Availity® Essentials user guide
For Blue Cross commercial, Medicare Plus Blue℠,
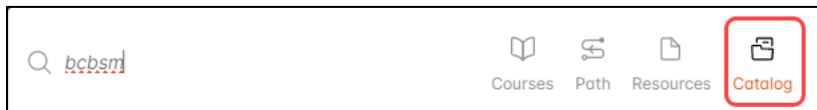Blue Care Network commercial and BCN Advantage℠
March 2023

Blue Cross Blue Shield of Michigan and Blue Care Network use Availity Essentials as our provider portal. Availity is a multi-payer provider portal through which health care providers can look up member eligibility and benefits or claim status for patients with coverage through different health plans.

You must have your own secure user ID and password for Availity. This will enable you to work with Blue Cross, BCN and other participating payers in Michigan and view information for those members.

Before you start working in Availity

Before you begin working in Availity, you should complete training webinars that are specific to Blue Cross and BCN. To view all training webinars that are specific to Blue Cross and BCN:

1. Log in to our provider portal (availity.com*).

2. Click *Help & Training* and then click *Get Trained*.

3. Click the *Search* field at the top of the screen.

4. In the *Search* field, enter BCBSM and then click *Catalog*.

5. Click a link to access a course.

    Note: Links for courses that are specific to Blue Cross Blue Shield of Michigan include "BCBSM."

Here's information to help you determine whether you'll need to use certain Blue Cross- and BCN-specific tools:

Tool	Description
e-referral	Used to submit and manage referrals and authorizations.
Health e-Blue	Provides patient health reporting on conditions, treatment opportunities, pharmacy claims, diagnosis gaps and more.

Tip: If you need to use one of these tools but you don't have access to it, your organization's Availity administrator will need to give you access. If you don't know who your Availity administrator is, see "How to identify your Availity administrator" later in this document.

Help with using Availity

If you need help while working in Availity, call Availity Client Services at
1-800-AVAILITY (282-4548).

Assistance is available Monday through Friday from 8 a.m. to 8 p.m. Eastern time
(excluding holidays).

How to identify your Availity administrator

If you already have access to Availity but don't know who your administrator is, here's
how you can identify them:

1. Log in to our provider portal (availity.com*).

2. Click your name (in the top navigation) and click *My Account*.

3. Click *Organization(s)*.

4. Click *Open My Administrators*.

*Clicking this link means that you're leaving the Blue Cross Blue Shield of Michigan and Blue Care
Network website. While we recommend this site, we're not responsible for its content.

Availity is an independent company that contracts with Blue Cross Blue Shield of Michigan and Blue Care
Network to offer provider portal services.