of each completed signature document in order to complete the request.

If you are trying to add a practitioner to a group and they are already enrolled with the Blues, return to the *Menu and Status* page and select the *Add Blue Participating Practitioners* menu item.

To proceed with your enrollment,

- Enter the practitioner's full Michigan license # using the practitioner's State of Michigan 10 digit professional license number (example: 4301999999). The license # must be entered as an exact search; partial searches will not be processed. If the practitioner is already enrolled, you will get an error message advising that the practitioner is already enrolled with the Blues. To add the practitioner to a group, you must use the *Add Blue Participating Practitioner* transaction.
- Enter the requested effective date for the practitioner's enrollment as MM/DD/YYYY or use the calendar icon. The start date must be between the current date and six months in the future. You cannot enter a date prior to the current date using the self-service tools. You must use the paper Provider Change form to perform retroactive changes at <http://www.bcbsm.com/provider/enrollment/index.shtml>.

**NOTE:** The requested effective date is the date the practitioner will begin seeing Blues traditional members. Managed care networks and Blue Care Network determine their enrollment date once credentialing and contracting processes are complete.

## Demographics and specialty

The screenshot shows a web browser window titled "Portico™ WebLink - Microsoft Internet Explorer provided by Blue Cross Blue Shield of MI". The page displays a form for entering practitioner information. The form is divided into two main sections: "Practitioner Demographic Data" and "Practitioner Tax Information".

**Practitioner Demographic Data:**

- Salutation: Dr. (dropdown menu)
- First Name: Rose (text input)
- Middle Name: (empty text input)
- Last Name: Gardner (text input)
- Suffix: (empty dropdown menu)
- Date of Birth: 10/01/1969 (calendar icon)
- Gender: Female (dropdown menu)
- Do you practice exclusively in the hospital setting? (radio buttons: Yes, No)
- If Yes, please select. (empty dropdown menu)

**Practitioner Tax Information:**

- SSN: 333-88-1111 (text input)
- Is the EIN same as the SSN? (radio buttons: Yes, No)
- Personal EIN: 333-88-1111 (text input)
- Note: Do not enter a provider group's Tax ID
- Tax Name: Rose Gardner MD (text input)
- Tax Exempt: (radio buttons: Yes, No)

**Provider Type and Specialty:**

- Provider Type: Medical Doctor (dropdown menu)

The browser window shows the URL "HENRY NPI: 7677686553" and a "Help" link. The browser status bar at the bottom indicates "Done", "Trusted sites", and "100%".

This page allows you to enter demographic and specialty information for the new practitioner.

### Practitioner demographic data

- Salutation – optional field; may select from drop down menu.
- First Name – required field; enter the practitioner's name as it appears on the State of Michigan professional license; maximum 25 characters.
- Middle Name – optional field; maximum 25 characters.
- Last Name – required field; enter the practitioner's name as it appears on the State of Michigan professional license; maximum 25 characters.
- Suffix – optional field; may select from drop down menu.
- Date of Birth – required field; enter date as MM/DD/YYYY or use the calendar tool icon.
- Gender – select from drop down menu.
- Do you practice exclusively in the hospital setting? –; if user selects the Yes radio button, select the type of hospital setting from the drop down menu.

## Practitioner tax information

- SSN – required field.
- Is the EIN the same as the SSN? – required field
  - Yes - the SSN will copy to the *Personal EIN* field and the name information will auto-populate to the *Tax Name* field.
  - No – the *Personal EIN* field will be enabled for entry.
- Personal EIN – required field.
  - If the practitioner is planning to bill using his or her Type 1 NPI and individual PIN, enter the EIN to which payments will be directed.
  - If the practitioner will only bill through the group relationship, enter his or her SSN. Go back and check the *EIN Same As SSN* field.
  - If the practitioner is an incorporated individual with a unique Type 2 NPI, he or she must register as a new group using the *New Group Enrollment* and *New Practitioner Enrollment* forms online at [www.bcbsm.com/provider/enrollment](http://www.bcbsm.com/provider/enrollment).
- Tax Name – required field; maximum length 55 characters; may be auto-populated if previously indicated that the EIN is the same as the SSN.
- Tax Exempt – required field

**Warning:** If an EIN is entered as the Tax ID for this practitioner, proof of the Tax ID and Tax name from the IRS must be attached prior to completing this transaction.

The screenshot shows a web form titled "Provider Type and Specialty:". It contains the following elements:

- Provider Type:** A dropdown menu with "Medical Doctor" selected.
- Degree:** A dropdown menu with "MD - Medical Doctor" selected.
- Specify, If other:** An empty text input field.
- Specialty Table:** A table with four columns: "Primary", "Specialty", "Board Status", and "Remove".
 

Primary	Specialty	Board Status	Remove
<input type="radio"/>	Internal Medicine	Board Certified	Remove
<input type="radio"/>		Not Certified	Remove
- Add another Specialty:** A button located below the table.
- Version:** "1.4.2" is displayed in the bottom left corner.

## Provider Type and Specialty

- Provider Type – required field; this field may be auto-populated if a match is found based on state license number entered; or select from the drop down menu.
- Degree – required field; select from the drop down menu; select “other” if drop down menu selections do not apply.
- Specify, if other – required if “other” is selected in the *Degree* field. Enter type of degree; maximum length 25 characters.
- Primary – select the radio button for the row that is your primary specialty; you can only designate one specialty as primary.
- Specialty – required field; select the specialty from the drop down menu. If there is only one specialty for the provider type being enrolled, that specialty will be presented in this field and cannot be changed.

- Board Status – select from the drop down menu.
- Remove – select this button to remove the row from the table and delete information about the specialty stored in this session.
- Add another Specialty – select this button to add a new row to the specialty table.

## Professional IDs

Professional IDs

HENRY NPI: 7677686553 [Help](#)

Practitioner Name: MI State License  
Rose Gardner 4301777711

Enter all Professional IDs for this practitioner

Type	Number	State	Effective Date	Expiration Date	Remove
State License	4301777711	Michigan	01/01/1990		Remove
NPI	1000018006		01/01/2006		Remove
CAQH	99887766				Remove

[Add another ID #](#)

Select all professional services provided by this practitioner

Show Mental Health Services

Professional Services: [Remove](#)  
Nothing to show

[Add Professional Services](#)

1.4.3

The **Professional IDs** page allows you to enter all professional IDs for the practitioner and identify all professional services provided by the practitioner.

Practitioner Name and MI State License number will pre-populate from the previous panel.

### Professional IDs

Based on the provider type and specialty you entered on the previous page, some information in the professional ID rows may auto-populate.

- Type
  - License – enter the applicable information about your license in this row.
  - NPI - enter the Type 1 NPI for the practitioner.
  - CAQH – if the practitioner has an existing CAQH ID, enter it in this row.

**NOTE:** In order for any managed care affiliation request to be processed, the practitioner must complete the CAQH application within 14 calendar days of initial enrollment. If the practitioner has an existing CAQH ID, the attestation must be current. If the CAQH application is not complete or the

attestation is expired after 14 calendar days, the request for affiliation to managed care networks will be closed.

- State – select from drop down menu.
- Effective Date – enter date as MM/DD/YYYY or use the calendar tool icon.
- Expiration Date – enter date as MM/DD/YYYY or use the calendar tool icon.
- Remove – select this button to remove the row from the table and delete information about the professional ID stored in the session.
- Add another ID # - select this button to add a new row to enter another professional ID.

### Professional Services

- Show Mental Health Services – if you are enrolling a psychiatrist, fully licensed psychologist, licensed master's social worker or clinical nurse specialist, check this box to display services unique to mental health providers.
- Professional Services – select the professional services provided by this practitioner.
- Remove – select this button to remove the row from the table and delete information about the professional services stored in the session.
- Add professional services - select this button to add a new row to enter another professional service.

Portico™ WebLink - Microsoft Internet Explorer provided by Blue Cross Blue Shield of MI

Logout

Select Locations and Primary

Blue Cross Blue Shield Blue Care Network of Michigan

HENRY NPI: 7677686553 Help

Practitioner Name MI State License  
Rose Gardner 4301777711

Message: Select practice locations for this practitioner. Choose one location as practitioner's primary location.  
Note - Click on table header to sort.

