Availity Essentials administrators: Grant access to Provider Enrollment and Change Self-Service

For Blue Cross commercial, Medicare Plus Blue^{SM}, Blue Care Network commercial and BCN Advantage^{SM}

September 2024

In this document

Overview

Group administrators maintain data for health care providers through the Provider Enrollment and Change Self-Service tool. The tool is available within our provider portal, Availity Essentials™.

This document explains what Availity Essentials administrators need to do to give staff members access to the tool, what staff member needs to do to access the tool and more.

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These tasks must be completed by an Availity Essentials administrator, not by each Availity Essentials user.

Before starting these tasks, your organization must be registered with Availity®. For more information, go to our Register for web tools page on **bcbsm.com**.

Note: Organizations that have already registered with Availity can determine who their administrator is by seeing "Determining who is an Availity Essentials administrator" later in this document.

Task 1: Assign the Provider Data Management role to each staff member who will use the Provider Enrollment and Change Self-Service tool

To do this:

1. [Log in to Availity Essentials.](#)*

2. On the upper-right side of the screen, click on your account.

3. Select *Maintain user*.

4. Do one of the following:

   o If you're the Availity Essentials administrator for a single business (organization), skip to step 5.

   o If you're the Availity Essentials administrator for multiple businesses (organizations), select the organization to which the user who needs access is assigned.

5. Click the user's name.

6. Click *View/edit* under the Roles column for the organization to which the user is assigned.

7. Select the *Provider Data Management* role.

8. Scroll to the bottom and click *Save*.

Tip: To learn more about assigning roles, see the help topic *View and edit a team member's roles and permissions*. To access the topic, log in to Availity Essentials, click *Help & Training* and then click *Find Help*. Enter the name of the help topic in the *Search* field, press *Enter* and click the link for the help topic.

Task 2: Add the Type 2 provider within Availity Essentials

To do this:

1. Click *Manage My Organization* under your account name in the top right of the menu bar.

2. Click *Add Provider(s)*.

3. Enter information in the following fields to locate a staff member:

   o *Tax ID*

   o *Type* — Enter the EIN

   o *National Provider ID (NPI)* field — Enter the provider's Type 2 NPI

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4. Click *Find Provider*.

5. If there's a match with the provider in the results, click *Next* and follow the prompts.

Availity Essentials users: Accessing the Provider Enrollment and Change Self-Service tool

Once an Availity Essentials administrator completes tasks 1 and 2 above, the Availity Essentials user can access the tool by:

1. Logging in to Availity Essentials.*

2. Clicking *Payer Spaces* in the menu bar and then clicking the BCBSM and BCN logo.

3. Clicking the *Provider Enrollment and Change Self-Service* tile in the Applications tab.

Availity Essentials administrators: Removing access to the Provider Enrollment and Change Self-Service tool

Follow these steps to remove access to the Provider Enrollment and Change Self-Service tool:

1. Log in to Availity Essentials.*

2. Click *Maintain User* under your account name in the top right of the menu bar.

3. Enter the user's last name or user ID.

   Links appear to the right of the user's name for each organization through which they have access to the Provider Enrollment and Change Self-Service tool.

4. Click the link for the organization for which the user should no longer have access.

5. Under Roles, click *View/edit*.

6. Clear the checkbox for the *Provider Data Management* role.

7. Click *Save*.

Determining who is an Availity Essentials administrator

If you already have access to Availity Essentials, you can do the following:

1. Log in to Availity Essentials.*

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2. Click your name in the top right of the menu bar and the click *My Account*.

3. Click *Organization(s)*.

4. Click *Open My Administrators*.

Additional information

To learn more about the Provider Enrollment and Change Self-Service tool, see the For Providers: What is Provider Enrollment and Change Self-Service? page on **bcbsm.com**.

Getting help while working in Availity Essentials

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

*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 and electronic data interchange services.