	Address1	Address2	City, State, Zip (County)	Phone Number	Future Start Date	Future End Date	Primary
<input type="checkbox"/>	1234 Main St		Southfield, MI, 48034 (Oakland)	(248)-123-4567			<input type="radio"/>
<input checked="" type="checkbox"/>	555 Fifth St	Ste 5	Rochester, MI, 48307 (Oakland)	(111)-248-2222			<input checked="" type="radio"/>
<input type="checkbox"/>	ABC		Farmington, MI, 48335 (Oakland)	(231)-231-2412			<input type="radio"/>

1.4.4

< Prev Next > Finish Cancel

### Practice locations

There are two pages that are used to capture practice locations.

This page displays all practice locations for the group and allows you to select specific practice locations where the practitioner provides services under the group. You may see duplicate addresses but the phone numbers may be unique.



- Click the *Select* checkbox for all locations where the practitioner is providing services for the group. Make sure the address and phone numbers are correct, since some addresses may be the same but have different phone numbers.
- Click the *Primary* button for the practitioner's primary location for the group. Only one Primary may be selected.
- Click any column heading to sort the table by information in that column, i.e. click on the *Address 1* column heading to sort the table numerically based on the practice location address.

## Addresses

Portico™ WebLink - Microsoft Internet Explorer provided by Blue Cross Blue Shield of MI

Addresses

Blue Cross Blue Shield Blue Care Network of Michigan

HENRY NPI: 7677686553 Help

Practitioner Name	MI State License
Rose Gardner	4301777711

**Primary Address**

Same as the Practitioner's Primary at the group Clear

Address Line 1:

Address Line 2:

Zip, City, State (County):

Phone:

Fax:

This page allows you to enter the primary practice information for the individual. This is the primary practice location that will be entered on the CAQH application. Enter the primary address for the individual practice location. If the practitioner's primary address is the same as his or her practicing address at the group, then click the check box labeled *Same as the Practitioner's primary at the group*.

- The only special characters allowed in an *Address* field are dash ( - ) and forward slash ( / ). All others are invalid (e.g. & % " ( ) @ # etc.). Do not use "." when abbreviating.
- Practice addresses must be physical street addresses and cannot be names or P.O. boxes.
  - The street address is always entered in the *Address 1* field. Please follow standard postal abbreviations when entering street information (St., Rd., Ave., : N, S, E, W). See guidelines at: [http://www.usps.com/ncsc/lookups/usps\\_abbreviations.html](http://www.usps.com/ncsc/lookups/usps_abbreviations.html)
  - Suite numbers, floor numbers/letters, etc are always entered in the *Address 2* field. When entering suite numbers, please follow standard postal abbreviations when entering information (e.g. Ste, Fl)
- **Zip, City, State (County)** data cannot be entered directly into this field. You must select the magnifying glass icon to search by zip code, or by state and city. Click on the drop-down of values to select the proper value, as multiple results may be returned.

- Enter telephone number. The telephone number is a required field and the fax number is optional.

Remit address

Remit address is where vouchers and checks are mailed when the practitioner is billing under his own tax ID. This is NOT the remit address for when the practitioner is billing under the group. Although the two addresses may be identical, you must enter the data here.

Mailing address

Mailing Address is where correspondence is mailed to the individual practitioner.

- Use the drop down arrow for the remit or mailing address to match another address or;
- Enter a new remit or mailing address and leave the drop down blank.
- The only special characters allowed in an *Address* field are dash ( - ) and forward slash ( / ). All others are invalid (e.g. & % “ ( ) @ # etc.).

Office hours

Primary	Location	Enter Office Hours	Completed
Yes-Group	555 Fifth St Ste 5 Rochester, MI, 48307 (Oakland)	Enter Office Hours	✓

Primary	Location	Enter Office Hours	Completed
Yes-Group	555 Fifth St Ste 5 Rochester, MI, 48307 (Oakland)	Enter Office Hours	?

Select the Enter Office Hours button to enter office hours for this practitioner's location. When multiple locations are displayed, you will have to enter office hours for each individual location.

A green check mark indicates that office hours have been entered and you may proceed to the next panel by clicking *Next*.

Refer to Section 3 for details on entering office hours.

## Network status

**Network Status**

Blue Cross Blue Shield Blue Care Network of Michigan

HENRY NPI: 7677686553 [Help](#)

Practitioner Name: Rose Gardner  
MI State License: 4301777711

Network Requested	Networks	Participating Status
<input checked="" type="checkbox"/>	Traditional (10)	Participating
<input checked="" type="checkbox"/>	BCN Commercial (36)	
<input type="checkbox"/>	BCN Advantage (Medicare) (36)	
<input type="checkbox"/>	Blue Preferred Plus (BPP) (46)	
<input checked="" type="checkbox"/>	PPO TRUST (55)	
<input type="checkbox"/>	Medicare Plus Blue PPO (61)	

Is the Practitioner a PCP?  Yes  No

Is the PCP practicing at the group affiliation?  Yes  No

Is this Practitioner a PCP that is assigned patients?  Yes  No (PCP Float)

MCG Affiliation:

1.4.7

The *Network Status* page allows you to select the networks for which the practitioner is applying for participation. Click the check box for the networks you are requesting for the practitioner. In the *Participating Status* column, click the drop-down arrow to select a participating status for Traditional or Vision/Hearing networks.


The practitioner must sign and complete all signature documents for which the practitioner is applying. The agreements and signature documents are found at <http://www.bcbsm.com/provider/enrollment/index.shtml>. You will need to scan and attach a copy of each completed signature document in order to complete the request.

**NOTE:** Any document signed by the practitioner must have an original signature of the practitioner. Although the scanned copy will not be an original, a signature document that appears to contain a computer-generated signature will not be accepted.

Preview

Logout

Enroll and Add Practitioners - Preview



HENRY NPI: 767766553 Help

**Gardner, Rose 11/07/2010**

Practitioner Demographic Data		Practitioner Tax Information:	
Solution	Dr.	SSN:	333-88-1111
First Name:	Rose	Personal EIN:	333-88-1111
Middle Name:		Tax Name:	Rose Gardner MD
Last Name:	Gardner	Tax Exempt:	No
Suffix:			
Date of Birth	10/01/1969		
Gender:	Female		

**Provider Type and Specialty:**

Provider Type: Medical Doctor      Degree: MD - Medical Doctor

Primary	Specialty	Board Status
No		Not Certified
Yes	Internal Medicine	Board Certified

**Professional IDs**

Type	Number	State	Effective Date	Expiration Date
State License	4301777711	Michigan	01/01/1990	
NPI	1000018006		01/01/2006	
CAQH	99887766		01/01/2010	

**Professional Services:**  
Nothing to show

**Locations and Office Hours**

Locations	Primary	Office Hours
Yes	555 Fifth St Ste 5 Rochester, MI, 48307 (Oakland)	Friday: Closed Thursday: 7:00 AM-7:00 PM Wednesday: 7:00 AM-7:00 PM Tuesday: 7:00 AM-7:00 PM Monday: Closed Sunday: Closed Saturday: Closed

**Address**

Address Type	Address 1	Address 2	Zip, City, State (County)	Phone Number	Fax
Primary	555 Fifth St	Ste 5	48307 Rochester, MI (Oakland)	(248)-111-2222	(248)-111-2211
Remit	555 Fifth St	Ste 5	48307 Rochester, MI (Oakland)		
Mail	555 Fifth St	Ste 5	48307 Rochester, MI (Oakland)		

Is the Practitioner a PCP? No

Networks	Participating Status	PCP Status
Traditional (10)	PAR	
BCN Commercial (36)	N/A	
PPO TRUST (55)	N/A	

By clicking Finish you consent to conducting transactions electronically and receiving electronic records and communications with respect to such transactions. By clicking Finish, 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 Finish button.

1.4.12

Trusted sites 100%

Enroll and add practitioners – preview

This page displays a summary of the details entered for the practitioner and group relationship for your verification before you submit the information to BCBSM/BCN for processing. Do not begin submitting claims until you have received written confirmation of participation from BCBSM and/or BCN.

A confirmation letter will be mailed to the practitioner’s mailing address once enrollment is completed.

The participating start date for BCBSM Traditional networks is determined by the date on the signed individual signature document or the requested effective date, whichever is later. If you enrolled the practitioner as nonparticipating, the start date will be the requested effective date.

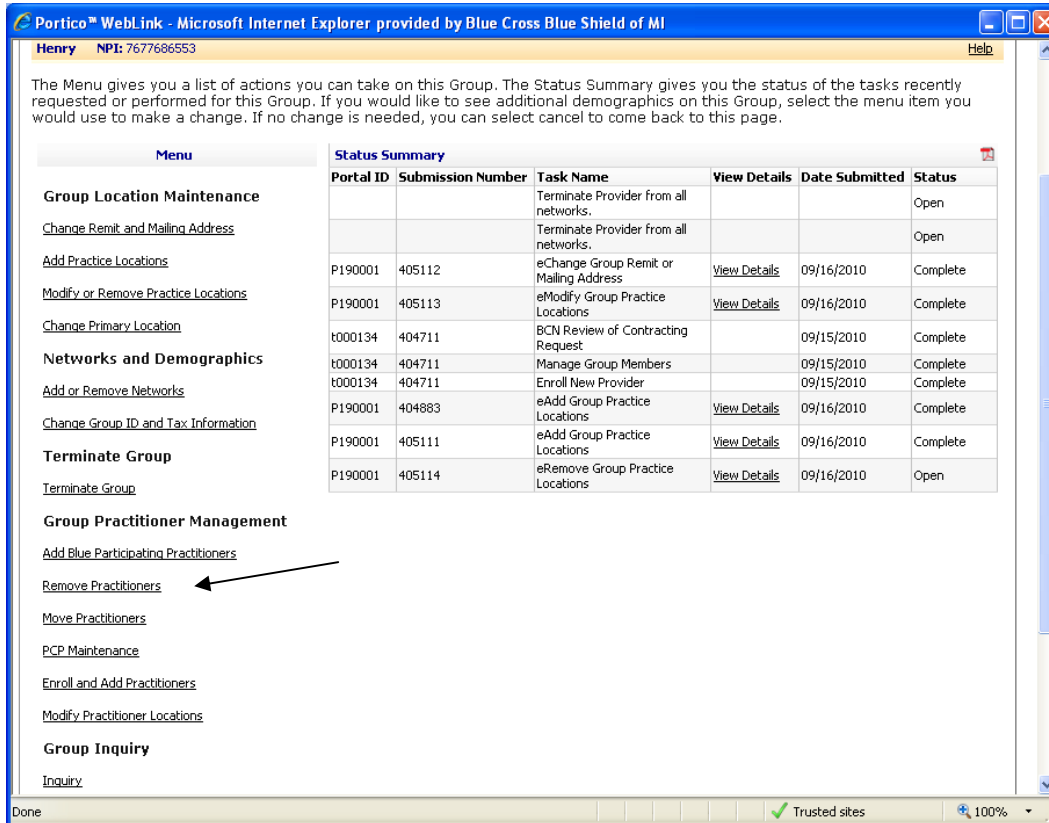
- The start date for all managed care programs, including BCBSM TRUST, BCBSM MAPPO and BCN networks are determined once credentialing is completed. A letter will be sent following credentialing.

Finalize your transaction using the common navigation functions and common pages described at the beginning of this guide.

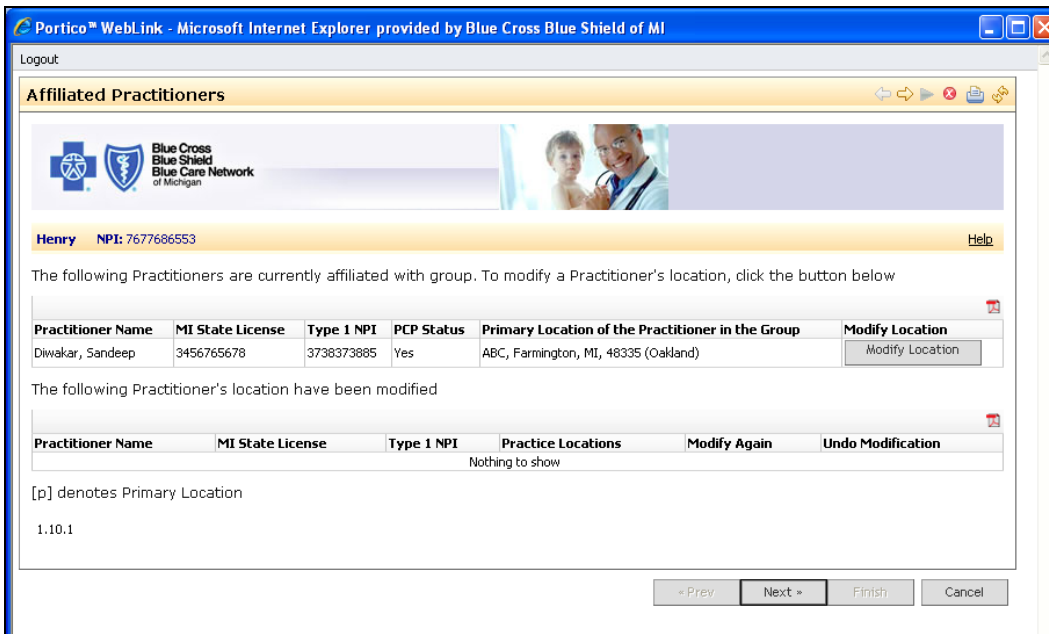
# Section 10: Updating Practice Locations for Practitioners



## Section 10: Updating practice locations for practitioners



Select the *Modify Practitioner Locations* link to modify the practice location information for practitioners affiliated with your group. Individual practitioners must use CAQH to change their individual practice information.



## Affiliated practitioners

This page allows you to view practitioners that are currently affiliated with your group and modify their practice location information, including changing a practitioner's primary location for the group affiliation.

If you need to create a new practice location, return to the *Menu and Status* page and click on *Add Practice Location*. Then, return to this page to add the new address to the practitioner.

The effective date for a practitioner's location cannot be earlier than the start date of that location for the group.

### Currently Affiliated Practitioners

- Click on *Modify Location* to view a list of current active locations for your group; select the practice locations and primary location for the practitioner.

### Practice locations

Logout

Practice Locations

Blue Cross Blue Shield Blue Care Network of Michigan

Henry NPI: 7677686553 Help

Select the Practice Locations for this practitioner. Also, choose one of those locations to be his or her primary location with the group. This is a list of the current active locations of this group, if you want to add a location you do not see, you will need to select Add Location from the Welcome Page.

Note - You can sort this grid by clicking on the header of the table.

	Address1	Address2	City, State, Zip (County)	Phone Number	Practitioner Effective Date	Location Future Start Date	Location Future End Date	Primary
<input type="checkbox"/>	1234 Main St		Southfield, MI, 48034 (Oakland)	(248)-123-4567		09/27/2010		<input type="radio"/>
<input checked="" type="checkbox"/>	555 Fifth St	Ste 5	Rochester, MI, 48307 (Oakland)	(111)-248-2222	09/17/2010			<input type="radio"/>
<input checked="" type="checkbox"/>	ABC		Farmington, MI, 48335 (Oakland)	(231)-231-2412	09/15/2010			<input checked="" type="radio"/>

1.10.2

« Prev Next » Finish Cancel

The *Practice Locations* page allows you to change locations for a practitioner and/or select a new primary location, if applicable. All existing practice locations currently active for the group will be shown.

- Select** – select the box for each location to be used as a practice location for the practitioner.
- Practitioner Effective Date** - enter the requested effective date as MM/DD/YYYY or use the calendar tool. The effective date must be between today's date and six months in the future. You may not retroactively add a practice location.
- Primary** – use the radio button to select one location to be primary for the practitioner if you are changing the primary location.



## Office hours

Portico™ WebLink - Microsoft Internet Explorer provided by Blue Cross Blue Shield of MI

Logout

**Location Office Hours**

Blue Cross Blue Shield Blue Care Network of Michigan

Henry NPI: 7677686553 [Help](#)

Please enter office hours for this new Practitioner's locations using the button

Primary	Location	Verify Office Hours	Completed
No	555 Fifth St Ste 5 Rochester, MI, 48307 (Oakland)	Enter Office Hours	
Yes	ABC Farmington, MI, 48335 (Oakland)	Enter Office Hours	

1.10.3

< Prev Next > Finish Cancel

Select the *Enter Office Hours* button for a specific location to enter office hours.

See Section 3 for instructions on entering office hours.

This screen displays the locations for which you have completed office hours with a green check mark. When all practice locations have office hour information entered, select *Next* to proceed.

## Review

Portico™ WebLink - Microsoft Internet Explorer provided by Blue Cross Blue Shield of MI

Logout

**Affiliated Practitioners**

Blue Cross Blue Shield Blue Care Network of Michigan

Henry NPI: 7677686553 [Help](#)

The following Practitioners are currently affiliated with group. To modify a Practitioner's location, click the button below

Practitioner Name	MI State License	Type 1 NPI	PCP Status	Primary Location of the Practitioner in the Group	Modify Location
Diwakar, Sandeep	3456765678	3738373885	Yes	ABC, Farmington, MI, 48335 (Oakland)	<a href="#">Modify Location</a>

The following Practitioner's location have been modified

Practitioner Name	MI State License	Type 1 NPI	Practice Locations	Modify Again	Undo Modification
Diwakar, Sandeep	3456765678	3738373885	555 Fifth St Ste 5 Rochester, MI, 48307 (Oakland) [P]ABC Farmington, MI, 48335 (Oakland)	<a href="#">Modify</a>	<a href="#">Undo</a>

[p] denotes Primary Location

1.10.1

< Prev Next > Finish Cancel

This page displays the practitioner's practice location that was changed. You have the options to click the *Modify* button to make more changes to the same location, or you can click on the *Undo* button to cancel the changes made to that practitioner location during this session.

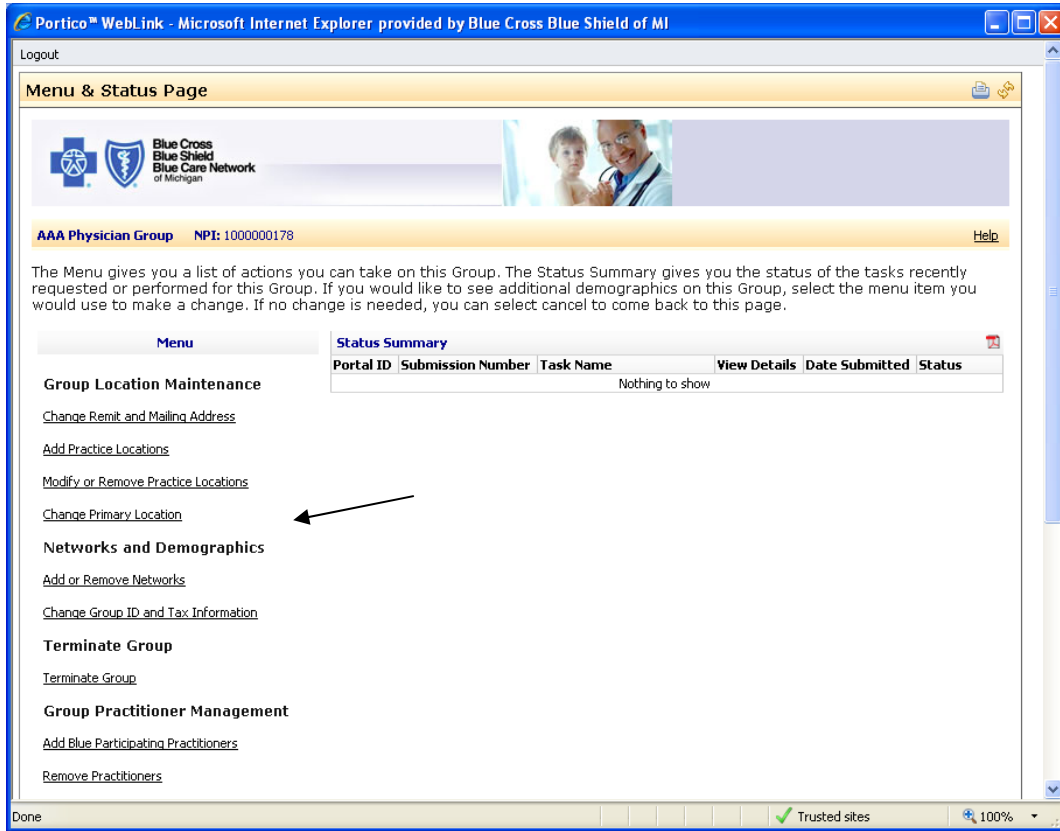
Finalize your transaction using the common navigation functions and common pages described at the beginning of this guide.

# Section 11: Add, Term or Move Practitioners from Group

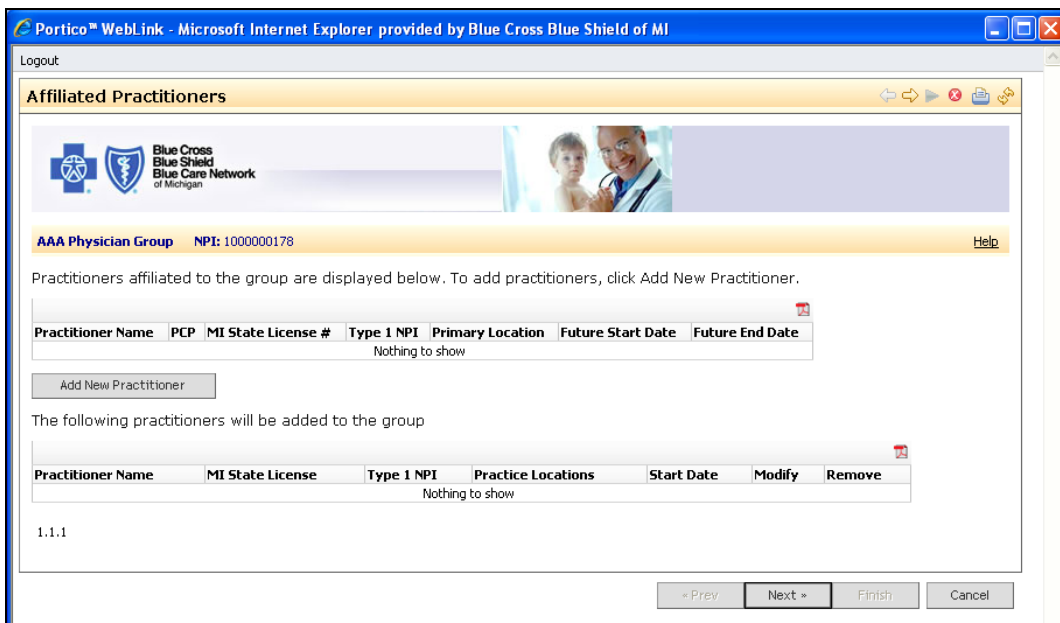


## Section 11: Add, Term, or Move Practitioners from Group

### Add existing Blue practitioners



Select the *Add Blue Participating Practitioners* link to add practitioners who are already on file with BCBSM/BCN to your group.



## Affiliated practitioners

**Required Documents:** Refer to the [Required Document Checklist](#) prior to performing this function in self service. Download, print, obtain required signatures and scan to your computer so you will be ready to upload during this self-service session.

Before you begin, make sure you have the following information available:

- Practitioner's Type 1 National Provider Identification number or their 10-digit State of Michigan professional license number.
- Primary (and any additional locations) location start date where the practitioner will be seeing patients.
- **Note:** If you are requesting a start date prior to today's date, please refer to Section 1 for instructions on retroactive affiliation dates.
- Office hours for each location.
- If you are adding a new BCN PCP, you will need to know the BCN Medical Care Group (MCG) Affiliation.

If the practitioner is not yet enrolled in a BCBSM or BCN program, return to the *Menu and Status* page and select *Enroll and Add Practitioners*. All practice locations must already be active for this group before adding a new practitioner. If the practitioner is working at a practice location that is not active for the Group, return to the *Menu and Status* page and select *Add Practice Location* before you process this transaction.

- Before proceeding, search on the Practitioners table to ensure that the practitioner is not already active in the Group. Click any column heading to sort the table by information in that column, i.e. click on the *Practitioner Name* column heading to sort the table alphabetically based on the practitioner's last name.
- The *PCP* column identifies if the practitioner is a BCN PCP (Primary Care Physician), although not necessarily a PCP at this particular group.
- The *Future Start Date* column contains a date only if the practitioner was added to the group with an effective date greater than today. This column communicates future activity yet to take place.
- The *Future End Date* column contains a date only if the practitioner was removed from the group with an end date greater than today. This column communicates future activity yet to take place.

Click *Add New Practitioner* to add a practitioner already enrolled with the Blues to your group. After you complete this process, the new practitioner will be displayed at the bottom of the screen. Information about the new Practitioner's Start Dates and Primary Address will be displayed on the final *Preview* page.

- Click *Modify* to correct newly added information.
- Click *Remove* to remove the row from the table and delete all data you have entered to add this practitioner to the group.

## Practitioner search

Portico™ WebLink - Microsoft Internet Explorer provided by Blue Cross Blue Shield of MI

Logout

Practitioner Search

Blue Cross Blue Shield Blue Care Network of Michigan

AAA Physician Group NPI: 1000000178 Help

Practitioner Search Criteria

MI State License #:

Type 1 NPI:

Search Results

Practitioner Name	State License	Type 1 NPI
<input checked="" type="radio"/> Este Lauder	4301010101	1000000004

1.1.2

This page may be used to search and select a practitioner already enrolled with the Blues. You can use a Michigan State License number or the individual's Type 1 NPI to locate the practitioner record. If the practitioner is not yet enrolled in a BCBSM or BCN program, return to the *Menu and Status* page and select *Enroll and Add Practitioners*.

- **State License #** must be entered as an exact search using the practitioner's State of Michigan 10 digit professional license number (example: 4301999999).
- **Type 1 NPI** must be entered as an exact search using the practitioner's 10 digit Type 1 NPI (example: 1234512345).
- Data may be entered in both search fields; however, only data in one field is required to locate the practitioner.
- Click *Search* to locate the practitioner record.
- Click *Clear Search* to remove any search criteria displayed.

The search results will display any practitioner located using the search criteria you entered. Click the radio button next to the practitioner's name and select *Next*.

## Practitioner start date and PCP status

Portico™ Weblink - Microsoft Internet Explorer provided by Blue Cross Blue Shield of MI

Logout

Practitioners Start Date and PCP Status

Blue Cross Blue Shield Blue Care Network of Michigan

AAA Physician Group NPI: 1000000178 Help

Enter start date of practitioner affiliation with the group

Do you want to add this practitioner as a PCP with this group?  Yes  No

Select the practitioner's MCG Affiliation

1.1.3

< Prev Next > Finish Cancel

The Practitioner Start Date and *PCP Status* page allows you to enter details for the practitioner being added to the group.

- Enter the start date for the practitioner's affiliation to this group as MM/DD/YYYY or use the calendar tool icon. The start date in this self-service transaction may be between today's date and six months in the future. Please refer to Section 1 for instructions on retroactive affiliation dates.
- To become a BCN primary care physician, the practitioner must be endorsed by and join an existing Medical Care Group. Select the practitioner's MCG Affiliation from the drop down menu. In order to be a BCN PCP, the practitioner must have a specialty of family practice/medicine, internal medicine, general practice, geriatrics, nephrology, pediatrics or nurse practitioner. Only select this field if the practitioner is already contracted for BCN networks.

## Practice locations

Portico™ Weblink - Microsoft Internet Explorer provided by Blue Cross Blue Shield of MI

Logout

Practice Locations

Blue Cross Blue Shield Blue Care Network of Michigan

AAA Physician Group NPI: 1000000178 Help

Select the practice locations for this practitioner. Choose one location to be primary. To add a location, go to the Welcome Page and click Add Location

Note - Click on table header to sort.

Address1	Address2	City, State, Zip (County)	Phone Number	Primary
<input checked="" type="checkbox"/> 100 Oak Dr	Ste 100	Southfield, MI, 48034 (Oakland)	(248)-888-8888	<input checked="" type="radio"/>
<input checked="" type="checkbox"/> 200 Elm St		Warren, MI, 48088 (Macomb)	(586)-999-9999	<input type="radio"/>

1.1.4

< Prev Next > Finish Cancel

The *Practice Locations* page displays all active practice locations for the group and allows you to select specific practice locations where the practitioner provides services. You may see duplicate addresses but the phone numbers may be unique.

- Click the *Select* checkbox for all locations where the practitioner is providing services for the group. Make sure the address and phone number are correct, since some addresses may be the same but have different phone numbers.
- Click the *Primary* button for the practitioner's primary location for the group. Only one Primary may be selected.
- Click any column heading to sort the table by information in that column, i.e. click on the *Address 1* column heading to sort the table numerically based on the practice location address.

The screenshot shows a web browser window titled "Portico™ WebLink - Microsoft Internet Explorer provided by Blue Cross Blue Shield of MI". The page is titled "Office Hours" and features the Blue Cross Blue Shield of Michigan logo and a photo of a doctor with a child. Below the header, it identifies the "AAA Physician Group" with NPI: 1000000178 and a "Help" link. A message instructs the user to "Please enter office hours for each Practitioners's locations using the button".

Primary	Location	Enter Office Hours	Completed
Yes	100 Oak Dr Ste 100 Southfield, MI, 48034 (Oakland)	Enter Office Hours	✓
No	200 Elm St Warren, MI, 48088 (Macomb)	Enter Office Hours	ⓘ

1.1.5

Navigation buttons at the bottom: < Prev, Next >, Finish, Cancel.

This page allows you to enter the practitioner's office hours for each location. See Section 3 for office hour entry instructions.

Locations for which office hours are completed will be designated with a green check mark.

## Affiliated practitioners

The screenshot shows a web browser window titled "Portico™ Weblink - Microsoft Internet Explorer provided by Blue Cross Blue Shield of MI". The page is titled "Affiliated Practitioners" and features the Blue Cross Blue Shield of Michigan logo and a photo of a doctor with a child. Below the header, it displays "AAA Physician Group" with NPI: 1000000178 and a "Help" link. A message states: "Practitioners affiliated to the group are displayed below. To add practitioners, click Add New Practitioner." Below this is a table with columns: Practitioner Name, PCP, MI State License #, Type 1 NPI, Primary Location, Future Start Date, and Future End Date. The table content is "Nothing to show". An "Add New Practitioner" button is present. A second message says: "The following practitioners will be added to the group". Below this is a table with columns: Practitioner Name, MI State License, Type 1 NPI, Practice Locations, Start Date, Modify, and Remove. The table contains one entry for "Este Lauder" with license 4301010101, NPI 1000000004, and two practice locations in Southfield and Warren, MI, with a start date of 09/25/2010. "Modify" and "Remove" buttons are next to the entry. At the bottom, there are navigation buttons: "< Prev", "Next >", "Finish", and "Cancel". The browser status bar shows "Done", "Trusted sites", and "100%".

This page will display all practitioners that you have added to the group. You can continue to add new practitioners, modify an affiliated practitioner, or remove an affiliated practitioner.

To add additional practitioners, select the *Add New Practitioner* button and follow the Practitioner Search steps. Once all practitioners have been added, select *Next*.

Continue your transaction through the common pages for Web Portal Self-Service, uploading Required Documents, and eSignature acceptance.



## Terminate practitioner from group

Portico™ Weblink - Microsoft Internet Explorer provided by Blue Cross Blue Shield of MI

**BBB Practitioner Group** NPI: 1000000269 [Help](#)

The Menu gives you a list of actions you can take on this Group. The Status Summary gives you the status of the tasks recently requested or performed for this Group. If you would like to see additional demographics on this Group, select the menu item you would use to make a change. If no change is needed, you can select cancel to come back to this page.

Menu		Status Summary				
Portal ID	Submission Number	Task Name	View Details	Date Submitted	Status	
P190001	406910	eAdd Practitioner to Group	<a href="#">View Details</a>	09/25/2010	Complete	
P190001	406930	eAdd Practitioner to Group	<a href="#">View Details</a>	09/25/2010	Complete	

**Group Location Maintenance**

- [Change Remit and Mailing Address](#)
- [Add Practice Locations](#)
- [Modify or Remove Practice Locations](#)
- [Change Primary Location](#)

**Networks and Demographics**

- [Add or Remove Networks](#)
- [Change Group ID and Tax Information](#)

**Terminate Group**

- [Terminate Group](#) ←

**Group Practitioner Management**

- [Add Blue Participating Practitioners](#)
- [Remove Practitioners](#)
- [Move Practitioners](#)

Click on the *Remove Practitioners* transaction link to terminate practitioners from your group.

Portico™ Weblink - Microsoft Internet Explorer provided by Blue Cross Blue Shield of MI

Logout

**Affiliated Practitioners**

**BBB Practitioner Group** NPI: 1000000269 [Help](#)

To remove a practitioner from the group, enter an end date and click Remove. For PCP's the actual end date will be determined by Blue Care Network of MI.

Practitioner Name	PCP	MI State License	Type 1 NPI	Primary Location	End Date	Remove
Barton, Clara	No	4704000001	1000000665	47601 Grand River Ave., Ste B223, Novi, MI, 48374 (Oakland)	<input type="text"/>	<input type="button" value="Remove"/>
Thomas, Tom	No	4301333333	1000000640	47601 Grand River Ave., Ste B223, Novi, MI, 48374 (Oakland)	<input type="text"/>	<input type="button" value="Remove"/>
Claborne, Liz	No	5101000011	1000001101	47601 Grand River Ave., Ste B223, Novi, MI, 48374 (Oakland)	<input type="text"/>	<input type="button" value="Remove"/>

The following practitioners will be removed from this group

Practitioner Name	PCP	MI State License	Type 1 NPI	Primary Location	End Date	Undo Removal
Nothing to show						

1.2.1

## Affiliated practitioners

This page allows you to choose which practitioners will be terminated from the group. If the existing practitioner is a PCP, you will also reassign their patients to another PCP.

- Enter the End Date directly as MM/DD/YYYY or use the calendar tool icon. The End Date may be between today's date and six months in the future. You may not retroactively terminate a practitioner from this group using the self-service tools.
- Click *Remove* to terminate a practitioner from an existing group.

If the practitioner is a PCP for this group, the *Member Move Information* page allows you to transfer the PCP's patients to another practitioner. See Section 12 for the Member Move instructions.

After entering an End Date and clicking on the *Remove* button, the bottom of the grid will display the practitioners to be removed.

Portico™ WebLink - Microsoft Internet Explorer provided by Blue Cross Blue Shield of MI

Logout

### Affiliated Practitioners

Blue Cross Blue Shield Blue Care Network of Michigan

BBB Practitioner Group NPI: 1000000269 [Help](#)

To remove a practitioner from the group, enter an end date and click Remove. For PCP's the actual end date will be determined by Blue Care Network of MI.

Practitioner Name	PCP	MI State License	Type 1 NPI	Primary Location	End Date	Remove
Barton, Clara	No	4704000001	1000000665	47601 Grand River Ave , Ste B223, Novi, MI, 48374 (Oakland)	<input type="text"/>	<input type="button" value="Remove"/>
Thomas, Tom	No	4301333333	1000000640	47601 Grand River Ave , Ste B223, Novi, MI, 48374 (Oakland)	<input type="text"/>	<input type="button" value="Remove"/>
Claborne, Liz	No	5101000011	1000001101	47601 Grand River Ave , Ste B223, Novi, MI, 48374 (Oakland)	09/30/2010	<input type="button" value="Remove"/>

The following practitioners will be removed from this group

Practitioner Name	PCP	MI State License	Type 1 NPI	Primary Location	End Date	Undo Removal
Claborne, Liz	No	5101000011	1000001101	47601 Grand River Ave , Ste B223, Novi, MI, 48374 (Oakland)	09/30/2010	<input type="button" value="Undo Removal"/>

1.2.1

Click *Undo Removal* to undo the change and not remove the practitioner.

Finalize your transaction using the common navigation functions and common pages described at the beginning of this guide.

## Move practitioners between groups

Portico™ Weblink - Microsoft Internet Explorer provided by Blue Cross Blue Shield of MI

Menu & Status Page

Blue Cross Blue Shield Blue Care Network of Michigan

BBB Practitioner Group NPI: 1000000269 Help

The Menu gives you a list of actions you can take on this Group. The Status Summary gives you the status of the tasks recently requested or performed for this Group. If you would like to see additional demographics on this Group, select the menu item you would use to make a change. If no change is needed, you can select cancel to come back to this page.

Menu		Status Summary				
Portal ID	Submission Number	Task Name	View Details	Date Submitted	Status	
P190001	406910	eAdd Practitioner to Group	<a href="#">View Details</a>	09/25/2010	Complete	
P190001	406930	eAdd Practitioner to Group	<a href="#">View Details</a>	09/25/2010	Complete	

**Group Location Maintenance**

- [Change Remit and Mailing Address](#)
- [Add Practice Locations](#)
- [Modify or Remove Practice Locations](#)
- [Change Primary Location](#)

**Networks and Demographics**

- [Add or Remove Networks](#)
- [Change Group ID and Tax Information](#)

**Terminate Group**

- [Terminate Group](#)

**Group Practitioner Management**

- [Add Blue Participating Practitioners](#)
- [Remove Practitioners](#)
- [Move Practitioners](#)

### Menu and status page

Select the *Move Practitioners* link to move a practitioner from one group to another group. Use this page to move an existing practitioner from this specific group to another group for which you have administrative authority. This transaction will **end** the practitioner's relationship with the current group.

Before you begin, make sure you have the following information available:

- If the existing practitioner you will be moving is a BCN PCP, you will need the information for the BCN PCP to which the members will be transferred. You will need the Type 1 NPI of the practitioner receiving the moved members. The *Type 1 NPI* field must be entered as an exact search using the PCPs 10 digit Type 1 NPI; no partial or wildcard search is available. If you do not know the NPI of the new PCP, please contact a BCN regional provider servicing representative:

East Region	1-800-527-1906
Mid Region	1-877-258-0168
Southeast Region	1-866-299-4667
West Region	1-800-968-2583, ext. 6158

## Affiliated practitioners

Portico™ Weblink - Microsoft Internet Explorer provided by Blue Cross Blue Shield of MI

Logout

**Affiliated Practitioners**

Blue Cross Blue Shield Blue Care Network of Michigan

**BBB Practitioner Group** NPI: 100000269 [Help](#)

The following Practitioners are affiliated to the Group. Select Move Practitioner to move the practitioner's affiliation to a new group.

Practitioner Name	PCP Status	MI State License	Type 1 NPI	Primary Location of the Practitioner in the Group	Move Practitioner
Barton, Clara	No	4704000001	1000000665	47601 Grand River Ave , Ste B223, Novi, MI, 48374 (Oakland)	<input type="button" value="Move Practitioner"/>
Claborne, Liz	No	5101000011	1000001101	47601 Grand River Ave , Ste B223, Novi, MI, 48374 (Oakland)	<input type="button" value="Move Practitioner"/>
Thomas, Tom	No	4301333333	1000000640	47601 Grand River Ave , Ste B223, Novi, MI, 48374 (Oakland)	<input type="button" value="Move Practitioner"/>

The following practitioners have been moved to a new group

Practitioner Name	PCP	MI State License	Type 1 NPI	Primary Location of the Practitioner in the New Group	New Group	Effective Date	Modify	R
Nothing to show								

1.3.1

< Prev Next > Finish Cancel

The table displays all practitioners that are currently active under the group.

**Participating Groups:** If you are moving existing practitioners to another *participating* group (Participating applies only to BCBSM Traditional and BCBSM Vision/Hearing programs), you will need each practitioner who is being added to the new group to sign the applicable *Group Practice Agency Authorization Form*. You will need to scan and attach these documents in order to complete this transaction.

The following link will direct you to the *Group Practice Agency Authorization Form* for moving existing M.D., D.O., D.C., D.P.M., D.M.D./D.D.S. (board certified oral surgeon only) and fully-licensed psychologists: [http://www.bcbsm.com/pdf/physician\\_group\\_agency\\_authorization.pdf](http://www.bcbsm.com/pdf/physician_group_agency_authorization.pdf)

If you are moving existing provider types *other than* M.D., D.O., D.C., D.P.M., D.M.D./D.D.S. (board certified oral surgeon only) or fully-licensed psychologists to your group, go online to BCBSM Provider Enrollment and Changes at <http://www.bcbsm.com/provider/enrollment/index.shtml> and:

1. Select *Physicians and Professionals*; then click *Next*.
2. Select *Change an existing provider*; then click *Next*.
3. Select *Professional Group Practice*; then click *Next*.
4. Select the additional existing provider types you are moving in order to locate the appropriate group practice agency authorization form on the *Professional Group Practice forms and documents* page.

**NOTE:** On the *Professional Group Practice forms and documents* page, depending on the provider type, you may need to complete the *Group Practice Agency Authorization and Acknowledgment* form in addition to another authorization and acknowledgment form found under the **BCBSM agreements and signature documents** section specific to the provider type.

**Nonparticipating Groups:** If you are a nonparticipating group and are moving existing practitioner(s) to another nonparticipating group, no documents are required to complete this transaction.

## Move practitioner information

Logout

Move Practitioner Information

Blue Cross Blue Shield Blue Care Network of Michigan

BBB Practitioner Group NPI: 1000000269 Help

Placeholder for instruction if the user does not find the group they want to move the practitioner to

Select the Group from the drop down to which the Practitioner is moving: AAA Physician Group (1000000178)

Requested effective date for Practitioner's new affiliation: 09/25/2010

Is the Practitioner a BCN PCP in the new group?  Yes  No

If a PCP, select the Practitioner's MCG Affiliation

Select the Practice Locations for this practitioner. Choose one address as Practitioner's Primary location. Note - Click on table header to sort.

Address 1	Address 2	Zip, City, State (County)	Phone Number	Primary
<input type="checkbox"/> 100 Oak Dr	Ste 100	48034 Southfield, MI, (Oakland)	(248) 888-8888	<input type="radio"/>
<input type="checkbox"/> 200 Elm St		48088 Warren, MI, (Macomb)	(586) 999-9999	<input type="radio"/>
<input checked="" type="checkbox"/> 47601 Grand River Ave	Ste B223	48374 Novi, MI, (Oakland)	(248) 111-1111	<input checked="" type="radio"/>

1.3.2

This page allows the user to select the new group to which the practitioner is moving, along with the effective date and the locations in the new group at which the practitioner will practice.

A practitioner can only be a PCP with one group affiliation. If this practitioner is a PCP in another group, BCN will make the final determination if the request can be completed.

- **Select the group from the drop down to which the practitioner is moving** – select the drop down menu to select the group to which you want to move the practitioner. The drop down menu displays all active groups (in alphabetical order) for which you have administrative access to update.
- **Requested effective date for practitioner's new affiliation** – enter the start date for the practitioner's affiliation to this group as MM/DD/YYYY or use the calendar tool icon. The start date may be between today's date and six months in the future in this self-service transaction. Please refer to Section 1 for instructions on retroactive affiliation dates.
- **Is the practitioner a BCN PCP in the new group?** – select the Yes radio button if the practitioner is requesting to be a PCP in the new group.
- **If a PCP, select the practitioner's MCG affiliation** – select the drop down list to select the MCG Affiliation for the practitioner. The MCGs are listed numerically by the MCG number. The *Medical Care Group Endorsement Guidelines* are available at [http://www.bcbsm.com/pdf/bcn\\_par\\_mcg\\_endorsement.pdf](http://www.bcbsm.com/pdf/bcn_par_mcg_endorsement.pdf).
- Select the checkbox next to the practice locations where the practitioner sees patients. All locations that are currently active for the new group are displayed. You cannot add or modify locations from this panel. If the location is not shown, select *Cancel* to return to the *Menu and Status* page and select *Add Practice Locations*. Once the location has been added, you can return to this transaction.
- Select the *Primary* radio button for the practitioner's primary location. Only one location can be identified as primary. You must select at least one primary location.
- Enter office hours for the practitioner at the new locations.

## Moved to new group

Portico™ Weblink - Microsoft Internet Explorer provided by Blue Cross Blue Shield of MI

Logout

**Affiliated Practitioners**

Blue Cross Blue Shield Blue Care Network of Michigan

**BBB Practitioner Group** NPI: 1000000269 [Help](#)

The following Practitioners are affiliated to the Group. Select Move Practitioner to move the practitioner's affiliation to a new group.

Practitioner Name	PCP Status	MI State License	Type 1 NPI	Primary Location of the Practitioner in the Group	Move Practitioner
Barton, Clara	No	4704000001	1000000665	47601 Grand River Ave , Ste B223, Novi, MI, 48374 (Oakland)	<input type="button" value="Move Practitioner"/>
Claborne, Liz	No	5101000011	1000001101	47601 Grand River Ave , Ste B223, Novi, MI, 48374 (Oakland)	<input type="button" value="Move Practitioner"/>
Thomas, Tom	No	4301333333	1000000640	47601 Grand River Ave , Ste B223, Novi, MI, 48374 (Oakland)	<input type="button" value="Move Practitioner"/>

The following practitioners have been moved to a new group

Practitioner Name	PCP	MI State License	Type 1 NPI	Primary Location of the Practitioner in the New Group	New Group	Effective Date	Modify
Barton, Clara	No	4704000001	1000000665	48374 Novi, MI, (Oakland)	AAA Physician Group (1000000178)	09/25/2010	<input type="button" value="Modify"/>

1,3,1

This page displays the practitioners who have been moved to a new group at the bottom of the screen.

Continue your transaction through the common pages for Preview, Web Portal Self-Service and eSignature acceptance.

# **Section 12: Blue Care Network Primary Care Physician Maintenance**



## Section 12: Blue Care Network Primary Care Physician Maintenance

This self-service option can be used to perform the following transactions for BCN networks:

- Change a practitioner's status from a Specialist to a PCP
- Change a practitioner's status from a PCP to a Specialist and transfer members to another PCP
- Change an existing PCP's Medical Care Group.

A Primary Care Physician is a practitioner whose specialty is one of the following: family practice, general practice, geriatric medicine/family practice, geriatric medicine/internal medicine, internal medicine, internal medicine pediatrics, nephrology, pediatric nephrology or pediatrics. Only these specialties qualify for PCP status.

A Medical Care Group (MCG) is an incorporated group of physicians that contract with BCN to provide health services to BCN members. An MCG consists of PCPs and Specialists that have contractual or employment relationships with the MCG. All PCPs must be affiliated with and endorsed by an MCG. The endorsement contract is called an Acknowledgment. PCPs can also have individual Physician Agreements. The *Medical Care Group Endorsement Guidelines* are available at [http://www.bcbsm.com/pdf/bcn\\_par\\_mcg\\_endorsement.pdf](http://www.bcbsm.com/pdf/bcn_par_mcg_endorsement.pdf).

Specialists are contracted with BCN under several types of acknowledgments or group contracts. They may have contracts with MCG groups which identify pricing or risk arrangements.

**Required documents:** Refer to the *Required Document Checklist* prior to performing this function in self service. Download, print, obtain required signatures and scan to your computer so you will be ready to upload during this self-service session.



## Changing the status of a practitioner from a specialist to a PCP

From the *Menu & Status* page, scroll down until the Group Practitioner Management section is displayed and select *PCP Maintenance*.

A list of active practitioners will be displayed.

Click *Modify* next to the practitioner you are changing from a Specialist to a PCP.

The screenshot shows a web browser window titled "Portico™ WebLink - Microsoft Internet Explorer provided by Blue Cross Blue Shield of MI". The page is titled "Change PCP Status and MCG Affiliation" and includes the Blue Cross Blue Shield of Michigan logo and a photo of a doctor with a child. Below the header, it displays "AAA Physician Group NPI: 1000000178" with a "Help" link. A warning message states: "All the Group's current active Networks will be applied for this Practitioner. If you wish to add additional networks for this practitioner, please use the 'Add or Remove Networks' menu option and add that network to the group." The form asks "Is this Practitioner a PCP in the group?" with radio buttons for "Yes" (selected) and "No". Below this is a section for "Select the Practitioner's MCG Affiliation" with a drop-down menu. The menu is open, showing a list of MCG options: "IH10 DMC Primary Care Phys Pc", "IH10 DMC Primary Care Phys Pc", "IH11 Oakland Physician Network Svcs", "IH12 United Oakwood Providers", "IH13 Providence Phys Med Grp", "IH14 St John Mcmb Riverwv PHO", "IH15 Macomb St Clair PPG PC", and "IH16 Oakwood Primary Care PC". At the bottom of the form are buttons for "« Prev", "Next »", "Finish", and "Cancel".

Change the PCP indicator from *No* to *Yes*.

Click on the drop-down list to select the MCG affiliation for the practitioner. MCGs are listed numerically by the MCG number. The MCG list is available at [http://www.bcbsm.com/pdf/bcn\\_par\\_mcg\\_endorsement.pdf](http://www.bcbsm.com/pdf/bcn_par_mcg_endorsement.pdf).

Once you have finished attaching documents, complete the transaction through the common pages and click *Finish*.

## Changing the status of a practitioner from a PCP to a specialist and transferring members to another PCP

Be sure to have the NPIs for the practitioners to which you will be transferring members. You will receive an error and your transaction will fail if you try to transfer members to practitioners who are not registered BCN PCPs.

From the *Menu & Status* page, scroll down until the *Group Practitioner Management* section is displayed and select *PCP Maintenance*.

A list of active practitioners will be displayed.

Click *Modify* next to the practitioner you are changing from a PCP to a Specialist.

Click *Modify* to select the practitioner and change the PCP indicator from *Yes* to *No*. You will be presented with the *Member Move* page. Click in the applicable radio buttons for how you would like to transfer members. You have three options for transferring members:

- Option 1: **Transfer to multiple PCPs**. When choosing transfer members to multiple PCPs, select one of the following distribution methods from the drop-down list
- Option 2: **Transfer to one PCP**
- Option 3: **Retain members** with this PCP but at a different group relationship. This option is used when the PCP is changing the group at which he or she is a PCP. The PCP status is terminating from this group relationship and will be re-established at a new group relationship.

Portico™ WebLink - Microsoft Internet Explorer provided by Blue Cross Blue Shield of MI

Logout

**Member Move Information**

Blue Cross Blue Shield Blue Care Network of Michigan

AAA Physician Group NPI: 1000000178 [Help](#)

Enter the member information for this practitioner:

Are you transferring the members to  Multiple PCPs or  One PCP or  Retain membership in a different group?

Select the distribution method for dividing members among multiple PCPs

PCP Search

Type 1 NPI

Members can be directed up to four practitioners.

Practitioner Name	MI State License	Specialty	Type 1 NPI	Distribution Method Values	Remove
Factor, Max	S101999666	Family Practice	1000000673	<input type="text"/>	<input type="button" value="Remove"/>

1.5.3

< Prev Next > Finish Cancel

When transferring to multiple PCPs, you have three options for distributing members to the new PCPs:

- **Age Range:** Select this option if you are transferring members based on their ages. This is a free-form text field. Examples of age range text are:
- **Pediatric specialties:** patient age range should be <19 or 21 years based upon practitioner acceptance status.
- **Internal Medicine specialties:** patient age range should be >14.
- **Family Practice/Internal Medicine Pediatric specialties:** patient age has no limitations.
- **Geriatric specialties:** patient age range should be >50.
- **Percentage:** Select this option if you are transferring membership based on a percent distribution. This is a free-form text field. Distribution of members moved must equal 100 percent.
- **Gender:** Select this option if you are transferring members based on male/female criteria. This is a free-form text field; enter Male or Female.

For Transfer Options 1 & 2, type the NPI of the practitioner to which you are transferring members and click *Add*.

Continue the process of adding NPIs, if applicable, then finalize your transaction using the common navigation functions and common pages described at the beginning of this guide.

## Changing the managed care group affiliation for an existing PCP

From the *Menu & Status* page, scroll down until the **Group Practitioner Management** section is displayed and select *PCP Maintenance*.

A list of active practitioners will be displayed.

Click *Modify* next to the practitioner for which you are changing MCG affiliation.

The screenshot shows a web browser window titled "Portico™ WebLink - Microsoft Internet Explorer provided by Blue Cross Blue Shield of MI". The page is titled "Change PCP Status and MCG Affiliation". It features the Blue Cross Blue Shield of Michigan logo and a banner image of a doctor with a child. Below the banner, it displays "AAA Physician Group" and "NPI: 1000000178". A message states: "All the Group's current active Networks will be applied for this Practitioner. If you wish to add additional networks for this practitioner, please use the 'Add or Remove Networks' menu option and add that network to the group." There is a radio button selection for "Is this Practitioner a PCP in the group?" with "Yes" selected. A dropdown menu is labeled "Select the Practitioner's MCG Affiliation" and lists several options: IH62 Integrated Hlth Ptnr PHO, IH65 Carson Health Network, IH66 Advantage Hlth Phys PC, IH68 Holland PHO, IH69 Metro Health, IH70 Physician Management Prt, IH71 West Michigan Physicians, IH74 Spectrum Hlth PC Partner, and IH75 Physicians Patients BC. At the bottom right, there are buttons for "« Prev", "Next »", "Finish", and "Cancel".

Select the practitioner's MCG affiliation: click on the drop-down list to select the MCG affiliation for the practitioner. MCGs are listed numerically by the MCG number. The MCG list is available at [http://www.bcbsm.com/pdf/bcn\\_par\\_mcg\\_endorsement.pdf](http://www.bcbsm.com/pdf/bcn_par_mcg_endorsement.pdf).

Use the *Next* and *Finish* buttons to view the summary screen and complete the transaction.

## Section 13: Resources



## Section 13: Resources

### Common Terms

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

- **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 rendered. Providers may have multiple practice locations. Practice locations appear in member directories.
- **Location services** is a list of services used in Blue Cross Blue Shield of Michigan and Blue Care Network provider directories for members to identify specific services available at a location (for example, MRI, CT scan, allergy testing).
- **Secured services portal** is the web-based platform used by providers to securely log into Blues applications.
- **Primary address** is the physical location designated as the main location for the provider and the practitioner practicing under the provider. The provider may have a different primary address than that of its affiliated practitioners.
- **Electronic Business Interchange Group (eBIG)** is the BCBSM department that authorizes portal users to access various secured Blues applications.
- **Practitioner/provider relationship (PPR)** is the affiliation between a practitioner and a provider group.

### CAQH

BCBSM and BCN require practitioners to register with The Council for Affordable and 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. The Blues receive the initial enrollment data and ongoing changes directly from CAQH for updating our provider systems.

The data elements that the Blues take from CAQH are:

- 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

Contact the following areas for assistance in answering questions regarding the Provider Enrollment and Change Self-Service application:

### BCBSM Provider Consulting Services

Mid-Michigan	517-322-8088
Southeast Michigan (professionals)	313-225-0914
Southeast Michigan (facilities)	313-225-7778
Western Michigan	616-389-8141
Upper Peninsula	906-228-5457

### BCN Provider Affairs

East Michigan	1-800-527-1906
Mid-Michigan	1-877-258-0168
Southeast Michigan	1-866-299-4667
West Michigan	1-800-968-2583, ext. 6158

### Provider Enrollment and Data Management

Provider Enrollment Help Desk	1-800-822-2761
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### Web Support (for technical assistance)

Web Support Help Desk	1-877-258-3932
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**bcbsm.com**  
**MIBCN.com**